



Rialtas na hÉireann
Government of Ireland

National Home Energy Upgrade Scheme Scheme Guidelines 2022

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1 Introduction

The Programme for Government and the Climate Action Plan set ambitious goals to reduce greenhouse gas emissions from buildings, including our homes, with targets to retrofit 500,000 homes to a Building Energy Rating (“BER”) of B2 and to install 400,000 heat pumps in existing buildings by 2030.

These targets represent a very significant increase in both the volume and depth of retrofit activity. A half million homes equates to almost 30% of all residential buildings in Ireland. In order to achieve these targets, we must transform the way we deliver retrofits by scaling up existing approaches that work and developing new, innovative solutions.

The Government envisages organisations acting as a one stop shop as critical actors in making retrofit easier and more attractive to homeowners to carry out. The one stop shops will facilitate larger more efficient aggregated projects and will bring benefits both for homeowners and to the supply side. They will combine the different components associated with retrofit projects including demand generation, home assessments, grant application, contractor engagement, project management, quality assurance and finance provision. The scale of our targets offers an opportunity for the development and growth of one stop shops, project coordinators, contractors and other elements of the supply chain. Details of SEAI’s One Stop Shop programme are available on the SEAI website (“**OSS programme**”). This includes the procedures and requirements to become a registered OSS with SEAI (“**OSS(s)**”).

This document sets out the grant scheme operational guidelines for OSSs who will be operating under the National Home Energy Upgrade Scheme (the “**Scheme**”). This document should be read in conjunction with other Scheme documents, guidance in relation to OSSs and SEAI technical guidance.

The initial phase of the Scheme will support the energy upgrade of individual homes to a minimum B2 BER part funded by SEAI for private homeowners and homes owned by Approved Housing Bodies (collectively referred to as “homeowners” throughout. The Scheme will be open all year round and will offer fixed grants for installation of specific energy upgrade measures. The grant application, offer and payment process will be on an individual home basis and will be automated through a website. This will provide instant decision making on grant offers and clarity on grant support available by home.

Detailed guidance for the operation of the Scheme is included in this document. Additional information in relation to all SEAI grant schemes is available on the SEAI website. A listing of documents relevant to the operation of this Scheme and the OSS programme is set out in the final section of this document.

2 Grant Scheme Requirements

OSSs must at all times be aware of and familiar with the terms and conditions of the Scheme. OSSs must ensure that all relevant staff members, sub-contractors, partners and relevant homeowners are aware of the up to date guidelines of the Scheme.

2.1 National Home Energy Upgrade Scheme 2022

The Scheme is designed to use OSSs to deliver retrofits and engage with homeowners and the supply chain. Application for grant funding on behalf of individual homeowners will be the sole responsibility of the OSS. This will take the form of a two-step process where the applications for a home energy assessment grant and a home energy upgrade grant will form separate parts of the overall customer journey. The intention of step one is that the incentive to have a full home energy assessment performed will encourage more people to engage with the process and serve to make the process more understandable for the homeowner. However, to the maximum extent possible, it will still be important to convert each home energy assessment into upgrade works. Relevant data will also be collected as part of the assessment process to enable better targeted support as well as Scheme evaluation and improvement.

The principles of the application process are to ensure the lowest possible level of friction for both the homeowner and the OSS. Grant applications will be managed and submitted by the OSS on the homeowner's behalf. Grant applications and payment processes are based on individual homes. This means that work can start on a particular home on receipt and deemed acceptance of a grant offer from SEAI. The OSS can request payment of the grant once the upgrade works on the individual home are complete and all Scheme requirements are met.

2.2 Key Requirements/ Conditions for the National Home Energy Upgrade Scheme 2022

The following items are key requirements and conditions of the Scheme. This is not an exhaustive list and items will be considered in further detail in the relevant sections below:

- **Minimum Post Works BER:** the minimum requirement under the Scheme is that each home has reached a post works BER rating of B2 or better. Homes that fail to reach this post works BER will not be eligible for grant payment.
- **Minimum Energy Uplift:** All homes must deliver a primary energy uplift of at least 100 kWh/m²/year.
- **One Stop Shop:** The Scheme is only open to homeowners who apply through registered OSSs. OSSs will have to be registered by SEAI in advance of making any applications on the Scheme.
- **Private Homeowners and Approved Housing Bodies only:** The Scheme is only available to private homeowners and homes owned by Approved Housing Bodies.
- **Available Measures:** The below listed measures are available under the Scheme. This list as well as the applicable grant levels available for each measure may be subject to change over time:

Eligible measures are:

- a) Home Energy Assessment
- b) Ceiling insulation or rafter insulation
- c) Wall Insulation; Cavity, External, Internal
- d) Windows
- e) External doors

- f) Floor insulation
- g) Heat pump or heat pump & central heating system or heat pump A2A
- h) Heating controls
- i) Solar hot water
- j) Solar PV
- k) MEV, air tightness
- l) Project management

Year of construction of the relevant home must be prior to 2011 (i.e. constructed in 2010 or earlier).

