



Better Energy Homes Programme

Application Guide

Applying For and Claiming Cash Grants

Version 7

Better Energy Homes programme
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IMPORTANT NOTICES

- It is the responsibility of each applicant to the programme to ensure that they have read, and fully understand, this Application Guide (including importantly the **Terms and Conditions of the programme** as set out in Section 8) 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 may result in application refusal, grant revocation, payment request refusal or grant claw back, depending on the particular status and stage of the grant (the 'Grant')
- Applicants may be selected as part of a sample verification and/or technical inspection process to ensure that grant aided works have been carried out and to the required specification. Where selected, applicants are required to grant access to their home for inspection within a specified period, failure of which may lead to grant refusal or grant clawback.
- 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. Check the SEAI website or call our contact centre to ensure that you have the latest version.

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1. Description of the Better Energy Homes Programme

The Irish Government, through SEAI, wishes to encourage people to improve the energy performance of their homes by incentivising the cost of installing various upgrade measures. The Better Energy Homes provides assistance to homeowners to reduce energy use, and greenhouse gas emissions while improving the comfort levels within their home and making significant savings on energy costs. The incentive is in the form of a **Cash Grant**. Cash grants are fixed, irrespective of home size, though where actual expenditure is lower than the grant value only the lower amount will be paid.

1.1. What Energy Efficiency Works are incentivised?

Grants are available to eligible applicants for undertaking the following works, in accordance with the requirements of the contractor Code of Practice and Technical Specification.

ENERGY EFFICIENT WORKS		CASH GRANT VALUE*	
Insulation	Attic	€300	
	Wall – Cavity	€300	
	Wall – Internal Dry Lining	Apartment (any) OR Mid-terrace House	€1,200
		Semi-detached OR End of Terrace	€1,800
		Detached House	€2,400
	Wall – External	Apartment (any) OR Mid-terrace House	€2,750
		Semi-detached OR End of Terrace	€4,500
Detached House		€6,000	
Heating Controls	Heating Controls Upgrade	€700	
Solar Thermal	Solar Thermal	€1,200	
Heat Pump Systems *	Air to Water	€3,500	
	Ground Source to Water	€3,500	
	Exhaust Air to Water	€3,500	
	Water to Water	€3,500	
	Air to Air	€600	
Bonus	For 3 rd measure	€300	
	For 4 th measure	€100	
Building Energy Rating(BER)		€50**	

* **Grants available from April 2018.**

Grant amounts accurate at time of going to print. To confirm the latest grant amounts visit www.seai.ie.

Cash Grants are a set value unless expenditure is below the set value, in which case the actual expenditure will be reimbursed.

Homeowners must undertake a Building Energy Rating (BER) on their home **after** grant aided works have been completed. A homeowner is entitled to BER funding of €50 once per home. This funding will be applied to your grant application automatically provided other qualifying works are being funded under the Programme and 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. It is advisable that you apply for and undertake all planned grant aided works at the same time to minimise the costs of multiple BER assessments.

In the instance where a Contractor is completing works within his own home then only the cost of materials will be deemed qualifying expenditure.

Grants may only be claimed after the measures are fully completed and the contractor has been paid by or has entered into a financing agreement with the homeowner. Failure to satisfy this requirement is considered a breach of the Programme Terms and Conditions (see Section 8 below).

1.2. Cash Grant Limits

Cash Grants are for a set amount as set out in section 1.1 above. This is the amount irrespective of home size and is the amount which will be paid at time of claiming the grant. Cash Grants are set value unless expenditure is below the set value, in which case the actual expenditure will be reimbursed. Also in the instance where a Contractor is completing works within his own home then only the cost of materials will be deemed qualifying expenditure.

1.3. Bonus payments

A bonus of €300 will be payable on the third measure and an additional €100 on fourth measures where all measures are successfully delivered in line with the rules of the programme. Neither a Building Energy Rating (BER) nor a Technical Assessment can be counted as a measure for the purposes of the bonus payments. The Bonus applies to the full grant history of each home and where measures were successfully drawn down previously.

