

Better Energy Homes Scheme Application Guide Applying for and Claiming Cash Grants

Version 18

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 aspecified period, failure of which may lead to grant refusal or grant clawback.
- Applicants who receive Grant payments in excess of €10,000 in a calendar year will be required to furnish the SEAI with a Tax Clearance Certificate to satisfy Department of Finance requirements.
- 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, alteration (including unclipping, replacement or reinstatement) of service cables / aerial wires to a domestic house, 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 contactcentre 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 SEAI Domestic Technical Standards and Specifications, Better Energy Homes Code of Practice and Quality Assurance and Disciplinary Procedures:

Energy Upgrades	Dwelling Type	CASH GRANT VALUE*
Attic (Roof / Ceiling Insulation)	Apartment (Any)	€800
	Mid-terrace House	€1,200
	Semi-Detached/End of Terrace	€1,300
	Detached House	€1,500
Wall – Cavity	Apartment (Any)	€700
	Mid-terrace House	€800
	Semi-Detached/End of Terrace	€1,200
	Detached House	€1,700
Wall – Internal Dry Lining	Apartment (Any)	€1,500
	Mid-terrace House	€2,000
	Semi-Detached/ End of Terrace	€3,500
	Detached House	€4,500
Wall – External	Apartment (Any)	€3,000
	Mid-terrace House	€3,500
	Semi-Detached/End of Terrace	€6,000
	Detached House	€8,000

Energy Upgrades		Dwelling Type	CASH GRANT VALUE*
Heating Controls	Heating Controls Upgrade		€700
Solar Thermal	Solar Thermal		€1,200
Heat Pump Systems	Air to Water	Apartment (Any)	€4,500
		Semi-Detached/End of Terrace/Detached/Mid Terrace	€6,500
	Ground Source to Water	Apartment (Any)	€4,500
		Semi-Detached/End of Terrace/Detached/Mid Terrace	€6,500
	Exhaust Air to Water	Apartment (Any)	€4,500
		Semi-Detached/End of Terrace/Detached/Mid Terrace	€6,500
	Water to Water	Apartment (Any)	€4,500
		Semi-Detached/End of Terrace/Detached/Mid Terrace	€6,500
Air to Air		€3,500	
Building Energy Rating(BER)			€50**
Technical assessment			€200*

*Technical Assessment grant is only available if a Technical Assessment is completed as part of a Heat Pump Grant Application.

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 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 values 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 Who is eligible for the programme?

Insulation and Heat Control grants:

Available to all homeowners of dwellings built and occupied before 2011.

Heat Pump Systems and Solar Thermal Grants

Available to all homeowners of dwellings built and occupied before 2021.

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:
 - Dwellings built **before 2007** and **do not have** a valid Building Energy Rating (BER) Assessment demonstrating a sufficient level of heat loss within the dwelling i.e. if the heat loss indicator (HLI) stated on the BER Advisory Report is greater than $2.3 \text{ W/(K.m}^2\text{)}$, a Technical Assessment must be completed and uploaded with the Heat Pump grant application, in advance of receiving grant approval.
 - Dwellings built **before 2007** and **have** a valid BER Assessment which demonstrates a sufficient level of heat loss within the dwelling i.e. if the HLI stated on the BER Advisory Report is equal to or less than $2.3 \text{ W/(K.m}^2\text{)}$, this dwelling does not need to carry out a Technical Assessment. A Self-Declaration Form can be completed and uploaded instead. Further information on this process can be found at the Heat Pump Systems Grant page, linked below.
 - Dwellings built **from 2007 onward** can forgo a Technical Assessment and complete and upload a Self-Declaration Form with the Heat Pump grant application, as these dwellings will have a sufficient level of heat loss in their original building fabric to support a heat pump. More information on which can be found here: [Heat Pump System Grant webpage](#).
- The grant offer, once accepted by the applicant, remains valid for eight (8) 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; where required, a 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.
- In the case of a Heat Pump System grant application, or where a Heat Pump System grant has previously been claimed, the property is not eligible for a separate grant for Heating Controls Upgrade. This is because a Heat Pump System must incorporate the installation of appropriate heating controls as part of the grant works.
- In respect of Heat Pump Systems, applicants must note that grants under the Programme are only available for first time systems. The Programme is not intended to support Heat Pump System installations or upgrades for dwellings which have previously had a Heat Pump System installed (whether or not such system is functional at the time of the application).
- In the case of wall insulation, the home must be of modern construction and must not be a traditional building. Heritage buildings require special consideration and modern insulation methods may not be appropriate. Homeowners who wish to carry out wall insulation works to traditional buildings (typically those constructed prior to 1940 with walls constructed in stone, single-leaf masonry, or composite construction) are directed to apply for grant support via the Traditional Homes Pilot scheme.