Each measure being applied for must be for newly fitted materials/ products and cannot have been incentivised previously in the particular home under any other SEAI or other grant programme.

For clarity, different types of wall insulation would be considered separate measures for this purpose, meaning that a second wall insulation measure will be eligible where it is different to the first, grant incentivised insulation measure and is required to meet technical requirements. For example, a home in which cavity wall insulation was previously supported under SEAI's Better Energy Homes Scheme may apply for external wall insulation under the Scheme to meet heat loss requirements.

- **Quality Management System:** Each OSS participating in the Scheme must maintain a quality management system in line with OSS requirements. The Scheme will be managed using a quality management approach. This is described in further detail below and in the detailed OSS Operational and Quality Requirements Guide.
- **Two Stage Process:** An OSS can apply (on behalf of homeowner) for a Home Energy Assessment ("HEA") grant and/or a Home Energy Upgrade ("HEU") grant for eligible measures. The grant payable for stage 1, the HEA, can be claimed once it is completed and before any HEU grant application is made.
- **Application and Payment:** The application and payment will be through an online system which is accessible to OSSs throughout the whole year.
- **Pre and Post Works BER assessment:** Each home will be required to have a pre and post works BER assessment completed and published in order to qualify for the HEU grant and subsequent payment. Each home will required to have a pre-works BER assessment completed and published in order to qualify for a HEA grant and subsequent payment.
- **Expiry:** All offers will expire 12 months after the date of the grant offer issued by SEAI.
- **OSS Registration Guidelines:** The OSS will be required to comply with all requirements and terms set out in its OSS appointment agreement and SEAI's OSS Registration Guidelines.
- **Home Energy Upgrade (HEU) Works:** The OSS will be required to ensure compliance with all relevant technical guidance applicable to the HEU works, including the Domestic Technical Standards and Specifications ("DTSS") and current Building Regulations. The OSS will also be required to ensure that SEAI registered contractors are used where such registration is required for the installation of any eligible measure, and that competent contractors are used for all other measures.

2.3 Applying on behalf of the Homeowner

Only applications made by the OSS on the behalf of the homeowner will be accepted as part of the Scheme. The OSS must enter into a contract with the homeowner in advance of grant application and commencement of the grant aided work on the HEA or HEU. The OSS will have to ensure that it is legally entitled to apply on the homeowner's behalf.

The OSS must ensure that the homeowner or Approved Housing Body, who they are applying on behalf of, owns the property in question. The OSS will also have to ensure that accurate homeowner details are collected on application. Although the OSS is expected to manage the entirety of grant journey SEAI may wish to contact the homeowner in relation to the Scheme and will be contacting them in relation to grant offers and grant payments.

It is a requirement that the OSS discounts the full value of the HEA and/or HEU grant (including project management) to the homeowner in a clear and understandable way. The homeowner will only be required to pay the cost of the works net of the grant. Payments will be made directly to the OSS on behalf of the homeowner. It is also the responsibility of the OSS to ensure that the homeowner is fully aware of the terms, conditions and requirements within the Scheme and that the homeowner is aware of these in advance of commitment to proceed with grant applications.