1.4. Who is eligible for the programme?

Insulation and Heat Control grants - available to all homeowners of dwellings built and occupied before 2006. [Homes built from 2006 onwards will have been constructed to the 2003 Building Regulations]

Heat Pump Systems and Thermal Solar Grants - available to all homeowners of dwellings built and occupied before 2011. [Homes built from 2011 onwards should have been constructed to 2008 Building Regulations.]

To be eligible to apply to the Better Energy Homes programme, the following criteria must be met:

- Grant approval from SEAI must be in place before any purchase of materials or commencement of measures undertaken.
- In the case of a Heat Pump System grant application, a Technical Assessment must have been completed on the dwelling and the Technical Assessment document uploaded with the Heat Pump grant application, in advance of receiving grant approval. Please ensure that you submit your completed Technical Assessment document with the Application Form, in order to received grant approval for a Heat Pump System.
- The grant offer, once accepted by the applicant, remains valid for six (6) months from the date of issue of grant offer notification.

- Applicants to the Better Energy Homes programme must use SEAI registered Contractors who are active on the registered Contractor List at the time of works.
- In the case of a Heat Pump System grant application, the Technical Assessment must be carried out by an independent SEAI registered Technical Advisor, who is active on the registered Technical Advisor list at the time of works.
- The measure being applied for must be for newly fitted materials/ products and cannot have been incentivised previously in the particular home under any other grant programme.
- Qualifying expenditure includes materials and labour, except in the instance where a Contractor is completing works within his own home in which case only the cost of materials will be deemed qualifying expenditure.

1.5. Correspondence details

The correspondence details supplied to SEAI will be used for grant documentation, reminders and scheme updates. The address for written correspondence will be the address associated with the MPRN* and applications must make appropriate arrangements for the recovery of correspondence in instances where this is not their primary address. Separately applicants are required to supply SEAI with valid email and phone contact details as appropriate. Applicants are notified that contact details must not be those of a SEAI registered contractor. Applicants are urged to monitor their contact details and to duly respond to any correspondence received from SEAI.

*MPRN is the Meter Point Reference Number. This number appears on your electricity bill, and is 11 digits long. The address associated with the MPRN will be the contact address used by SEAI for all postal correspondence. You should ensure that the details registered with ESB networks for this MPRN are correct and accurate.

2. Energy Efficient Works - Technical Specifications and Considerations

All works must be undertaken by an SEAI registered contractor in accordance with the technical requirements set out in the Contractor Code of Practice and Technical Specification. The table below sets out the summary performance requirements, however you are strongly advised to consult with your appointed contractor for details, noting that homeowners cannot unilaterally waive any of the programme requirements.

Measure		Summary Requirement
Insulation	Attic	Ceiling Level: Target U-value $\leq 0.16 \text{ W/m}^2\text{K}$ Rafter Level: Target U-value $\leq 0.20 \text{ W/m}^2\text{K}$
	Wall – Cavity	NSAI Agrément Certified system or equivalent Target U-value $\leq 0.27 \text{ W/m}^2\text{K}$
	Wall - External	NSAI Agrément Certified system or equivalent Target U-value $\leq 0.27 \text{ W/m}^2\text{K}$
	Wall – Internal Dry Lining	Target U-value $\leq 0.27 \text{ W/m}^2\text{K}$
Measure		Summary Requirement
Heating Controls Upgrade		Upgrade comprising: - Two zones (space and water) with 7 day programmer (time/temperature)

	<ul style="list-style-type: none"> - Time/temperature control of electric immersion - 1 additional zone OR installation of sufficient TRVs
Heat Pump Systems	<ul style="list-style-type: none"> - Use a registered SEAI Technical Advisor to carry out the mandatory Technical Assessment of the dwelling, prior to grant approval. - Dwelling must meet the required Heat Loss Indicator to be eligible for the Heat Pump System grant. - The Heat Pump System must satisfy the technical requirements specified by the Better Energy Homes Programme.
Solar Thermal	Product (panel/tube) must be on SEAI registered product list and supplying 10kWh/m ² Yr
Building Energy Rating (BER)	Use a registered BER assessor and BER published on National Administration System

2.1. Buyers Guides

SEAI has developed a range of detailed Homeowner Guides for all of the above measures, to guide homeowners and inform their purchase decision. These guides will also help homeowners ensure that they get the best information and service from their chosen contractor. These guides are available at www.SEAI.ie/grants/home-grants/better-energy-homes or by calling 01 808 2100.