<https://www.seai.ie/grants/home-energy-grants/one-stop-shop/traditional-homes>

1.4 Correspondence details

The correspondence details supplied to SEAI will be used for grant documentation, reminders, and programme updates. The address for written correspondence will be the address associated with the MPRN* and applicants 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 SEAI Domestic Technical Standards and Specifications, Better Energy Homes Code of Practice and Quality Assurance and Disciplinary Procedures. 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	Irish Agrément Certified system or equivalent Target U-value $\leq 0.35 \text{ W/m}^2\text{K}$
	Wall - External	Irish Agrément Certified system or equivalent Target U-value $\leq 0.27 \text{ W/m}^2\text{K}$
	Wall – Internal Dry Lining	Irish Agrément Certified system or equivalent Target U-value $\leq 0.27 \text{ W/m}^2\text{K}$
Heating Controls Upgrade		Upgrade comprising: <ul style="list-style-type: none"> - Two zones (space and water) with 7 day programmer (time/temperature) - Time/temperature control of electric immersion - Minimum 6 of 9 items from prescribed list newly installed - 1 additional zone OR installation of sufficient TRVs
Heat Pump Systems		<ul style="list-style-type: none"> - Dwellings built before 2007 must meet the required Heat Loss Indicator of $2.3 \text{ W/(K.m}^2\text{)}$ to be eligible for the Heat Pump System grant - Dwellings built before 2007 who do not meet these required levels of heat loss must carry out a Technical Assessment and additional fabric upgrades to lower their HLI. - Dwellings built from 2007 onward can forgo a Technical Assessment and complete and upload a Self-Declaration Form with the Heat Pump grant application, as these dwellings will have a sufficient level of heat loss in their original building fabric to support a heat pump. - Use a registered SEAI Technical Advisor to carry out the Technical Assessment. - The Heat Pump System must satisfy the technical requirements specified by the Better Energy Homes Programme.
Solar Thermal		<ul style="list-style-type: none"> - Product (panel/tube) must be on SEAI registered product list and supplying $10 \text{ kWh/m}^2\text{Yr}$
Building Energy Rating (BER)		<ul style="list-style-type: none"> - 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 [Better Energy Homes Scheme](#) | [Home Energy Grants](#) | [SEAI](#) 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 [Better Energy Homes Scheme](#) | [Home Energy Grants](#) | [SEAI](#)

External Insulation and ESB Supply Cables

In some cases, the installation of external wall insulation will require an ESB Networks service alteration to be completed as part of the works. Typically, this will involve ESB Networks personnel visiting the home to safely remove ('unclip') overhead cables to allow insulation works to be carried out and ESB returning to reinstate ('reclip') once the insulation works are complete.

This service alteration must be arranged directly with ESB Networks and fees will apply.

Your Contractor will advise if a service alteration is required during the site survey or at time of quotation. We recommend that where a service alteration is required, that Homeowners contact ESB Networks as soon as possible to avoid delays. Alternatively, Homeowners may authorise their registered Contractor to arrange the service alteration on their behalf. Please visit www.esbnetworks.ie for further information.

- a. Please note that external wall insulation grants cannot be claimed until such time a request has been submitted to ESB Networks by either yourself or your contractor to complete the final service alteration.
- b. In addition, your contractor will provide you with a Safety Notice regarding any 'unclipped' cables. Be advised that in the event of an inspection, evidence of the final Service Alteration Request *and* the completed Safety Notice will be required at time of inspection.

