

Home Energy Upgrades: Programme Specific Heat Loss Indicator (HLI) Heat Pump Grant Eligibility Requirements – Frequently Asked Questions

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Introduction

SEAI has introduced flexibility around the Heat Loss Indicator (HLI) for heat pumps installed under the following programmes.

- One Stop Shops (OSS) service
- Community Energy Grant programme
- Warmer Homes Scheme (only when advised by the WHS team).

Note:

There **is no change to the Better Energy Homes scheme** heat pump grant eligibility requirement with respect to the HLI. An HLI of less than or equal to 2.3 W/ (K.m²) must still be achieved prior to grant payment on this scheme. SEAI will continue to review this position.

Frequently Asked Questions

1.0	Heat Pump Systems and Heat Loss Indicator (HLI): FAQs	
1.1 What is the heat loss indicator (HLI) heat pump grant eligibility requirement for each SEAI Home Energy Upgrade scheme.		
Scheme/Programme	Grant Eligibility (HLI)	
Better Energy Homes (BEH)	HLI <=2.3 W/ (K.m²) ^a	
Community Energy Grants (CEG)	Designer / installer led approach ^b	
One Stop Shop (OSS)		
Warmer Homes Scheme (WHS)	HLI flexibility - only when advised by the WHS team	
Energy Efficiency Obligation Scheme (EEOS)	HLI <=2.3 W/ (K.m²) for deemed scores ^c	
	Designer / installer led approach ^b for homes notified under the Residential / Energy Poverty targets ^d	
Note:		
a. No change to heat pump eligibility, operational or payment requirements under BEH. b. Designers may utilise their own design tools / software to support their heating and emitter design. c. This HLI level is also required under EEOS for homes notified towards the Residential/Energy Poverty targets which do not achieve at least a BER B rating. d. Subject to these achieving at least a BER B rating		
Works must be completed in accordance with the SEAI Domestic Technical Standards & Specification.		

1.2	What has changed with respect to the HLI heat pump grant eligibility requirement across the SEAI Home Energy Upgrade Schemes? The Heat Loss Indicator (HLI) threshold of 2.3 W/ (K.m²) or less no longer applies when a heat pump is installed under the One Stop Shop (OSS) scheme, Community Energy Grant (CEG) programme or the Warmer Homes Scheme (only when advised by the WHS team).
1.3	Why is this change only applicable to heat pump installed under the OSS, CEG and WHS? Service providers on these programmes are responsible for a whole house retrofit design. This delivery model considers fabric improvements, heating, ventilation and other measures as part of single project and contract. This delivery model also supports an integrated design, multiple measure oversight and system optimisation.
1.4	Why is this change not applicable for BEH heat pump installations? The BEH scheme generally supports individual measure upgrades on their own rather than a fully integrated whole house retrofit. This supports the homeowner in taking a step-by-step approach in a lot of cases involving different installers, so the same integrated design, oversight and optimisation is not in place. For this reason, the HLI threshold remains a requirement in BEH. SEAI is working to support industry with the aim of moving towards a design led approach across all schemes and in doing so remove the HLI requirement. This will help simplify the heat pump upgrade process.
1.5	Is there a change to the Better Energy Homes heat pump grant eligibility requirements? No. There is no change to the Better Energy Homes heat pump grant eligibility requirements or any part of the BEH delivery.
1.6	What has informed this position i.e., moving away from the set HLI threshold across all SEAI Home Energy Upgrade Schemes? On-site heat pump performance data has shown that heat loss is not the only factor affecting the heat pump performance in a home. It is widely understood that an improved thermal envelop will improve system performance, however, it is also evident that other factors such as the design, installation, commissioning, the control strategy, occupant's understanding and on-going maintenance impacts heat pump performance.

	SEAI is now supporting OSS, CEG and WHS service providers as well as the wider heat pump sector to apply a design led approach. This approach promotes best practice across all stages of delivery including design, installation, and commissioning, and supports service providers to take full responsibility for all aspects of heat pump design and installation under these schemes, including the heat loss assessment. This is supported by their expertise within the sector and approach to quality assurance.
1.7	Will the same approach to HLI flexibility be eventually applied to the Better Energy Homes scheme? Right now, there is no change to the BEH scheme heat pump grant eligibility requirement of 2.3 W/ (K.m²) or less. SEAI will continue to review this position.
1.8	Why has SEAI introduced this change These changes aim to: ▪ Increase heat pump uptake. ▪ Support traditional and hard-to-treat homes. ▪ Increase focus on quality of delivery rather than a single metric (HLI), and ▪ Increase affordability.
1.9	Under the OSS and CEG programme, does an SEAI Technical Advisor need to complete the technical assessment form for a heat pump grant as part of the Home Energy Assessment where the HLI is greater than 2.3 W / (K.m²)? Yes. The technical assessment form for a heat pump grant must be completed by an SEAI Technical Advisor if the homeowner is receiving a Home Energy Assessment. This is required as part of the HEA. Under the OSS and CEG programme, the heat pump technical assessment form completed by the SEAI Technical Advisor is not required where the homeowner does not avail of the Home Energy Assessment grant.
2.1	Does a higher level of heat loss automatically result in increased heat pump running costs? There are several factors that affect heat pump performance and running costs. Improved fabric and insulation levels will typically reduce heat demand, energy consumption levels and improve system performance. This is similar for traditional boilers. Attic and cavity wall insulation should always be considered. SEAI offer generous attic and cavity wall insulation grants. The standard of heating system design, installation, commissioning, control set up and on-going maintenance will significantly influence heat pump performance and consumption levels. A high standard of design, installation

	and commissioning will improve efficiency and work towards reducing running costs. Typically, when comparing the efficiency performance of an existing fossil fuel boiler (e.g., 85%), to a heat pump (e.g., 350%), the heat pump is 3 to 4 time more efficient. This will help to support lower or similar running costs compared to previous energy bills (prior to HP installation).
2.2	Can a registered OSS, CEG project co-ordinator or Warmer Homes contractor apply the HLI flexibility if installing a heat pump under the BEH scheme? Currently no, but SEAI will continue to review this position. HLI flexibility only applies to heat pumps installed under the One Stop Shop service, Community Energy Grant programme and the Warmer Homes Scheme (only when advised by the WHS team).



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