2.2. 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 or Cavity 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 Programme. Affordability may be a consideration in the identification of the most appropriate measure for the homeowner, for example the selection of blow 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. 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.

2.3. Special Advice and Precautions

Ventilation

Proper ventilation of a home is necessary in order to ensure:

- adequacy of fresh air for a healthy and comfortable environment for the occupants
- adequacy of the air supply for safe operation of particular types of fuel burning appliances
- minimisation of condensation risk
- avoidance of radon accumulation in affected areas

In undertaking the works, and on the basis of the findings of an initial assessment of the home, your contractor is required to ensure that no works will compromise existing ventilation provisions and install additional ventilation provision where required to comply with Programme standards.

Planning and Protected Structures

The Homeowners must consult with the Local Authority prior to commencement of the works if the property may be on the Local Authority Record of Protected Structures (RPS) list or is in an Architectural Conservation Area (ACA), or the installation of any measures supported by this programme may require approval from the Local Authority and or may require specialist knowledge on the part of the Contractor because of a potential effect on the character of the building and the architectural heritage value of the element to be changed.

Similarly, there are certain works that may change the external character of a conventional property, not on the RPS, to such an extent that approval may need to be sought from the Local Authority e.g. the installation of external insulation and alteration of the front profile of a property in certain cases. An alteration to glazing and doors could similarly require permission from the relevant Local Authorities.

Further information on the Special Advice and Precautions listed above can be found in the relevant Buyers Guides available at www.seai.ie/grants/home-grants/better-energy-homes.

3. Registered Contractors, Technical Advisors and BER Assessors

All works must be completed by a Contractor from SEAI's Registered List, which is available at www.seai.ie/grants/home-grants/better-energy-homes or on request from 01 808 2100. 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 the Technical Specification
- 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

When undertaking a Technical Assessment (mandatory for all Heat Pump System applications and grant claims), these must be completed by an independent SEAI registered Technical Advisor. A list of registered Technical Advisors is available on the SEAI website:

www.seai.ie/grants/home-grants/better-energy-homes/heat-pump-systems

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

- Carrying out technical assessments and producing completed and signed Technical Assessment documents in accordance with the Technical Advisor Specification.
- Adherence to a professional Code of Practice
- Demonstrated tax compliance and sufficiency of insurance cover*

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

When undertaking a BER (mandatory for all applications and grant claims), these must be completed by a registered BER Assessor. A list of registered assessors is available on the SEAI website www.seai.ie/energy-ratings/building-energy-rating-ber calling 1890-734237.

* SEAI requires Contractors, Technical Advisors and BER Assessors to carry the relevant insurance policies provided by the insurance sector, to specified minimum cover levels. SEAI does not however prescribe the specific Terms and Conditions of those insurance policies.

The Contractors, Technical Advisors and BER Assessors on the SEAI's registered list referred to above have not been authorised by the SEAI in accordance with the Safety, Health and Welfare at Work (Construction) Regulations 2013. The Grantee acknowledges and agrees that SEAI is not the "client" for the purposes of the Safety, Health and Welfare at Work (Construction) Regulations 2013 and the Grantee will assume all responsibilities of the "client" as detailed within the Safety Health and Welfare at Work (Construction) Regulations 2013.

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. It is the applicant's responsibility to verify this when choosing to change contractors.

4. Applying for and claiming a Better Energy Homes programme grant

There are two methods to apply for a Better Energy Homes programme grant.

- Online: Immediate response once all the requested information is provided
- Application Form by Post: Response within 20 working days

4.1. Before applying

Please have the following information available to hand:

- MPRN is the Meter Point Reference Number. This number appears on your electricity bill, and is 11 digits long. The address associated with the MPRN will be the contact address used by SEAI for all postal correspondence. You should ensure that the details registered with ESB networks for this MPRN are correct and accurate.
- The year in which your house was built and occupied (Insulation and Heating Controls grant applications must be prior to 2006. Heat Pump Systems and Solar Thermal grant applications must be prior to 2011).
- The particular measures which you wish to undertake as part of the Better Energy Homes

programme.