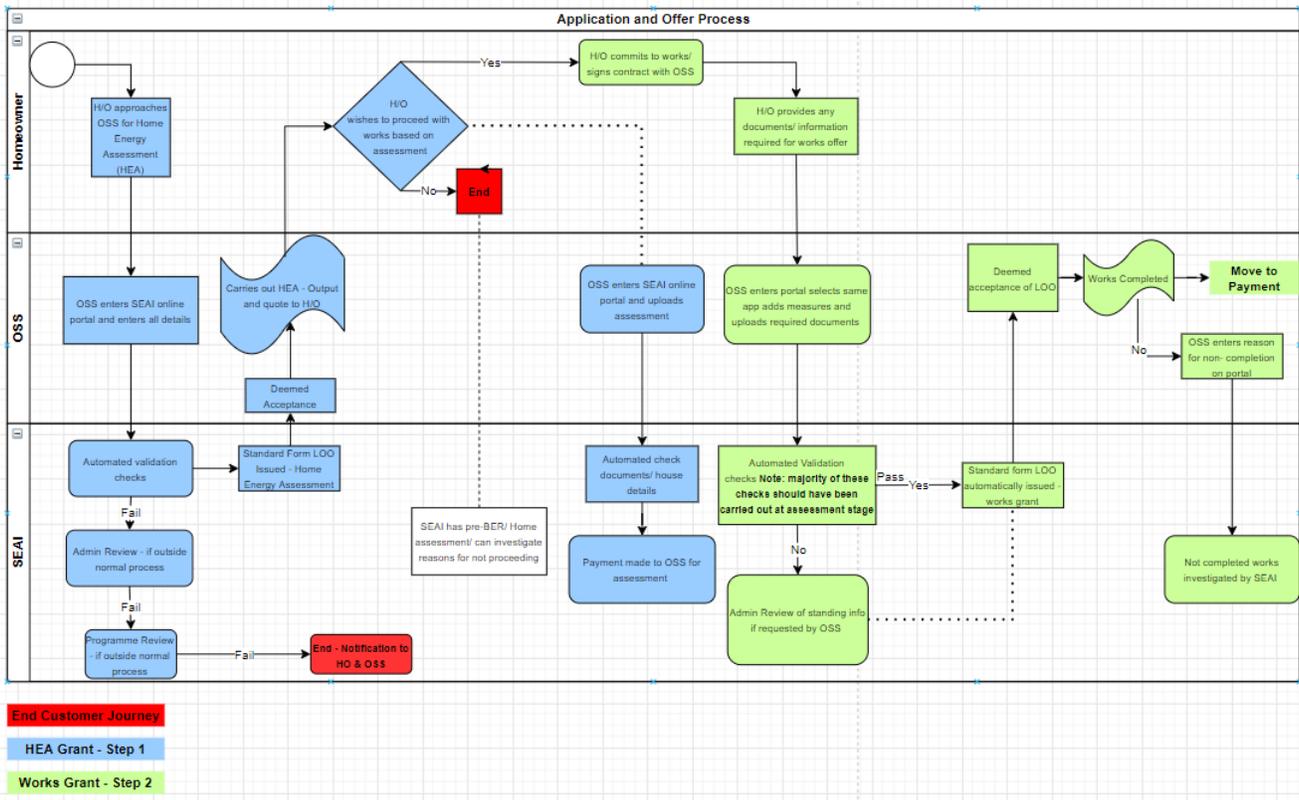
A fundamental requirement of the Scheme is that works cannot commence before the date of the grant offer for the individual home.

2.4 Applying for a Grant

Applications for grant funding will take the form of a two-step process where the OSS can apply for (1) a HEA grant and/ or (2) a HEU works grant for eligible measures required to bring the home to a B2 BER or better and achieve a primary energy uplift of 100 kWh/m²/yr.

Applications and offers (as well as payments) are made on an individual home basis at any stage of the year. The OSS is required to secure the consent of the homeowner before applying for an HEA or HEU grant. All grant applications must be submitted through the application portal. Applications will not be accepted by any other means.

The OSS is required to discount the full value of the HEA and/or HEU grant from the quote offered to the homeowner at both stages of their application, if the homeowner has proceeded with both HEA and HEU. See below graphical representation of the application and offer process:



2.4.1 Home Energy Assessment (HEA) Grant

Funding will be available for the home energy assessment which will include a complete report comprising a BER, technical design, pathway options to reach a B2 BER and beyond, and quotes for the required home energy upgrade works.

A HEA is not required but is recommended under the Scheme to provide the homeowner with a detailed assessment of their home. Each home under the Scheme will however require at a minimum a pre-works BER assessment within the previous 12 months.

When applying for a HEA grant, the registered OSS must enter the SEAI portal. The OSS is required to enter details including the below list of information:

- Homeowner Name
- Declaration of willingness to proceed with HEA - OSS to apply on behalf of homeowner
- Address
- MPRN/ GPRN
- EIRCODE
- Homeowner Contact Details
- Year of Build
- House Type

The OSS will be required to accept the terms and conditions of the HEA grant offer, confirm all details are correct to the best of their knowledge and, confirm the homeowner’s consent to apply on their behalf. This

may be subject to audit and must be obtained in advance of applying for a HEA grant on the grant portal.

If the application is successful a grant offer will be issued for a HEA with deemed acceptance on behalf of the OSS on the date the offer issues from SEAI. The OSS will have 12 months from the date the HEA grant offer issues in which to complete the HEA and submit a request for payment for the completed HEA.

