

## Home Energy Saving scheme

### Application Guide Version 2.0

#### IMPORTANT NOTICE

It is the responsibility of each applicant to the Home Energy Saving scheme to ensure that they have read, and fully understand, this Application Guide and the Home Owner Application Form before submitting a signed application form. Failure to fully adhere to the provisions of this Application Guide and the Application Form will result in application refusal, grant revocation or payment request refusal, depending on the particular status and stage of the grant. SEAI accepts no liability or responsibility, whether for breach of contract, negligence or otherwise, in respect of any claim or cause of action arising out of, or in relation to, any equipment, product, work, system or installation in respect of which grant approval was given by SEAI.

This Application Guide will be revised periodically. Call 1850 927 000 or check the SEAI website [www.seai.ie/hes](http://www.seai.ie/hes) to ensure that you have the latest version.

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## 1. Description of the Home Energy Saving scheme

The Irish Government, through SEAI, wishes to encourage people to improve the energy efficiency of their homes by contributing to the initial investment cost of installing various upgrade measures. The Home Energy Saving (HES) scheme provides assistance to homeowners who are interested in improving the energy efficiency of their home in order to reduce energy use and costs, greenhouse gas emissions and improve the comfort levels within their home.

## 2. Scheme Objectives

The objectives of the scheme are to:

- Support the homeowner in making intelligent choices to improve the energy efficiency of their home
- Reduce energy use, costs and greenhouse gas emissions
- Build market capacity and competence by driving contractor standards and quality and stimulating market innovation

## 3. Who can avail of the scheme?

It is a national scheme and therefore all homeowners of dwellings built before 2006\* may apply. Landlords and owners of multiple properties may also apply, however they must submit a separate application form for each property. If you are a landlord or a management company considering an entire building upgrade, please contact SEAI before applying online for the grant. Applicants to the Home Energy Saving scheme must use contractors who are registered with SEAI. The grant being applied for must be for newly fitted materials / products and cannot have been grant aided previously in the particular home under any SEAI grant programme.

[\*Homes built from 2006 onwards should have been constructed to the 2003 Building Regulations and so should not require significant insulation or heating system upgrades]

## 4. What upgrade measures are grant aided?

Grants will be provided to homeowners who invest in energy efficiency improvements in the following areas:

- Roof Insulation
- Wall Insulation – this includes either cavity wall, internal dry lining or external insulation
- The installation of a High Efficiency ( $\geq 90\%$ ) Oil/Gas fired Boiler including Heating Controls upgrade.
- Heating Controls Upgrade only
- A Building Energy Rating (BER) is an integral part of all grant applications under the HES scheme, whereby homeowners must undertake a BER on their home **after** grant aided works have been completed. Only one BER assessment will attract grant aid of €100 which the system will automatically apply to an Offer if the home is eligible for such funding. It does not require the homeowner to apply for such funding.

Further information on these measures is available at [www.seai.ie/hes](http://www.seai.ie/hes) or by calling 1850 927000, including homeowner self assessment checklist and upgrade overviews and buyers guides.

### 4.1 Home Energy Self Survey

The Home Energy Self Survey is a simple online, or hardcopy, survey designed to help you identify what might be the priority upgrade works appropriate to your home. It only takes a couple of minutes to complete. You are of course always advised to discuss your choices and options with registered contractors.

If you have done a BER on your home already then the Advisory Report which accompanied the BER cert will also guide you. The survey complements the existing fast track online application system and links directly to SEAI’s other online resources including the Buyers’ Guides

**4.2 Optimum and Partial Solutions**

The Contractor must ensure that, in the case of insulation, an optimal whole-element solution is provided e.g. when dealing with walls that this comprises Internal insulation of all exposed walls or External Insulation of all exposed walls; and in the case of roof / attics that this comprises insulation of the whole surface of the ceiling / roof-space as appropriate. Where only part-element coverage is achieved, this must be detailed in the Declaration of Works and the Contractor should inform their client that this may impact on their ability to draw down support from the Scheme. Affordability may be a consideration in the identification of the most appropriate measure for the homeowner, for example the selection of blown cavity vs external cladding.

Partial solutions are only acceptable in exceptional cases where it is not “physically or economically possible” to provide a whole-element solution. For example it may not be physically possible to provide complete roof insulation coverage due to small inaccessible areas of the roof. Likewise the idea of internally dry-lining all exposed walls in a particular dwelling may become economically unviable where it would require kitchen units to be removed. Justification for these exceptional partial solutions must be given in the Declaration of Works.