- You should have already selected an SEAI registered Contractor as you will need to know their name and SEAI registered number.
- In the case of a Heat Pump System application, you should have already completed the mandatory Technical Assessment.
- 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. You must be able to receive e-mails at this address in order to accept the grant updates.

NOTE: 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. See Section 8 below

4.2. Online Application Process

- Log onto www.seai.ie/grants/home-grants/better-energy-homes
- Click online application.
- Complete the application form.
- Follow the steps to get grant approval.
- The Grant Offer will be made online. When you click the "Accept" option on the "Confirm Offer Acceptance" screen, the Grant Offer becomes valid.
- **The Grant Offer, once accepted by the applicant, remains valid for six (6) months from the date of issue of the Grant Offer notification.**

4.3. Postal Application Process

- Download the application form at www.seai.ie/grants/home-grants/better-energy-homes or request one by contacting 01 808 2100
- Complete the application form and send to:
*Better Energy Homes Programme
The Sustainable Energy Authority of Ireland,
P.O. Box 119,
Cahirciveen,
Co. Kerry*
- Your Grant Offer will issue to your postal address and you will have 30 days in which to accept and validate your Grant Offer. If you do not return your 'Acceptance of Offer' form, your offer will lapse and you will have to reapply. You must not make any purchases or commence works until you have accepted the offer.
- The Grant Offer, once accepted by the applicant, remains valid for six (6) months from the date of issue of the Grant Offer notification.

4.4. Accepting the Offer - Getting Works Done

Once you have accepted the offer online or by post, a letter of offer will be sent in the post to your contact address, with the Declaration of Works forms required for claiming a grant. You must then:

- Agree a formal contract with your chosen Contractor(s) - this is an explicit requirement for Contractors. It is there for the purpose of consumer protection and may help avoid disputes which might otherwise arise.

- Organise for the measures for which you have received grant approval to be carried out and fully completed.
- Pay the Contractor in full, or enter into a financing agreement, 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 DOW.
- Have a registered BER Assessor (see www.seai.ie/energy-ratings/building-energy-rating-ber) undertake a BER assessment of your home and complete the BER DOW.

4.5. Claiming Your Grant Payment

- Once all measures have been completed including the BER Assessment, review all DOW forms and the Request for Payment form to ensure that all sections have been completed, signed and dated by the relevant Contractor(s), Assessor and you.
- You must insert your bank details i.e. bank name, bank account name, bank account number and sort code. (Please note that currently we cannot process payments to Credit Union accounts.). The request for payment form must be signed and dated.
- You should sign all DOW forms in the Homeowner Declaration section.
- 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.
- All paperwork must be submitted together within the six month grant offer period.
- Submit all documents together to the address below:

*Better Energy Homes Programme,
Sustainable Energy Authority of Ireland,
P.O. Box 119,
Cahirciveen,
Co. Kerry*

Please note incomplete or missing forms will result in your grant claim being rejected and all forms being returned to you for resolution. This in turn may result in a delay in your grant claim.

In the instance where a Contractor is completing works within his own home then only the cost of materials will be deemed qualifying expenditure.

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 verification and/or technical inspection or for audit by SEAI. See Section 7 below for more information on home inspections.

4.6. Homeowner Records

During the upgrade works you may receive various documents from your Contractor(s). It is very important that these documents are kept in a safe place and are available for either your BER Assessor or for an inspection by a Better Energy Inspector.

The information that you will receive may include some of the following:

- Technical Assessment document (Heat Pump Systems application)
- Invoice for works
- Contract for works

- Receipt/proof of payment
- Supplier warranty
- Supplier guarantee
- Boiler log book
- Product certification
- Manufacturer/product details and datasheets
- Designer/Installer sign-off (Heat Pump Systems)
- Commissioning reports
- Other relevant certificates

The BER Assessor requires evidence of what product was used in the upgrade in the energy efficiency of your home. Sometimes this information can be gained on site, for example the boiler efficiency can be worked out from the model name and number which is usually noted somewhere on the outside of the boiler. Wall insulation materials can be harder to identify as they are typically covered up as part of the works. Where the BER Assessor does not know or cannot easily identify the upgrade materials, defaults may be used. This will affect the BER rating achieved.