2.4.2 Home Energy Upgrade (HEU) Grant

On completion of the HEA an OSS can then proceed to apply for a HEU works grant on behalf of the homeowner. An OSS can also apply for a HEU works grant on behalf of a homeowner without the previous completion of a HEA assessment and related HEA grant application. This will be possible where a recent BER has been performed on the particular property. The “Pre-works BER” must have taken place within 12 months of the HEU works grant application in order for the application to be valid.

As part of the HEA process the OSS will be able to establish (through accessing the portal) which measures are available for a particular home. The majority of details will be captured at the HEA stage and available to the OSS where the homeowner is progressing with the same OSS who performed the HEA. In the event a different OSS performed the HEA, the OSS will need to obtain from the homeowner the same details as listed under the HEA, as these will be required for the purposes of making the HEU works grant application. The OSS can select from the list of eligible measures and submit the HEU works grant application.

The OSS must enter into a contract with the homeowner in advance of grant application and commencement of the grant aided HEU works. The OSS will also be required to provide the homeowner with a quote for the total cost of the works with the applicable HEU grants available discounted. This must be retained by the OSS for each individual HEU application. The OSS must also ensure that the home will reach a post works BER of B2 or higher and a primary energy uplift of 100 kWh/m²/yr or the HEU grant will not be eligible for payment.

When submitting any/each HEU works grant application, the OSS will be required to confirm that both it and the homeowner accept the terms and conditions of the offer, confirm all details are correct to the best of their knowledge, confirm the homeowner’s consent to apply on their behalf and confirm that the OSS has entered into a contract with the homeowner. This formal contract and/or agreement may be subject to audit and must be obtained in advance of applying for a HEU works grant on the grant portal.

If the HEU grant application is successful, an offer will be issued for a HEA grant with deemed acceptance on behalf of the OSS on the date the offer issues from SEAI. The OSS will have 12 months from the date of the grant offer to complete all HEU works associated with the property. The OSS must also communicate key milestones for the project to the homeowner to keep them informed of key interaction points with SEAI. This will include offers and payments but will not require any action from the homeowner in this regard.

2.5 Works

2.5.1 Completing the Home Energy Assessment (HEA)

The HEA must include at a minimum the following items:

- BER assessment, with Published BER
- Homeowner stated required outcome (objective)
- Technical Design and Pathway options to reach BER B2
- Technical design to meet the Heat Loss Indicator (“HLI”) requirements and for a Heat Pump
- Quotation for the recommended energy upgrade works required to reach BER B2; clearly stating the

cost of each of the recommended works, contribution from energy supplier (EEOS), if applicable, any discounts and SEAI grant.

- Estimate of annual energy usage in kWh

The BER assessment must be carried out by an independent registered BER assessor in accordance with BER scheme rules and the results of the assessment as well as the design elements must be explained to the homeowner so that an informed decision can be made in relation to what, if any, energy upgrade works the homeowner wishes to undertake. The HEA must be carried out subsequent to the HEA offer being issued to the OSS.

2.5.2 HEU Works (Scheme Requirements & Standards)

All HEU works undertaken under the programme must be completed to the standard and specification required for the specific works under all relevant guidelines issued by SEAI, including the DTSS document (incorporating S.R. 54:2014&A1:2019 Code of practice for the energy efficient retrofit of dwellings) and, with current building regulations. The OSS must also ensure that any HEU works carried out on homes grant aided under the Scheme conform to all relevant SEAI requirements and guidance.

Any issues with completed HEU works or requests for reworks resulting from any inspection or review by SEAI may result in the grant being declined or reclaimed in the event that the payment has already been made.

The technical requirements for the HEU works are:

- A pre-works and post-works BER
- Final post-works BERs must be a B2 rating or above
- All homes completed must deliver a minimum primary energy uplift of 100 kWh/m²/yr
- An optimal whole-element solution must be implemented.
- A fabric first solution is mandatory.
- Year of construction of the relevant home must be prior to 2011 (i.e. constructed in 2010 or earlier).

It is the responsibility of the OSS to ensure that HEU works are carried out to all applicable technical standards and specifications required under the Scheme, and that all such HEU works are fully complete prior to requesting grant payment for any individual home. This includes the work of any sub-contractors and partners.

2.6 Requesting a Payment

Grant payments will be requested on an individual home basis. The OSS will request payment through the same SEAI portal as the application process. Subject to volume, grant payments to the OSSs may be batched at regular intervals. The grant request for payment will be reviewed by SEAI and this review may include desktop, or onsite, audits or inspections, as detailed further below.

