



# Better energy Homes scheme - Application Guide

## Applying for and Claiming Cash Grants

Version 3.0

### IMPORTANT NOTICES

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

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



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## 1. Description of the Better Energy Homes scheme

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 (formerly the Home Energy Saving scheme) provides assistance to homeowners to reduce energy use, costs and greenhouse gas emissions and improve the comfort levels within their home.

The objectives of the scheme are to:

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

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. Payment is by Electronic Funds Transfer to the applicant's bank.

### 1.2 What Energy Efficient Works are incentivised?

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

Energy Efficient Works		Incentive
		<b>Cash Grant Value*</b>
Insulation	<b>Attic Insulation</b>	€200
	<b>Wall Insulation - Cavity</b>	€320
	<b>Wall Insulation - External</b>	€4,000
	<b>Wall Insulation - Internal Dry Lining</b>	€2,000
Heating System	<b>High Efficiency Oil / Gas Boiler with Controls upgrade.</b>	€560
	<b>Heating Controls Upgrade only</b>	€400
	<b>Solar Heating</b>	€800
<b>Building Energy Rating (BER)</b>		€80**

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

\*\* A **Building Energy Rating (BER)** is an integral part of all grant applications under the Better Energy scheme, whereby homeowners must undertake a BER on their home after grant aided works have been completed. A homeowner is entitled to BER funding of €80 once per home. This funding will be applied to your grant application automatically provided you have never applied previously for BER funding. You will be informed during the online grant application process if BER funding is available for your home or as part of your Letter of Grant Offer if you have applied through the post.

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 are claimed after the measures are completed and the contractor has been paid by or entered a financing agreement with the homeowner.



### 1.3 Who can avail of the scheme?

It is a national scheme and therefore all homeowners of dwellings built before 2006\* may apply. [\*Homes built from 2006 onwards should have been constructed to the 2003 Building Regulations and so should not require significant insulation or heating system upgrades]

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

- **Grant approval from SEAI must be in place before any purchase of materials or commencement of measures undertaken.**
- 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 scheme must use Contractors who are active on the Better Energy Registered Contractor 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.

### 2. Cash Grant Limits

Cash Grant are for a set amount as set out in section 1.2 above. This is the amount irrespective of home size and is the amount which will be paid at time of claiming the grant. Cash Grant 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.

### 3. 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 scheme requirements.

	Measure	Summary Requirement
<b>Insulation</b>	<b>Attic Insulation</b>	Ceiling Level: Target U-Value $\leq 0.16 \text{ W/m}^2\text{K}$ Rafter Level: Target U-Value $\leq 0.20 \text{ W/m}^2\text{K}$
	<b>Wall Insulation - Cavity</b>	NSAI Agrément certified system Target U-Value $\leq 0.27 \text{ W/m}^2\text{K}$
	<b>Wall Insulation - External</b>	NSAI Agrément certified system Target U-Value $\leq 0.27 \text{ W/m}^2\text{K}$
	<b>Wall Insulation - Internal Dry Lining</b>	Target U-Value $\leq 0.27 \text{ W/m}^2\text{K}$
<b>Heating System</b>	<b>High Efficiency Oil / Gas Boiler with Controls upgrade.</b>	Upgrade comprising <ul style="list-style-type: none"> <li>• Boiler seasonal efficiency <math>\geq 90\%</math> (as indicated on the SEAI HARP database)</li> <li>• Two zones (space and water) with 7 day programmer (time / temperature)</li> <li>• Time / temperature control of electric immersion</li> <li>• 1 additional zone <b>OR</b> installation of sufficient TRVs</li> </ul>



Measure		Summary Requirement
	<b>Heating Controls Upgrade only</b>	Upgrade Comprising <ul style="list-style-type: none"> <li>• Two zones (space and water) with 7 day programmer (time / temperature)</li> <li>• Time / temperature control of electric immersion</li> <li>• 1 additional zone <b>OR</b> installation of sufficient TRVs</li> </ul>
	<b>Solar Heating</b>	Product (panel) must be on SEAI registered product list and supplying $\geq 10$ kWh/ m <sup>2</sup> /Yr
	<b>Building Energy Rating (BER)</b>	Use registered BER assessor and BER published on National Administration System

### 3.1 Buyers Guides

SEAI have developed a range of detailed buyer's guides for all of the above measures, to guide homeowners and inform their purchase decision. It will also help them ensure they get the best information and service from their chosen contractor. These guides are available at [www.seai.ie/betterenergyhomes](http://www.seai.ie/betterenergyhomes) or by calling 1850 927000.