This information may also be useful if you wish to sell your house or if you encounter a problem with any of the work. SEAI recommends that you keep all this information together in a safe place for future reference.

5. Home Insurance

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

6. Contract for Works

It is a requirement of registration that all Contractors have a written contract with homeowners for all works undertaken under the Better Energy Homes programme. Homeowners are therefore required to comply with this requirement and ensure that there is a contract in place between the Homeowner and the Contractor, 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 01 808 2100.

7. Installation Inspections

All installations may be subject to inspections by Better Energy Inspectors for governance and/or quality purposes. Properties may be selected by a random sampling process or may be selected for specific reasons and homeowners will be notified by SEAI prior to such inspections. It is important to note that, under the Terms and Conditions of the grant (See Clause 17 in Section 8 below); applicants must grant access to their home for inspection within 14 days of initial request save in exceptional circumstances demonstrated to the satisfaction of the inspector and SEAI. Failure to grant access to the home for inspection may lead to grant refusal or grant claw back.

- 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 installation address, and the relevant Contractors have been fully paid or entered a payment

agreement with the householder. Grant payment will be made upon satisfactory receipt of the verification inspection report from the Better Energy Inspector.

- Technical inspections will on the other hand consider the workmanship and quality aspects and will take place once installation is completed and possibly after the payment of the grant; they will be scheduled for an appropriate time thereafter, and will not delay payment. The report of the Better Energy Inspector will be used by SEAI in order to inform ongoing development of Quality Assurance within the Better Energy Homes programme.

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

8. 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 or otherwise and without incurring any liability, vary, revise or supplement the Terms and Conditions of the Programme after the applicant's submission of an application and these revised or supplemented Terms and Conditions (as published on the SEAI website) will apply to the application unless the applicant chooses to withdraw its application or withdraw from the contract. 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 the Terms and Conditions of the Programme and 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 Programme
 - b. the rest of the Application Guide less the Terms and Conditions of the Programme
 - c. the rest of the Application Form less the Terms and Conditions of the Programme
- 3) In the case of an application through an Energy Partner, 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 Energy Partner's Application Form and Terms and Conditions. Where there is a conflict between SEAI's terms and conditions and those of the Energy Partner, SEAI's terms and conditions will take precedence.
- 4) 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/grants/home-grants/better-energy-homes or call 01 8082100 for the latest version). Neither a Contractor nor an Assessor may apply on your behalf.
- 5) In the case of an application through an Energy Partner, the applicant must ensure that he/she completes and submits, to the extent applicable, the latest version of the Energy Partner's Application Form. The Energy Partner is permitted to apply on your behalf.
- 6) In the case of a heat pump system grant or solar thermal grant, the applicant must be the owner of an existing home built and occupied before 2011, located in the Republic of Ireland. In the case of insulation grants or heating control grants, the applicant must be the owner of an existing home built and occupied before 2006, located in the Republic of Ireland. The Better Energy Home grants