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 [Better Energy Homes Scheme](#) | [Home Energy Grants](#) | [SEAI](#) 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 SEAI Domestic Technical Standards and Specification
- Adherence to the Better Energy Homes Code of Practice
- Adherence to the Better Energy Homes Quality Assurance and Disciplinary Procedures
- Demonstrated tax compliance and sufficiency of insurance cover*
- Use of a standard contract with the homeowner for all jobs

When undertaking a Technical Assessment, these must be completed by an independent SEAI registered Technical Advisor. A list of registered Technical Advisors is available on the SEAI website:

<https://www.seai.ie/grants/home-energy-grants/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 the Better Energy Homes Code of Practice
- Adherence to the Better Energy Homes Quality Assurance and Disciplinary Procedures
- Demonstrated tax compliance and sufficiency of insurance cover*

All of these requirements are intended to ensure consumer confidence and optimum quality of service. A post works BER assessment is mandatory under the Better Energy Homes scheme for all grant claims. These must be completed by a registered BER Assessor.

A list of registered assessors is available on the SEAI website

<https://ndber.seai.ie/PASS/Assessors/Search.aspx>

* 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 14 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 2011. Heat Pump Systems and Solar Thermal grant applications must be prior to 2021).

- 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 Technical Assessment or Self-Declaration form depending on your dwellings year of build and, where applicable, its current HLI (see Section 1.3).
- 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 [Better Energy Homes Scheme | Home Energy Grants | SEAI](#)
- Click "Apply Online".
- 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 OfferAcceptance" screen, the Grant Offer becomes valid.
- **The Grant Offer, once accepted by the applicant, remains valid for eight (8) months from the date of issue of the Grant Offer notification.**
 - If you or your contractor are unable to complete the works within the 8-month validity period, you can still submit all relevant documentation for processing once the works have been completed. In such cases you must ensure that you include a cover letter outlining the reason(s) for the delay in submission.
 - As long as this cover letter is included then our admin team will still review the documents and consider the application for payment.
- There is no penalty for not initiating the works within the validity period. Once no works have been started you can cancel the application at any point within the 8 months and create a new application.
- If you have not started the works within 8 months of receiving the grant offer or if you will not be able to complete the works within the validity period, please contact our help desk to cancel your application and then create a new application when suitable

4.3 Postal Application Process

- Download the application form at <https://www.seai.ie/sites/default/files/forms/Homeowner-Application-Form.pdf> 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 eight (8) 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 you 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 <https://www.seai.ie/home-energy/building-energy-rating-ber/get-a-ber-assessment/>) 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. 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 eight 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:

- Invoice for works
- Contract for works
- Receipt/proof of payment
- Supplier warranty
- Supplier guarantee
- Boiler logbook
- 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 so-called [Template Contract Guidance](#) 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 20 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, Self-Declaration 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 as set out in section 8 of the Application Guide ("the Terms and Conditions")
 - 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 OSS, 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 OSS's Application Form and Terms and Conditions. Where there is a conflict between SEAI's terms and conditions and those of the OSS, 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 [Homeowner Application Form](#) 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 OSS, the applicant must ensure that he/she completes and submits, to the extent applicable, the latest version of the OSS' Application Form. The OSS 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 2021, located in the Republic of Ireland. For Heat Pump System grants, the applicant must not have had a Heat Pump System previously installed at the home. In the case of insulation grants or heating control grants, the applicant must be the owner of an existing home built and occupied before 2011, located in the Republic of Ireland.