2.6.1 Home Energy Assessment (HEA) grant payment

To request payment for a HEA grant, the OSS will be required to enter the SEAI portal and provide:

- Completed HEA
- Confirmation that the HEA has been completed in compliance with all requirements, and to the required standard
- Name and contact details of the technical assessor
- Date of completion of the HEA
- Current energy usage of the property

- Details of the independent BER assessor who carried out the pre-works BER.

The OSS must also ensure that the required pre-works BER has been published.

Once SEAI has performed, and is satisfied with, appropriate review and validation checks, grant payments will be approved individually for successful HEAs.

2.6.2 Home Energy Upgrade (HEU) grant payment

To request payment for a HEU grant, the OSS will be required to enter the SEAI portal and provide:

- Confirmation that each individual Eligible measure is fully complete.
- a Declaration of Works (“**DoW**”) that is signed by the relevant contractor that installed the measure and the homeowner.
- Confirm that the OSS is in agreement with all items in the DoW.
- Confirm that the OSS has satisfied itself that all the HEU works installed conform to all relevant SEAI and industry technical standards and specifications, and that the OSS has followed its own documented QA processes in respect of the said works.

The OSS must also ensure that the required post works BER assessment has been completed and published and that the home has reached a minimum post works BER of B2 and a primary energy uplift of 100 kWh/m²/yr. Homes that do not reach the minimum post-works B2 BER or energy uplift will not be approved for grant payment.

Once SEAI has performed, and is satisfied with, appropriate review and validation checks, grant payments will be approved individually for successful HEU works that have been completed. Where HEU works have been selected for a pre-payment inspection, payment may be delayed until the inspection has been successfully completed.

The OSS will also be required to retain a number of documents, which may be required to be provided to SEAI in the event of an inspection or audit. Documents must be retained by the OSS for a minimum of the term of the relevant contract to which they relate plus 7 years. These will include:

- Invoices issued to the homeowner for HEU works completed evidencing measures completed.
- Quality assurance (QA) reports for the particular home and measure(s).
- Evidence of payment for HEU works directly to the OSS by the homeowner.
- Evidence of the contract(s) in place between homeowner and OSS.
- Any relevant certificates required following completion of individual measures in line with applicable standards and specifications
- In the event of Inspections/Desktop Audit by SEAI, photographs may be required of the individual measures that are being claimed as part of the HEU grant.

The OSS is wholly responsible for the safe retention of all relevant documentation pertaining to each individual homeowner and grant application.

2.6.3 Payment Process

Scheme grant payments will be made on a home by home basis. Once a request for grant payment has been completed through the portal, and SEAI has performed, and is satisfied with, appropriate review and validation checks, the individual payment will be approved and made to the OSS in the next available payment run. Payments will be made throughout the whole year. As above, subject to volume, grant payments to the OSSs

may be batched at regular intervals.

SEAI's intention is that payment runs will be made every 2 weeks for the Scheme. This may be subject to change depending on business requirements and the level of output of the Scheme. The intention is that for the majority of homes, approved grants will be paid quickly once payment requests are received, with only those selected for pre-payment inspection having a slightly longer lead time for payment.

The OSS will be required to continue to comply with the key eligibility criteria to ensure the continuation of approved grant payments. Where an OSS is not tax compliant or insurance has lapsed, approved grant payments will not be made by SEAI until any identified issues have been rectified by the OSS.

2.7 Grant Administration

2.7.1 Grant Dashboard

The OSS will have access to a grant dashboard that provides status on each grant application connected to that OSS. This will also highlight those applications which are within 8 weeks of expiry and action is required. It is the responsibility of the OSS to ensure they are up to date with all applications and/or grant works in progress and grant offers which are nearing expiry. Grant offers will automatically expire in the event that 12 months has elapsed and a complete request for grant payment has not been received.

The dashboard will provide one way for each OSS to manage their obligations and workload under the Scheme.

2.7.2 Segregation of Duties

One of the principal ways of ensuring governance on the portal is by segregating the duties assigned to OSS personnel using the system. Good segregation of duties ensures that effective governance processes are maintained within the Scheme and that the same individuals will not have responsibility for the full application and payment process. The grant portal will be configured so that there are separate logins for individual OSS personnel completing a grant application on behalf of the OSS and requesting grant payment once the HEA or HEU works are complete. Each nominated OSS contact/ project lead will only have access to those areas of the grant portal that relate to them.