- are not applicable to mobile homes, caravans, houseboats or other temporary dwellings. Only fixed permanent dwellings are supported.
- 7) The applicant must undertake a measure(s) identified from the measure types supported under the Programme. Grants may only be claimed after the measures are fully completed and the Contractor has been paid by or has entered into a financing agreement with the homeowner.
 - 8) 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.
 - 9) The spirit and objective of the Programme 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.
 - 10) The applicant vouches that measures applied for have not already been supported by other government programmes or by SEAI through Better Energy Homes or other programmes.
 - 11) The applicant must engage a Contractor listed on the SEAI Registered Contractor list to carry out the supported measure. The Contractor must be active on the SEAI Registered Contractors list at the time of application and when works are being carried out.
 - 12) Applicants must ensure that they accept their Grant Offer and the attaching terms and conditions. A grant is accepted by:
 - a. Online: Acceptance is confirmed by selecting the "Accept" option on the "Confirm Offer Acceptance" Screen.
 - b. Offline: The Grant Offer including the Acceptance of Offer form will be issued to your postal address. The Acceptance of Offer form needs to be signed by the applicant and returned in accordance with the timelines prescribed by SEAI. If you do not return your Acceptance of Offer form within these timelines, your Grant Offer will lapse and you have to reapply.
 - c. In the case of an Energy Partner application, the Energy Partner's Acceptance of Offer form needs to be signed by the applicant and returned to the Energy Partner in accordance with the timelines prescribed by the Energy Partner. If you do not return your Acceptance of Offer form within these timelines, your Grant Offer will lapse and you have to reapply.
 - 13) 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 Programme.
 - 14) In the case of Energy Partner applications, the applicant must secure approval from their Energy Partner before assuming he/she will receive the Grant. SEAI reserves the right to reject/approve applications for Grants under the Programme.
 - 15) The applicant must ensure Grant approval is received before proceeding with any product purchase or installation work. Costs incurred prior to Grant approval are ineligible and may result in the entire grant being withdrawn.
 - 16) The Grant, once approved, is only payable in respect of the type of measures identified in the Application and referenced in the Grant Offer.
 - 17) In the case of a Heat Pump System grant application;
 - a) The applicant must engage a Technical Assessor listed on the SEAI Registered Technical Assessor list to carry out the mandatory technical assessment.

- b) The applicant must upload the technical assessment document in order to receive approval to proceed to the Heat Pump System grant application.
 - c) The applicant must carry out any necessary works, identified in the technical assessment, to achieve the required Heat Loss Indicator.
 - d) The Heat Pump System grant including the contribution to the cost of the technical assessment will only be paid on successful completion of the Heat Pump System grant measure and achievement of the required Heat Loss Indicator.
- 18) A bonus of:
- a. €300 will be payable to the applicant if the applicant undertakes and completes 3 measures using grants provided under the Better Energy Homes Programme; and
 - b. a further €100 will be payable to the applicant if the applicant undertakes and completes a further measure (i.e. 4 in total) using a grant provided under the Better Energy Homes Programme,
 - c. in respect of a single house with the same MPRN number (collectively the "Bonus"), whether the measures are completed under the current application or any other applications accepted by SEAI under the Better Energy Homes Programme. The Bonus is only payable to the applicant provided the relevant measures and related works have all been completed to in full compliance with the Better Energy Homes Programme requirements and the Terms and Conditions governing each of the grants concerned. Bonus amounts payable will be specified at grant payment stage. Neither a Building Energy Rating (BER) nor a Technical Assessment can be counted as a measure for the purposes of the Bonus.
- 19) The six month term of the Grant starts on the date the Grant Offer has been made. All work and documentation must be submitted to SEAI before the six month Grant expiry date, noted on the Grant Offer. Failure to do so will result in your Grant being declined.
- 20) The timing of fulfilment of the Grant to approved applicants is subject to the funding allocated by government to the Programme in a particular calendar year, in accordance with public financial procedures. Where all other conditions are met, payment will be made 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.
- 21) Should his/ her property be selected as part of a sample inspection process, the applicant must grant full access to his/ her home for verification and/or technical inspection within 14 days of request for access, save in exceptional circumstances demonstrated to the satisfaction of the inspector. Failure to satisfy this full access requirement will be considered a breach of these Terms and Conditions (see Clause 26 below). 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 may also be requested to participate in follow-up research (by telephone call, SMS survey, email or postal questionnaire) as may be commissioned by SEAI or its agents in relation to the inspection process. 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.
- 22) The householder must facilitate any reasonable request made by SEAI 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 Programme.
- 23) The applicant must obtain all necessary consents, permissions and statutory approvals and have

