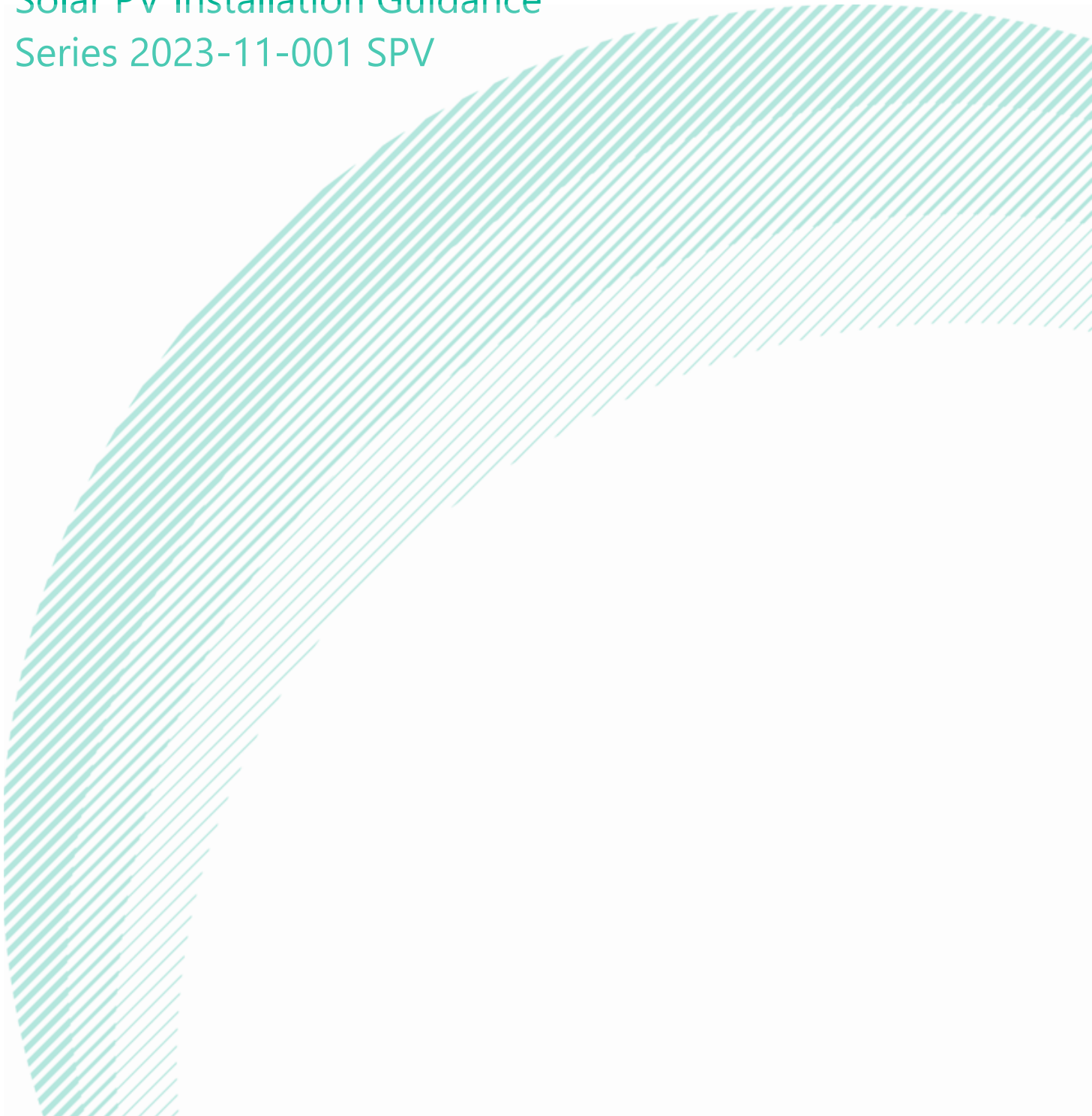


# Solar PV Grants: Technical Bulletin

Solar PV Installation Guidance

Series 2023-11-001 SPV



## Introduction

The interest in Microgeneration is continuing to grow and if we are going to scale up together, we need to bring about improvements in the efficient management of installs.

This document describes the issues and related clarifications that commonly arise on the programme.

SEAI requires that registered companies and their installers pay close attention to the contents of this this document and use it for training purposes.

Installation must be carried out in accordance with the relevant:

- SEAI Domestic Technical Specifications and Standards (DTSS) and
- SPV Contractor's Code of Practice (COP).

In Appendix 2 of the Quality Assurance and Disciplinary Procedures (QADP) there is a full list of checks, used by SEAI inspectors. Use these checks as part of your own Quality Management System before signing and submitting DOWs to SEAI. <https://www.seai.ie/publications/Quality-Assurance-and-Development-Programme-for-Solar-PV.pdf>

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## 1. AC Electrical Installations

There has been an increase in the number of non-compliant inspections under the category 'AC Electrical'. Some contractors are using RCD/RCBO protection of 100mA instead of 30mA. Currently, as per I.S. 10101 National Rules for Electrical Installations 30mA is a legal requirement and therefore any alternative above 30mA will result in a non-complaint works. Please ensure that all installations meet the requirements of I.S. 10101.