Regardless of system configuration, SEAI expects an OSS to implement proportionate segregation of duties along with sufficient oversight and review procedures to ensure that individual staff members do not have full responsibility for the end-to-end grant administration process, particularly with regard to grant offers and payment requests. Prospective OSSs will be required to evidence their resourcing plans as part of the application process for OSS registration. Key controls may be reviewed as part of the ongoing review process. Remediation plans will be expected where any issues are identified in line with the Quality Management approach.

OSS management are responsible for implementing key controls relevant to the Scheme.

2.7.3 Document Management

SEAI requires that OSSs will put in place adequate processes and rules to ensure that document flow is appropriately controlled. This includes insuring that:

- All required documents are securely retained.
- All grant documents are actioned in a timely manner by the OSS administrator.
- Homeowners are given the appropriate documents in electronic and paper form as required.

- All documents requested as part of any grant application must be provided in electronic form to SEAI. In the event that documents were originally in paper form these should be securely retained.
- Contractors/installers engaged by OSSs to carry out grant-aided HEAs or HEU works are sent the documents and information relevant to their works before works commence.
- All Designers, Technical Advisers/ Assessors and BER Assessors or any other individuals engaged by OSSs are provided with the information and documents they require (e.g. grant documents signed by the contractor and homeowner after all HEA or HEU works are completed).
- All processed documents are scanned, uploaded and stored.
- All supporting documentation must be retained by the OSS for the term of the relevant contract to which they relate plus a period of 7 years.
- The OSS is responsible for retention and document management for every item associated with each individual grant application, even where it engages agents/subcontractors to carry out certain works etc.
- Any documentation requested by SEAI must be provided in electronic format within 5 working days of receipt of the request. Each OSS should ensure that the relevant business systems and operational processes are in place to allow for efficient document transfer.
- Whilst not all documents are required to be submitted to SEAI for grant payment, the OSS must ensure all relevant documentation connected to each individual grant application is properly retained and classified so that they can be readily accessed as part of any audit, inspection or review conducted by SEAI.

2.8 Quality Assurance

The quality of service delivery by OSSs is central to the reputation and effectiveness of the Scheme. This is for the purpose of achieving energy savings for homeowners and value for public monies.

2.8.1 Quality Management System

Each OSS is required have a quality management system in place for their OSS operations, which includes, a customer focus, managed processes, continuous improvement and controls such as audit and inspection. OSSs will ensure independent verification of the quality of work carried out relating to all grant applications, and SEAI will require access to these results as may be requested from time to time.

The OSS is ultimately responsible for the quality of all works and operational processes that it carries out and manages as part of the Scheme. This includes ensuring that all HEAs and HEU works meet all required technical standards and specifications, operational processes are functioning as designed and that high levels of customer satisfaction are maintained at all stages of the process. SEAI will review the OSSs performance in this regard. This will be monitored and assessed through ongoing operations and audits, quarterly business review and annual audit.

2.8.2 SEAI Inspections

As part of SEAI's review of the OSSs performance and management of its operations under the Scheme, SEAI or its agent may perform any of the following inspections in respect of all or any individual grant applications or works:

- Site Visit
- Desktop Audit
- Advisory Inspection

It is a requirement of the OSS to obtain confirmation and consent from each homeowner that they will provide and facilitate access to their property by SEAI or its agents for the purpose of such inspections.

Inspections may take place in advance of, or subsequent to grant payment having been made to the OSS. As mentioned above, this may include pre-payment inspections required by SEAI in order to review and approve a request for payment of grant funding.

SEAI may carry out a desktop or onsite inspections/ audit in advance of payment at its discretion.

SEAI may seek to carry out accompanied or advisory inspections where specific issues with a particular grant application have been identified. It will be the requirement of the OSS to facilitate any such inspections. SEAI will work constructively with the OSS in order to address any issues as they arise and improve the overall quality of the Scheme.

Information requested by SEAI or its agents in respect of an audit or inspection must be provided to SEAI or its agent within 5 working days of receipt of such request. Failure to provide information within the required timeline may result in restriction or removal of access to the grant portal for the OSS.

2.8.3 Quarterly Business Review

The OSS will complete a Quarterly Business Review with SEAI, which will be scheduled for every three months, to review their operations and performance as described in the OSS Operational Guide. This will include:

- Customer Engagement/ Pipeline
- Strategic Progress
- Financial Review
- Technical Review

2.8.4 Annual Audit

OSSs are required to complete an annual audit of their operations and works. These audits shall be conducted by an auditor or competent person who is independent of the OSS. Following receipt of the audit report each year the OSS shall schedule a review of the outcomes and actions with SEAI. The first audit shall be scheduled and completed by the OSS 12 months after initial registration as an OSS, and shall continue annually thereafter.