- authority to install the measures in his/her home.
- 24) 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 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 Programme. The fact of registration on the Registered Contractors List for the Programme does not infer any warranty or endorsement of that contractor by SEAI.
 - 25) The information in the documents referred to in Clause 2 and on SEAI's website is not intended to warrant or guarantee the quality of the materials, product and/or the installation chosen by the applicant.
 - 26) In the event of any breach of these Terms and Conditions of the Programme or the other documents referred to in Clause 2 and Clause 3 above by the applicant and where the applicant has received payment pursuant to the Programme, SEAI shall, amongst its remedies against the applicant, be entitled to demand the complete repayment of and fully clawback the Grant and the applicant agrees to comply with any such demand within one month of the date of the letter from SEAI containing such demand.
 - 27) In the event of any breach of the Terms and Conditions of the Programme or the other documents referred to in Clause 2 and Clause 3 above by the applicant in respect of any grant or measures counted towards the Bonus (whether under this application or a different application under the Better Energy Homes Programme) and where the applicant has received payment of the Bonus pursuant to the Programme, SEAI shall, amongst its remedies against the applicant, be entitled to demand the complete repayment of and fully clawback the Bonus and the applicant agrees to comply with any such demand within one month of the date of the letter from SEAI containing such demand.
 - 28) With the exception of Clause 21 above which must be complied with in accordance with the terms of that Clause, 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 Programme.
 - 29) The applicant shall have a formal contract in place with each of their chosen registered Contractors before works commence.
 - 30) Any false, fictitious or fraudulent statements or claims knowingly made on grant applications, Declaration of Works or supporting documentation, submitted in respect of previous grant applications/claims or otherwise made to SEAI, its authorised officers, or a Better Energy Inspector, or any breach of these Terms and Conditions of the Programme may result in current and future applications being deemed ineligible by SEAI. In respect of applications where the applicant has already received payment pursuant to the Scheme, Clause 26 and 27 shall also apply.
 - 31) The Applicant acknowledges that SEAI is subject to the requirements of the Freedom of Information Act 2014 ("FOIA") and shall assist and co-operate with SEAI to enable SEAI to comply with its information disclosure obligations. SEAI undertakes to use its reasonable endeavours to hold confidential any information provided by the Applicant, subject to the SEAI's obligations under law, including the FOIA.
 - 32) Data Protection Statement:
 - a. SEAI complies with its obligations as a Data Controller and Data Processor under all

applicable data protection law, meaning the Data Protection Acts 1988 and 2003, the European Communities (Electronic Communications Network Services) (Privacy & Electronic Communications) Regulation 2011, and any successor or replacement to these laws, including when it comes into force, the General Data Protection Regulation (Regulation (EU) 2016/679).

- b. 'Personal Data' means any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- c. SEAI will process the Personal Data that you provide to us for the purpose of the administration of your application and any grant that may be awarded. It may be necessary for SEAI to disclose your Personal Data to third party service providers who perform services directly related to the administration of the programme and grant-making functions. In every case, SEAI has contracts in place with these third party service providers to ensure that your Personal Data is kept safe and secure and is only used for the purpose for which you provided it to us.
- d. In order to evaluate the impact of the Better Energy Homes Programme, SEAI may access energy use data for homes supported by a grant. SEAI may access metered electricity) and gas usage for periods prior to and after Grant aided works are undertaken for the purpose of evaluating energy use savings achieved by this programme for each type of measure installed. Any data collected for this purpose will only be reported in an aggregated manner. This means that no individual Grantee's data will ever be published in order to respect their privacy and the confidentiality of their energy use.
- e. SEAI may also process your Personal Data to evaluate the performance of its grant programmes.
- f. SEAI maintains appropriate security measures in dealing with your Personal Data in order to protect it against unauthorised or accidental access, loss, alteration, disclosure or destruction of such data, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.
- g. SEAI takes all reasonable steps to ensure that (i) persons employed by it, and (ii) other persons contracted to provide services related to our programme and grant-making functions, are aware of and comply with this clause 32.
- h. SEAI will only keep your Personal Data for as long as is necessary for the processing of your Application and the administration of any grant that may be awarded, including any obligations under law or contract.
- i. For more information on your data protection rights, please refer to the SEAI website. The Legal & Privacy webpages provide information on how to exercise your privacy rights. For more information, please see: www.seai.ie/legal-and-privacy/.