It is important to emphasise the difference between affordability and economic viability. Where homeowners indicate that they cannot afford to do the whole element, this does not diminish the economic viability of the project and so this is not an acceptable reason to do a partial solution.

**4.3 Minimum requirements for heating upgrades**

**High Efficiency Boiler:** The installed high efficiency gas or oil fired boiler must have a seasonal efficiency  $\geq 90\%$  to avail of a grant under the Home Energy Saving scheme. A list of boilers and their associated seasonal efficiency is available on the SEAI HARP (Home-heating Appliance Register of Performance) database. The HARP database is available at [www.seai.ie/harp](http://www.seai.ie/harp).

**Heating Controls Upgrade:** The minimum requirement for heating controls upgrade on the Home Energy Saving scheme is:

- Two (2) zones (space and water) with 7 day programmer (time and temperature) control and boiler interlock PLUS
- Time and Temperature control of electric immersion heater PLUS
- Either 1 more zone control or 3 TRV’s

**5. What grant levels are available on the Home Energy Saving scheme?**

Grants are fixed for each type of measure as indicated in the table below and are towards the cost of materials and labour. **Grant approval from SEAI must be in place before any purchase of materials or commencement of measures undertaken.** Grants are paid after the measures are completed and the contractor has been paid by the homeowner. In the instance where the cost of the work (VAT inclusive) is less than the fixed grant amount, the actual cost will be reimbursed.

MEASURE	CATEGORY	GRANT *
Roof	Roof Insulation	€250
Wall	Cavity wall insulation	€400
	Internal Wall Dry-Lining	€2,500
	External wall insulation	€4,000

MEASURE	CATEGORY	GRANT *
<b>Heating Controls Upgrade</b>	High Efficiency Gas or Oil fired Boiler with Heating Controls Upgrade	€700
	Heating Controls Upgrade	€500
<b>BER Assessment</b>	After works completion although a home is only eligible once for this grant funding.	€100**

\* Please note the minimum grant amount for the first application must be €500. A BER grant where applicable does not count towards the €500 minimum.

\*\* A homeowner is entitled to BER funding of €100 once per home. This funding will be applied to your grant application automatically **provided** you have never applied previously for BER funding. You will be informed during the online grant application process if BER funding is available for your home or as part of your Letter of Grant Offer if you have applied through the post.

## 6. Registered Contractors and BER Assessors List

In accordance with the scheme's Terms and Conditions, all works must be completed by a contractor from SEAI's Registered List, which is available at [www.seai.ie/hes](http://www.seai.ie/hes) or on request from 1850-927000. The contractor must be registered for the particular measure that they are undertaking for the homeowner.

Contractors are registered by SEAI on the basis of a commitment to:

- Installing the works in accordance with strict technical guidelines.
- Adherence to a professional Code of Practice.
- Demonstrated tax compliance and sufficiency of insurance cover.
- Use of a standard contract with the homeowner for all jobs.

All of these requirements are intended to ensure consumer confidence and optimum quality of service.

When undertaking a BER, these must be completed by a registered BER Assessor. A list of registered assessors is available on the SEAI website [www.seai.ie/BER](http://www.seai.ie/BER) or by calling 1890-734237

**Note: An applicant may use a different contractor from that indicated in their original application and the new contractor should be identified when requesting grant payment. However to be eligible for the grant the contractor used to complete the measure must be registered with SEAI for that measure at time of undertaking the works and claiming the grant.**

## 7. How to apply for a Home Energy Saving scheme grant

There are 2 methods to apply for a Home Energy Saving scheme grant.

- Online: Response within 3 working days
- Application Form by Post: Response within 20 working days

Before commencing application please have the following information available to hand:

- Meter Point Reference Number (MPRN). This number appears on your electricity bill, and is 11 digits long
- The year in which your house was built (must be prior to 2006).
- The particular measures which you wish to undertake as part of the HES scheme.
- If you have already selected an SEAI registered contractor you will need to know their name and address.
- Your Bank details i.e. bank name, bank account name, bank account number and sort code.
- For an online application you will need an email address. In the instance where perhaps you don't have a personal e-mail address please ask a relative or trusted close friend for use of their

e-mail address. It is very important that neither a Contractor nor an Assessor applies on your behalf as this contravenes the terms and conditions of their registration.