## 2. DC Isolators on Inverters

A number of inverter manufacturers are installing a built in DC isolator in their inverters. As per the Code of Practice it is a requirement to have double pole isolation of the DC. The Inspection department is checking to ensure that where Companies are using the built in isolator as the main source of DC isolation that it provides double pole isolation.

Companies may be asked to provide information from the manufacturer to display the DP isolation of their built in DC switch.

## 3. Installers Management of Applications

Over recent months we have noted several installers querying a list of SPV applications they have completed to ensure they did carry out the works.

We have recently implemented an automated email notification which is now being sent to the installer when a solar PV company selects them as an installer on the application portal.

If an installer did not carry out the works as outlined in the email, it is their responsibility to contact SEAI to confirm that they didn't. SEAI will then investigate further.

Installers are advised to keep a record of the installations they are carrying out under the scheme so they can indeed verify if they did complete the works or not.

Please be extra vigilant when selecting the installer to ensure that are selecting the correct one.

## 4. Shared Homeowner Documents

When it comes to providing links on the Shared Homeowners documents, SEAI's firewalls will not allow us to open and view documents that are shared from Dropbox or Google Drive.

Can you ensure that when you are sharing from storage you use either **Microsoft OneDrive** or **SharePoint**.

Another option that some companies use is a 'hidden' webpage on their website where they store the required information and share a link to this page on the Shared Homeowner Document. This webpage is not usually visible to the general public.

Data protection and cyber security is of the highest priority for SEAI so unfortunately there is little flexibility here.

## 5. GDPR and Uploading Information

When uploading grant paperwork for specific homeowners, before you click submit, please ensure that the information and documentation you are about to submit relates to the correct customer application and that you are GDPR compliant. After you click submit you will be unable to delete incorrect documentation.

It may be considered a Data Breach when a Company uploads incorrect information to an application and the company will need to manage their data protection obligations accordingly.

Critically, please remember that access to portal is strictly for registered companies and the key contact only and any breach of this is a potential breach of the T&C's of a company's registration on the scheme and a potential breach of data protection law.

## 6. Grant Management

- It is important to note that you as a company should not proceed with a Solar PV Installation unless you have an associated grant on your portal. Good practice would be that before proceeding with an installation, you confirm that you have a related grant for that homeowner on your portal and that the size of the system on the grant portal aligns with the size being installed.
- If the size of the system being installed is greater than what was applied for, the homeowner will need to contact the solar PV team before work commences at [solarpv@seai.ie](mailto:solarpv@seai.ie)
- Please note, companies are not permitted to carry out installs for an entity operating as a 'broker' or 'main contractor'. You as a company are the main contractor, you have the contract with the Homeowner, only you can upload the documents through your portal.
- A reminder to SPV Companies that if you see an application on your portal relating to an Applicant/Address which you do not recognize as being a customer of yours, you should email [solarpv@seai.ie](mailto:solarpv@seai.ie) and notify us that the application in question is not one which you are familiar with. Once notified, we will reach out to the Applicant.
- Solar PV grant offers expire after 8 months. SEAI is obligated to strictly adhere to this 8-month expiry period. Please help to advise and guide your homeowner through the process so that they stay within the 8-month period i.e., maintain install dates, complete and upload documents ASAP after installation, encourage your homeowner to arrange a BER for soon after the install is complete. Note a declined grant means the homeowner will not get their grant and will not be eligible to claim the same grant in future. It is in everyone's interest that timelines are managed correctly.

- When you receive an email requesting outstanding documentation on a solar PV application, please proceed to submit this documentation directly to the application via the portal. Once submitted, please do not email [solarpv@seai.ie](mailto:solarpv@seai.ie) advising that you have submitted the outstanding document(s). Our system identifies when a company has uploaded outstanding documentation to an application, and we review these applications accordingly. Our system is also capable of identifying when a post-works BER is published so please do not email [solarpv@seai.ie](mailto:solarpv@seai.ie) when post-works BERs are published.
- A reminder to SPV Companies that you are not permitted to create homeowner solar PV grant applications. There have been cases where a company's name appears as the applicant – these will be declined.

## 7. NC6

SEAI has received notification from ESB Networks that **ALL** sections on the NC6 form need to be fully completed. Pages 4, 5 and 6 of the Conditions Governing document contain details:

[Conditions Governing the Connection and Operation of Micro-Generation \(esbnetworks.ie\)](https://www.esb.ie/micro-generation/conditions-governing-the-connection-and-operation-of-micro-generation)

## 8. Top 4 Issues that result in grant applications being returned to companies:

1. **Incomplete documents / Not all documents uploaded** – All documentation needs to be fully completed and uploaded to the portal before submitting.
2. **Bank Name Differs** – Only the applicant or company name can be listed as the bank name on the bank details.
3. **Dates do not match** – The dates on the system need to match that on the paperwork.
4. **Status moved to Contractor Submitted in error** – Do not submit until you have fully reviewed and are happy that everything is in order.

To avoid a delay to grant payments, please ensure that accurate and correct documentation and information is provided.

w: [www.seai.ie](http://www.seai.ie)

e: [info@seai.ie](mailto:info@seai.ie)

t: 01 8082004