2.9 Competent Contractors and Technical Requirements

All contractors engaged by OSSs to carry out HEAs or HEU works shall meet all applicable requirements in the DTSS document. Requirements for competence are defined within the DTSS document, and in general such contractors are to be either registered with SEAI where there is a specific registration requirement for that Eligible measure/technology (e.g. Better Energy Home scheme or Solar PV scheme) or competent to complete the works. This is to ensure that only contractors who are qualified, insured and tax compliant are engaged by the OSS to undertake HEA or HEU works under the Scheme. The DTSS is subject to change. The document in force at the time of undertaking of the works is the relevant version of the guidance.

From time to time, a contractor's registration with SEAI may cease or be deactivated. OSSs are responsible for managing and monitoring the relevant lists of SEAI registered contractors to ensure that their selected contractors are fully registered and compliant, where such registration is required.

For the purposes of the Scheme it is the responsibility of the OSS to ensure that all HEA and HEU works are completed in line with all prevailing technical standards and specifications and building regulations.

If a deactivated or unregistered contractor is used for works where such registration is required, the works may be deemed ineligible for grant payment. In these situations, SEAI will expect that each OSS addresses the matter of a rejected grant payment with the homeowner. Issues arising in relation to contractors will be dealt with as part of the OSS's Quality Management process. In short the OSS must ensure:

- A) **Contractors are registered** (Better Energy Home scheme or Solar PV scheme) **or competent** to complete the relevant HEA or HEU works. It is the responsibility of the OSS to ensure that all contractors engaged by them are fully registered/competent when carrying out works. Use of unregistered or incompetent contractors may give rise to serious sanctions for the OSS, as summarised below and further detailed in the applicable OSS programme documents.
- B) Ensure that all contractors **remain active on all relevant registration lists**. Contractors may be deregistered automatically if certain details aren't renewed. The OSS must ensure that all contractors remain active at the time of the grant application and grant works, where relevant.
- C) **Nominated personnel** have signed off on the HEU works as part of the declaration of works in relation to the individual eligible measures.
- D) All HEU works have been **completed in accordance with requirements of the DTSS** and in line with prevailing building regulations.

2.10 Ongoing Relationship with One Stop Shop

The maintenance of an ongoing working relationship between SEAI and the OSS will be key to management of the Scheme outputs. In respect of the requirements for the quarterly and annual OSS reviews, summary requirements are outlined in the quality assurance section of this document above. The broader requirements in relation to the maintenance of an effective quality management system by each OSS are set out in the OSS Operational and Quality Requirement Guide.

The OSS will be subject to reviews to ensure compliance with Scheme requirements as set out in this document and any other terms and conditions or requirements of the Scheme. This process will also review broader items to ensure effective operation as a registered OSS.

The OSS is expected to remedy any items identified as not in line with the relevant requirements and/or guidelines for the Scheme, OSS Registration Guidelines or the OSS appointment agreement. Where an OSS's performance falls outside of the required performance levels then appropriate guidance will be provided by SEAI or sanctions levied. Any issues will be communicated to the OSS.

Any performance related issues identified in relation to any agent, partner or subcontractor of an OSS is the responsibility of the OSS to remedy. The OSS will be expected to provide a remediation plan and timelines to remedy any identified issues.

Minor issues identified will be addressed through the OSS's Quality Management system and the creation of a remediation plan. In cases of health & safety, fraud or serious non-compliance, the OSS may be subject to sanctions, details of which are set out within relevant section of the OSS appointment agreement and OSS Registration Guidelines. Cases of fraud may also be referred to An Garda Síochána. In summary, these serious issues or continued issues of poor performance or quality management may give rise to the following

sanctions:

- **Remedial Plan Process:** OSS is required to agree and implement a remedial plan to address identified issues.
- **Partial Suspension:** Suspension of OSS from creating new applications. Payment of grant works in progress may still be possible. Homeowners affected by the suspension may be notified.
- **Full Suspension:** Suspension of OSS from creating new applications, making further requests for grant payments or receiving grant payments where works have been completed. Homeowners affected by the suspension may be notified.
- **Termination:** Termination of OSS appointment agreement. OSS can no longer act as One Stop Shop. Homeowners affected by the termination may be notified.