### 7.1 Online Applications

- Log onto [www.seai.ie/hes](http://www.seai.ie/hes)
- Click online application
- If you are unsure of what measures you should undertake, complete the online Home Energy Self Survey to help guide you on upgrade works most appropriate to your home
- Complete the application form
- Follow the steps to get grant approval
- Your grant approval will issue to your e-mail address and you will have 72 hours (3 days) in which to accept and validate the grant offer by email
- Agree a formal contract with your chosen contractor(s)
- Organise for the measures for which you have received grant approval to be carried out and completed.
- Pay the contractor in full for measures completed and ensure both the Contractor and yourself sign the Declaration of Works form. A separate Declaration of Works (DOW) form is required for each measure completed. You should also ensure that the Contractor has completed the relevant section on the BER Confirmation and Request for Payment form.
- Have a registered BER Assessor (see [www.seai.ie/ber](http://www.seai.ie/ber)) undertake a BER assessment of your home and complete the BER Confirmation and Request for Payment form.
- Once all measures have been completed including the BER Assessment, review all DOW forms and the BER Confirmation and Request for Payment forms to ensure that all sections have been completed, signed and dated by the relevant Contractor(s), Assessor and yourself. Once you are happy that this is the case they you should submit all documents together to the address below. Please note incomplete or missing forms will result in your grant payment being rejected and all forms being returned to you for resolution. This in turn may result in a delay in your grant payment These document(s) will be posted to you once your grant is approved.

### 7.2 Postal Applications

- Download the application form at [www.seai.ie/hes](http://www.seai.ie/hes) or request one by contacting 1850-927000
- Complete the application form and send to:

**Home Energy Saving Scheme  
The Sustainable Energy Authority of Ireland  
P.O. Box 119  
Cahirciveen  
Co. Kerry**

- Follow the steps detailed therein to get grant approval
- Your grant approval will issue to your postal address and you will have 30 days in which to accept and validate the grant offer. If you do not return your acceptance your offer will lapse.
- Agree a formal contract with your chosen contractor(s)
- Organise for the measures for which you have received grant approval to be carried out and completed.
- Pay the contractor in full for measures completed and ensure both the Contractor and yourself sign the Declaration of Works form. A separate Declaration of Works (DOW) form is required for each measure completed. You should also ensure that the Contractor has completed the relevant section on the BER Confirmation and Request for Payment form.
- Have a registered BER Assessor (see [www.seai.ie/ber](http://www.seai.ie/ber)) undertake a BER assessment of your home and complete the BER Confirmation and Request for Payment form.
- Once all measures have been completed including the BER Assessment, review all DOW forms and the BER Confirmation and Request for Payment forms to ensure that all sections have been

completed, signed and dated by the relevant Contractor(s), Assessor and yourself. Once you are happy that this is the case they you should submit all documents together to the address below. Please note incomplete or missing forms will result in your grant payment being rejected and all forms being returned to you for resolution. This in turn may result in a delay in your grant payment These document(s) will be posted to you once your grant is approved.

## 8. Approval Criteria

The following conditions will apply in the approval of grant applications and all conditions must be met in advance of any approval of a grant.

1. Applicant must be the homeowner/landlord and must have full possession of the property where the measures are to be installed
2. Applicant must fully complete the Home Energy Saving scheme Application Form (the "Application Form") with information valid and accurate at time of application
3. Applicant must supply bank account and sort code details to facilitate electronic payment of the grant. (Please note that currently we cannot process Credit Union accounts)
4. Applicant must agree to be bound by the Terms and Conditions of the Scheme (see **Section 13** below) Contractors must be registered with SEAI, at the date of application and completion of works. In the instance where a Contractor is completing works within his own home then only the cost of materials are eligible for grant funding.
5. BER Assessments must be completed by a registered BER Assessor
6. SEAI must still have adequate funding available to it pursuant to the relevant phase of the Scheme in order to be able to approve the relevant application.

### 8.1 When might you NOT qualify for a Home Energy Saving scheme grant?

Depending on the scale or type of works being undertaken, the HES grant may not necessarily be appropriate for all homeowners. Homeowners will not qualify for a grant in the following circumstances:

- If your first grant application is for less than €500. ie. if you only intend to do roof insulation (€250) or blown cavity wall insulation (€400) on their own, then you would not meet this requirement.
- If you are only replacing your existing boiler with a typical efficiency boiler (<90% efficiency)
- If you decide to simply replace your boiler but not upgrade the heating controls to the minimum prescribed standard
- If the measures have already been grant aided through any SEAI grant programme in the home which is the subject of the application
- If the applicant fails to fully comply with the scheme Terms and Conditions and the requirements set out in the scheme Application Guide and scheme Application Form
- While a valid and current Building Energy Rating (BER) must accompany each grant payment claim a home can only qualify for one BER grant, under either phase of the HES scheme.