### 3.2 Optimum and Partial Solutions

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

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

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

### 3.3 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. They are also



required to notify you of any ventilation issues which they identify and which you will need to have rectified before Better Energy works can commence.

#### *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 scheme 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/betterenergyhomes](http://www.seai.ie/betterenergyhomes).

### **3.4 Home Energy Self Survey**

The Home Energy Self Survey is a simple online, or hardcopy, survey designed to help you identify what might be the priority upgrade works appropriate to your home. It only takes a couple of minutes to complete. You are of course always advised to discuss your choices and options with registered Contractors. If you have done a BER on your home already then the Advisory Report which accompanied the BER cert will also guide you. The survey complements the existing fast track online application system and links directly to SEAI's other online resources including the Buyers' Guides

### **4. Registered Contractors and BER Assessors**

All works must be completed by a Contractor from SEAI's Registered List, which is available at [www.seai.ie/betterenergyhomes](http://www.seai.ie/betterenergyhomes) or on request from 1850-927000. The Contractor must be registered for the particular measure that they are undertaking for the homeowner.

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

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

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

When undertaking a BER (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/ber](http://www.seai.ie/ber) or by calling 1890-734237

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



## 5. Applying for and claiming a Better Energy Homes scheme grant

There are 2 methods to apply for a Better Energy Homes scheme grant.

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

### 5.1 Before commencing

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

- Meter Point Reference Number (MPRN). This number appears on your electricity bill, and is 11 digits long.
- The year in which your house was built (must be prior to 2006).
- The particular measures which you wish to undertake as part of the Better Energy scheme.
- You should have already selected an SEAI registered Contractor as you will need to know their name, address and SEAI registered number.
- 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.)
- 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 offer. Failure to accept the offer will result in the offer lapsing.  
**(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.)**

### 5.2 Online Application Process

- Log onto [www.seai.ie/betterenergyhomes](http://www.seai.ie/betterenergyhomes)
- Click online application.
- If you are unsure of what measures you should undertake, complete the online Home Energy Self Survey to help guide you on upgrade works most appropriate to your home
- Complete the application form.
- Follow the steps to get grant approval.
- Your Grant Offer will issue to your e-mail address and you will have 72 hours (3 days) in which to accept and validate the Grant Offer by email. Failure to accept the offer will result in the offer lapsing 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.**

### 5.3 Postal Application Process

- Download the application form at [www.seai.ie/betterenergyhomes](http://www.seai.ie/betterenergyhomes) or request one by contacting 1850-927000
- Complete the application form and send to:  
**Better Energy Homes scheme  
The Sustainable Energy Authority of Ireland  
P.O. Box 119  
Cahiriveen  
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 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.**

#### 5.4 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.

- Agree a formal contract with your chosen Contractor(s) – this is an explicit requirement for Contractors. It is there for the purposes 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 completed.
- Pay the Contractor in full for measures completed and ensure both the Contractor and yourself sign the Declaration of Works form. A separate Declaration of Works (DOW) form is required for each measure completed. You should also ensure that the Contractor has completed the relevant section on the BER Confirmation and Request for Payment form.
- Have a registered BER Assessor (see [www.seai.ie/ber](http://www.seai.ie/ber)) undertake a BER assessment of your home and complete the BER Confirmation and Request for Payment form.
- Where approved for BER have a registered BER Assessor (see [www.seai.ie/ber](http://www.seai.ie/ber)) undertake a BER assessment of your home and complete the BER DOW form.

#### 5.5 Claiming Your Grant Payment

- Once all measures have been completed including the BER Assessment, review all DOW forms and the BER Confirmation and Request for Payment forms to ensure that all sections have been completed, signed and dated by the relevant Contractor(s), Assessor and yourself.
- 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
- Submit all documents together to the address below.  
**Better Energy Homes scheme**  
**The Sustainable Energy Authority of Ireland**  
**P.O. Box 119**  
**Cahirciveen**  
**Co. Kerry**
- All paperwork must be submitted together **within** the six month grant offer period.

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 QA inspection or for audit by SEAI.**

#### 5.6 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 log book
- Product certification
- Manufacturer/product details.

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.

## 6. 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.

## 7. 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 scheme. 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 1850 927000

## 8. Installation Inspections

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

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

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



inspection.



## 9. Terms and Conditions

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



financial procedures. Where all other conditions are met, payment will be made 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.

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