2.11 Data Collection

The OSS will be required to gather application information for the grant administration purposes and provide this to SEAI. This will include homeowner names, address, telephone number, email and MPRN. The homeowner's email will be used to communicate with the homeowner on the grant administration and processing. In order to assess the impact of installed measures SEAI will collect pre and post works data, this data will be provided by the OSS through the grant process. This data may also be used by SEAI for scheme review or development.

Data relating to the works completed and grants claimed by OSSs will be assessed by SEAI to ensure that the energy savings have been achieved and will be sustained. This assessment will verify that energy upgrades have been properly installed in line with the code of practice and the correct grant has been applied for and deducted from the cost borne by the homeowner. This data may also be used by SEAI for scheme review or development. The OSS will be required to ensure that Data Subjects are aware of this data collection and use.

SEAI may make contact with homeowners for a period of up to 5 years after the relevant grant has been processed in order to request their voluntary participation in surveys or other forms of feedback or to request the voluntary provision of energy data or other information which may be used to determine the impact and achievements of the relevant grant scheme and for scheme review or development. SEAI may also develop and publish case studies (protecting as appropriate all personal, confidential or commercially sensitive information/data). The OSS will ensure that Data Subjects are aware of this data collection and use. The OSS will ensure that the Contact Preference Form is completed and submitted to SEAI.

To support ongoing monitoring and evaluation the OSS may be required to capture customer data and provide to SEAI for analysis. This data will include information on the home, homeowner and energy usage. These checks will help SEAI to monitor, review and analyse the scheme by:

- Providing confidence that the energy savings reported by SEAI as being attributed towards OSS have been achieved.
- Helping reassure the homeowner that the energy upgrades claimed under the relevant programme are installed correctly.
- Reassuring OSSs that the relevant programme is implemented fairly, with a level playing field for all participants.
- Supporting the continued development of the relevant programme.

- Supporting the review of the efficacy of the relevant scheme.
- Measuring output data to validate anticipated energy savings.

This data may also be used by SEAI for scheme review or development purposes. The OSS will be required to ensure that Data Subjects are aware of this data collection and use.

The OSS will be asked annually to provide case studies to SEAI which sets out the main elements of the relevant project (key partners, numbers of properties, and types of works, project costs (totals), project duration, critical success factors / learnings). These will be used for further development of the relevant programme. Where this includes personal data, the OSS will ensure that Data Subjects are aware of this data collection and use.

2.12 Marketing

OSSs shall meet any applicable marketing requirements or guidelines issued by SEAI from time to time. In addition:

- any marketing activities should acknowledge the funding received from SEAI;
- where signage or displays are being created in relation to particular buildings or events, then the OSS should request the SEAI logo from SEAI for inclusion accordingly; and
- SEAI should be provided with copies of any relevant press releases or promotional materials prior to finalisation.

2.13 Scheme Terms, Conditions & Documents

OSSs are required to adhere to all guidelines, processes and rules as set out in this and other supporting Scheme documentation to ensure appropriate use of the system and management of grant related paperwork. Failure to adhere to these may result in grant applications or payment requests being declined. It may also lead to SEAI rescinding the OSS's (or the OSS's agent/contractors) access to the Scheme.

OSSs must ensure that the terms and conditions of the Scheme are thoroughly understood by all staff members, and agents/contractors acting on their behalf who are involved directly or indirectly in delivering Scheme works to homeowners. This includes, but is not limited to, staff involved in call centres, sales, installation, administration, quality and finance. OSSs should also ensure that the terms and conditions are reviewed with, understood by, and fully accepted by the homeowner and any changes or amendments understood.

These terms and conditions may change from time to time and SEAI. SEAI will engage with OSSs prior to any substantive changes to Scheme guidelines. However, it is ultimately the OSS's responsibility to ensure that the most up to date terms and conditions are applied, and supplied to staff and the homeowner at all times. Key documents will be posted to the relevant page on the SEAI website. Other key documents which should be read in conjunction with these guidelines are the items listed below.

- National Home Energy Upgrade scheme terms and conditions
- National Home Energy Upgrade privacy notice
- OSS Registration Guidelines
- OSS Marketing Guidelines
- OSS Operational and Quality Requirement Guide

- OSS Appointment Agreement
- OSS Registration Form and related documentation
- OSS Qualification – Eligibility List
- OSS Application – Strategic Plan
- Domestic Technical Standards and Specifications (“DTSS”)
- SEAI Customer Charter
- S.R. 54:2014&A1:2019 Code of practice for the energy efficient retrofit of dwellings