## 9. Payment Procedure

You can only claim your grant payment when:

- All your contractors have completed the upgrade works and filled in the relevant declaration of Works form (DOW) and appropriate sections of the BER Confirmation and Request for Payment form
- Your BER assessor has undertaken a site visit, completed / published the BER and returned to you the completed the BER Confirmation and Request for Payment form
- You have fully paid all contractors and your BER assessor
- At that stage you should ensure that you also have signed all DOWs and BER Confirmation and Request for Payment forms all of which you then submit to SEAI with a view to grant payment.
- All paperwork (i.e. all Declaration of Works and the BER Confirmation and Request for Payment form) must be submitted together **within** the six month grant offer period.

Applications for grant payment with incomplete paperwork will be rejected, resulting in all documentation being returned to you for resolution. This may result in a delay and/or expiration of the grant offer. If for any reason some or all of the works were not undertaken, the grant should be cancelled, and sent with documents for payment claim.

**The grant offer, once accepted by the applicant, remains valid for 6 months from the date of issue of Grant Offer notification.** An offer will lapse e.g. no longer exist, if you fail to return a signed acceptance form which is included with the letter of Offer within the required 30 days.

## 10. Home Insurance

While verified appropriate insurance for works envisaged under HES are a requirement for contractor registration it is recommended that homeowners advise their own home insurance companies of the planned works before they commence.

## 11. Contract for Works

It is a requirement of registration that all contractors have a written contract with homeowners for all works undertaken under the HES scheme. Homeowners are therefore required to comply with this requirement and ensure that there is a contract in place, which will ensure appropriate levels of consumer protection. (Note SEAI have made a so called model contract available on its website to help in this process.) In instances where a contractor refuses to comply with this requirement then homeowners are urged not to proceed with this contractor and to notify SEAI accordingly at 1850 927000

## 12. Installation Inspections

All completed installations may be the subject to verification and/or technical inspections. Properties may be the subject of a sampling process and homeowners will be notified by SEAI prior to the inspections.

- In the case of Verification Inspections the inspection will precede payment of the grant, and SEAI or its agents, will content themselves that the works have in fact been installed in the identified insulation address, and the relevant Contractors and Assessor have been fully paid. This inspection will be scheduled at the earliest possible opportunity by SEAI's appointed inspector in consultation with the homeowner. Grant payment will be made upon satisfactory receipt of the verification inspection report from the inspector.
- Technical inspections will on the other hand consider the workmanship and quality aspects and will take place once installation is completed; they will be scheduled for an appropriate time thereafter, and will not delay payment. The report of the inspector will be used by SEAI in order to inform ongoing development of quality assurance within the Home Energy Saving scheme.

Homeowners are required to retain their invoices and receipts for all works undertaken and to have them available for presentation to SEAI personnel or its agent/inspector should their home be selected for QA inspection.

