

EEOS Quality Policy

The Sustainable Energy Authority of Ireland (SEAI) is Ireland's national energy authority investing in, and delivering, appropriate, effective and sustainable solutions to help Ireland transition to a clean energy future. We work with citizens, businesses, communities and the Government to achieve this, through expertise, funding, educational programmes, policy advice, research and the development of new technologies.

The SEAI is committed to achieving excellence in the management of the Energy Efficiency Obligation Scheme (EEOS). In aligning our scheme administration with ISO 9001: 2015, the international standard for quality management systems, we are placing quality and our stakeholders at the heart of the programme.

We will administer the scheme in accordance with the SEAI's core values of being passionate, collaborative, courageous, innovative, trusted and expert. We will make decisions and approve actions in accordance with the established system of governance and oversight set out by our Regulatory Delegated Authority Framework.

We recognise the important contribution that the energy companies obligated under EEOS can make to Ireland's transition to a low carbon economy. The energy efficiency improvements they support in homes and businesses across Ireland have been reducing national energy use each year since the scheme began in 2014, helping Ireland achieve its energy efficiency target under Article 8 of the Energy Efficiency Directive. Their work also helps to tackle energy poverty.

We will support the obligated parties in achieving their EEOS targets and complying with the scheme rules through effective administration of the programme and the pursuit of best regulatory practice. We will follow a principles-based approach, ensuring that – in our EEOS administration – we are transparent, accountable, proportionate, and consistent, and any corrective actions are targeted only at cases where they are necessary.

The scheme is underpinned by a quality management system which is aligned with the core requirements of the ISO 9001:2015 standard. Through a comprehensive and rigorous series of processes within this system, we will validate the energy savings reported under the scheme. We are committed to continuous improvement, and we are always open to feedback and suggestions from our stakeholders. We will monitor our performance and the performance of the obligated parties, investigating issues as they occur and acting on them to drive positive change for the programme.

We will work closely with the Department of Climate, Energy and the Environment (DCEE) providing timely reports, analysis, and advice on EEOS policy development and implementation. This EEOS quality policy will be communicated to all SEAI staff working on EEOS, to all obligated parties and to DCEE, and will be reviewed annually.

John O'Sullivan



Head of Public Sector & Regulatory Programmes

23/10/2025