

# Low-income households to be guaranteed trusted tradesmen for home energy improvements

- New 'TrustMark' scheme will protect 300,000 low-income households a year supported through the Energy Company Obligation (ECO)
- scheme is investing £3.6 billion into upgrading peoples' homes to reduce emissions as the UK commits to becoming a net zero emissions economy
- quality mark can also help further protect around one million homeowners a year who improve the energy efficiency of their homes

Home energy improvements which cut emissions and bills for over 300,000 low-income families every year will only be done by trusted tradesmen, under new government plans.

The government's new quality scheme, delivered by 'TrustMark', will increase protection for low-income and vulnerable households, helped with free energy-saving measures like insulation and new boilers, under the Energy Company Obligation (ECO).

Emissions from buildings account for nearly 25% of overall carbon emissions, which the government is committed to reducing. Just weeks ago, the UK became the first G7 economy to put into law a commitment that Britain will reach net zero greenhouse gas emission economy by 2050.

Energy and Clean Growth Minister Chris Skidmore, said:

Driving up the energy efficiency of Britain's homes is key to us reducing emissions from households, saving people money on their bills as we legislate to become a net zero emissions economy and end our contribution to global warming entirely.

This new scheme will guarantee low-income households the peace of mind that workmen installing energy efficiency measures in their homes are trusted tradesmen.

Around 15% of households take an energy efficiency measure each year, with over one million installing additional or replacement loft insulation and over one million upgrading to double glazed windows.

The new 'Each Home Counts' quality mark will help reassure households having work done on their homes that the companies have met the appropriate standards for installing insulation and new central heating systems in their homes.

Consumers who want energy efficiency measures installed on their own homes

will be able to search the [TrustMark](#) website for trusted and certified tradesmen, checking their installers are recognised before they start work on their homes.

The new mark builds on the well-established government-endorsed 'TrustMark' scheme, which vets businesses. It ensures they meet industry standards, have good technical competence and trading practices, and have a commitment to providing good customer service.

Customers can already access free and impartial advice on reducing their energy bills, making their homes warmer and planning green home improvements from [Simple Energy Advice](#).

Energy efficiency industry is worth £20.3 billion in Great Britain, employing nearly 150,000 and selling exports worth over £1 billion every year.

1. Respond to the [EC03 Improving consumer protection consultation](#).
2. The government commissioned [Each Home Counts Review](#) acknowledged the importance of consumers receiving trusted, impartial advice on energy efficiency. The review also made recommendations on how energy efficiency advice could be improved.
3. BEIS has worked closely with industry through an Industry led Each Home Counts Implementation Board and technical steering group to develop new standards.
4. View the latest [English Housing Survey \(EHS\)](#).