### 13. Terms and Conditions

1. The Application Guide, Application Form and Terms and Conditions are those published on the SEAI website on the date of submitting the application. However, SEAI may, if required by law and without incurring any liability, vary, revise or supplement the Terms and Conditions of the Scheme after the applicant's submission of an application and these revised or supplemented Terms and Conditions (as published on the SEAI website) may apply to the application unless the applicant chooses to withdraw its application. The applicant must monitor SEAI's website in order to learn of any such changes to the Terms and Conditions.
2. The applicant's agreement with SEAI in the event of a Grant Offer being accepted will comprise the Terms and Conditions, the Application Guide (including its Appendices), and the rest of the Application Form. The applicant having accepted the Grant Offer and communicated their acceptance of it to SEAI shall comply with and agree to be bound by the provisions of these documents. In the event of any conflict arising between these documents the order of precedence shall be:
  - a. the Terms and Conditions of the Scheme;
  - b. the rest of the Application Guide less the Terms and Conditions of the Scheme;
  - c. the rest of the Application Form less the Terms and Conditions of the Scheme
3. The applicant must ensure that he/she completes and submits, to the extent applicable, the latest version of the Application Form (see [www.seai.ie/hes](http://www.seai.ie/hes) for the latest version)
4. The applicant must be the owner of an existing home built before 2006, located in the Republic of Ireland, in respect which the grant application is made (not applicable to mobile homes, caravans, houseboats or other temporary). Only existing dwellings are supported.
5. The applicant must undertake a measure(s) identified from the measure types supported under the HES scheme.
6. The applicant must have a Building Energy Rating (BER) assessment of their home undertaken by a registered BER Assessor following completion of the upgrade works. The applicant must, in conjunction with their chosen BER Assessor, provide SEAI with evidence of this BER by way of the forms provided to them at time of grant offer.
7. The spirit and objective of the HES Scheme is to assist homeowners in improving the energy efficiency of their homes. The applicant therefore agrees that its application relates to works which are economically and physically practicable and which will secure the optimal energy efficiency improvements to its home. The applicant also agrees that the grant monies will be coupled with its funds to the extent necessary to achieve this goal. In specifying works to which this application relates, the applicant confirms that its application does not concern works which are inefficient or incomplete in nature so as to render the expenditure of the grant monies uneconomic.
8. The applicant must engage a contractor listed on the Registered Contractor List (see Section 6 of the Application) to carry out the supported measure.
9. Approval of the grant only becomes valid upon receipt by SEAI of the issued Grant Offer signed by the applicant indicating his/her unconditional acceptance in accordance with the timelines prescribed by SEAI. Applicants must ensure that they personally accept their grant offer and the attaching terms and conditions. In the case of online applications, acceptance is confirmed by selecting the "Accept" option and re-entering the applicant MRPN on the offer confirmed page (linked from the email offer sent to the applicant shortly after the online application is submitted)
10. The applicant must secure approval from SEAI before assuming he/she will receive the grant. SEAI reserves the right to reject/approve applications for grants under the Scheme.
11. The applicant must ensure grant approval is received before proceeding with any product purchase or installation work.
12. The grant, once approved, is only payable in respect of the type of measures identified in the Application and referenced in the Grant Offer.
13. The timing of payment of the grant to approved applicants is subject to the funding allocated by government to the Scheme / programme in a particular calendar year, in accordance with public financial procedures. Where all other conditions are met, payment will be made by SEAI on a "first come, first served" basis. Where funding is exhausted in a particular calendar year, payment to remaining applicants will be deferred until such time as further funds may become available. Deferred payments will receive priority, if and when those funds become available.

14. Should his/her property be selected as part of a sample inspection process, the applicant must make his/her home available for verification and/or technical inspection. In the instance of wall assessments, some of these inspections may result in the undertaking of "invasive" tests, including boroscope probing and thermal imaging. The applicant consents to the results of such inspections being published by SEAI and made available to the public in whatever media SEAI may, at its discretion, choose. The applicant must also be prepared to participate in follow-up research (telephone or postal questionnaire) as may be commissioned by SEAI or its agents to establish the Scheme's impacts and achievements. The applicant acknowledges that SEAI will have to provide certain contact details to third party contractors in relation to these matters and the applicant hereby consents to SEAI making these disclosures.
15. The householder must facilitate any reasonable request made by the Sustainable Energy Authority of Ireland or its agents requiring the contractor to return to the house in order to make good any works deemed not to meet the standards of the Home Energy Saving scheme.
16. The applicant must obtain all necessary consents, permissions and statutory approvals and have authority to install the measures in his/her home.
17. SEAI accepts no liability or responsibility, whether for breach of contract, negligence or otherwise, in respect of any direct or indirect loss, expense, dispute, claim, proceedings or cause of action arising out of, or in relation to, any product (or its suitability), any materials (or their suitability), equipment (or its suitability), work, system, service, specification, standard, installation or the qualification or performance of the contractor in respect of which a Grant Offer has issued, or a grant approval or payment was given by SEAI. No undertaking, guarantee, assurance or other warranty, express or implied, is given by SEAI, or any of its agents or servants, in respect of the cost, quality, efficiency and/or benefit of any work, equipment, materials, product, service or installation provided under the Scheme. The fact of registration on the Registered Contractors List for the Scheme does not infer any warranty or endorsement of that contractor by SEAI.
18. The information in the documents referred to in point 2 and on SEAI's website is provided solely for the purpose of providing assistance to the public, and is not intended to warrant or guarantee the quality of the materials, product and/or the installation chosen by the grant applicant.
19. In the event of any breach of these Terms and Conditions of the Scheme or the other documents referred to in point 2 above by the applicant and where the applicant has received payment pursuant to the Scheme, SEAI shall, amongst its remedies against the applicant, be entitled to demand the complete repayment of the grant payment and the applicant agrees to comply with any such demand within one month of the date of the letter from SEAI containing such demand.
20. The applicant shall follow the SEAI complaints procedure in relation to any disputes between the applicant and SEAI concerning any matter in connection with the Scheme.
21. The applicant shall have a formal contract in place with each of their chosen registered contractors before works commence.