The Better Energy Home grants are not applicable to replacement Heat Pump Systems, 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 to act transparently and in good faith at all times during the process and 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:

- i. Online: Acceptance is confirmed by selecting the “Accept” option on the “Confirm Offer Acceptance” Screen.
 - ii. 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.
 - iii. In the case of an OSS application, the OSS’s Acceptance of Offer form needs to be signed by the applicant and returned to the OSS in accordance with the timelines prescribed by the OSS. 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 and for the avoidance of doubt SEAI reserves the right to cancel the application and/or process at any time where an applicant is found to be in breach of these Terms and Conditions of the Programme or the other documents referred to in Clause 2 and Clause 3.
 - 14) In the case of OSS applications, the applicant must secure approval from their OSS 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 eligibility for a Heat Pump System grant application:-
 - a) Where the applicant’s property meets the required heat loss indicator (“HLI”) as defined in the Domestic Technical Standards and Specifications (“DTSS”). A Technical Assessment is not required at Heat Pump System grant application stage.

- b) Where the applicant's property does not meet the required HLI, a pre-works Technical Assessment and any recommended fabric upgrade works must be completed before the Heat Pump System installation. Further information about Heat Pump System eligibility can be found at:- <https://www.seai.ie/sites/default/files/publications/Homeowner-Application-Guide.pdf>.

- 18) The eight-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 eight-month Grant expiry date, noted on the Grant Offer. Failure to do so will result in your Grant being declined.
- 19) 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.
- 20) Should the applicant's 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 24 below).

In the instance of wall assessments, some of these inspections may result in the undertaking of "invasive" tests, including borescope 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.

- 21) 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.
- 22) The applicant must obtain all necessary consents, permissions and statutory approvals and have authority to install the measures in his/her home.
- 23) 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, alteration (including unclipping, replacement or reinstatement) of service cables / aerial wires to a domestic house, 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.

- 24) The information in the documents referred to in Clause 2, Clause 3 (where applicable) 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.

- 25) 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 claw back 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.
- 26) With the exception of Clause 20 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.
- 27) The applicant shall have a formal contract in place with each of their chosen registered Contractors before works commence.
- 28) 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 25 shall also apply.
- 29) 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.
- 30) Data Protection Statement:
The Sustainable Energy Authority of Ireland (SEAI) fully respects your right to privacy. Please use this link to access the Better Energy Homes Privacy Notice: <https://www.seai.ie/publications/Better-Energy-Homes-Privacy-Notice.pdf>. This Privacy Notice is intended to help you understand what Personal Data SEAI collects about you, why we collect it, what we do with it, who we may share it with and how we protect it.
When we talk about “Personal Data” in this Notice, we mean any information relating to you, either directly or indirectly.
- 31) If you are applying for External or Internal Wall Insulation and you commence works on or after 1st November 2019, you will be impacted by changes to the Building Regulations (Part L). You will be required to comply with the new Building Regulations (Part L) as a condition of your grant payment.
- 32) In the case of residential properties owned by a Company/Organisation/Undertaking, the applicant under the Better Energy Homes scheme must ensure that they complete and submit the Owner Management Company Authorisation Form to SEAI prior to the creation of a grant application. This form details the required authorisations which must be in place prior to the creation of a grant application and is available from info@betterenergyhomes.ie.
- 33) In the case that an application is made through an OMC (ref clause 32) in the form of a Company / Organisation/ Undertaking, the Better Energy Homes Grant is being operated under the Commission Regulation (EU) No 2023/2831 of 13 December 2023 amending Commission Regulation (EU) No. 1407/2013. De Minimis Aid - EC Regulation 1407/2013. De Minimis Aid is small amounts of State Aid given to a Company /Organisation /Undertaking. The current limit for a Company /Organisation /Undertaking under this EC Regulation, irrespective of size or location, is €300,000 over a three-year period. An applicant is obliged make a full declaration of all other De Minimis Aid received in the last three years. This form is available from info@betterenergyhomes.ie.

- 34) In line with the requirements of the Department of Finance, where the combined value of the grants paid to the Applicant is in excess of €10,000 in a single calendar year, the Applicant will be required to furnish the SEAI with a Tax Clearance Certificate for a grant payment to be paid, in order to satisfy Revenue requirements. To avoid delays in grant payments, applicants are advised to familiarise themselves with Revenue's requirements, including how to apply for a Tax Clearance Certificate using the electronic Tax Clearance (eTC) system on www.revenue.ie.