

1.0 Supports

A range of supports are available to help Grantees to complete Better Energy Community Projects successfully.

These include:

1. Advisory Inspections
2. Quality Management Systems Audits
3. Technical Advice
4. Clinics and Workshops
5. Interim Inspections
6. First Inspections
7. Full Inspections
8. Additional Inspections
9. Re-inspections
10. Appeals

The supports offered to Domestic & Non-Domestic elements are as follows:

Support	Domestic	Non-Domestic
Advisory Inspections	√	-
Quality Management Systems Audits	√	√
Technical Advice	√	√
Clinics and Workshops	√	√
Interim Inspections	-	√
First Inspections	-	√
Full Inspections	√	√
Additional Inspections	√	√
Re-inspections	√	√
Appeals	√	√

1.1 Advisory Inspections – Domestic Projects

Advisory inspections are intended as a training aid to ensure Project Co-ordinators understand relevant BEC quality standards and technical requirements, early in the installation process.

Evidence shows that Advisory Inspections lead to improved final inspections and the timely release of payment. For this reason, Advisory inspections are mandatory and a minimum of 2 must be carried out.

There is no charge for Advisory Inspections.

Advisory inspections may be carried out on as few as 2 homes or where just 1 measure is to be inspected, on as many as 10 homes. The energy upgrade work does not have to be fully complete but it should be sufficiently far advanced so as to make the training a worthwhile exercise.

The upgrade measures chosen for advisory inspection should be representative of the measures to be repeated across the scheme and include any homes or measures that are technically challenging.

An Inspector will carry out the training which lasts approx. 1 hour. The Project Co-ordinator and their Quality Representative should attend, as should key Representatives from the Contractor.

Access to all areas being upgraded should be provided and the Inspector should be made aware of any areas of concern that the Project Co-ordinator may have. The Project Co-ordinator should ask questions during the training.

Records taken by the Inspector will include:

- Address of Property
- Attendees & their organisations
- General photos
- Measures where advice given
- General level of competence demonstrated

Limited records are taken of the installation itself, affording the Project Co-ordination the opportunity to ask questions in a safe environment.

Additional Advisory Inspections are available to Projects where high volumes of homes are to be upgraded. Additional advisory inspections are not mandatory. There is no cost for additional Advisory Inspections.

Additional Advisory inspections will be offered at the rate of 1 additional advisory inspection per 50 / 60 homes upgraded (e.g.: Project comprises of 70 homes = 2 mandatory + 1 additional advisory inspection)

Requesting an Advisory Inspection

An advisory inspection is to be scheduled through bec@seai.ie.

Please endeavour to schedule this inspection as soon as possible so the learning can be applied as early as possible.

1.2 Quality Management System Audits

These Audits are intended as a training aid, to be carried out in advance of wholesale sign-off of upgrade works. The Audits will cover both domestic and non-domestic quality assurance processes, across all sub-projects under the control of a Project Co-ordinator.

The Audit will take a full day. An Audit Report will be produced. There is no charge.

The only commitment required from the Project Co-ordinator is to facilitate access to existing processes & procedures at the Audit and to report back on the actions taken to address any recommendations made in the Audit report, within an agreed timescale.

Limited funding is available to support this initiative so Audits will be allocated to those most in need, on a “first come, first served” basis.

Quality Management Audits should be requested through bec@seai.ie

1.3 Technical Advice

SEAI is available to help with any queries or questions that you may have. Project Coordinators are welcome to contact SEAI by phone on 01 808 2162 or by e-mail at bec@seai.ie

Domestic Advice

Domestic Project Technical advice is available through KSN Energy at 01 277 6977 or by contacting James O`Riordan by email at joriordan@ksnenergy.ie

Non-Domestic Advice

Non-Domestic Technical advice will be available from the Non-Domestic Inspector allocated to your Project. Your Non-Domestic Inspector will be confirmed by the end of July 2016.

Should queries be more urgent, please contact bec@seai.ie and we will endeavour to provide prompt response.

1.4 Clinic & Workshops

Various clinics & workshops will be held to upskill participants in areas of perceived risk.

Workshops planned include:

- OFTEC / RGI Boiler & Heating Controls Training - 13 July 2016
- Inspector Workshop – 22 July 2016

Presentations from these are available [here](#) under Guides.

Should you have any further training needs, please contact bec@seai.ie

1.5 Non-Domestic Interim Inspections

Interim Inspections may be carried out on Non-Domestic Projects, typically when a Project Co-ordinator confirms a key milestone has been met.

Records of the status of the works will be maintained but no final status will be assigned (Pass / Re-works) until the property is notified by the Project Co-ordinator as complete.

The SEAI Inspector will make contact with the Project Co-ordinator to arrange the inspection; details of how to facilitate and inspection are covered under Section 1.7.3 below.

1.6 Non-Domestic: First Inspections

The first Non-Domestic Project Site completed will be inspected to help the Project Co-ordinator to understand the process for Non-Domestic Inspections.

Completion of the first Project should be advised to bec@seai.ie

Details on how to facilitate a Non-Domestic First Inspection are covered under Section 1.7.3 below.

1.7 Full Inspections

SEAI will carry out inspections to verify compliance with the Grant Agreement upon completion of the work.

Projects will be selected for inspection taking a risk-based approach. The following are examples of issues that will influence inspection selection:

- Clarity of specification
- Complexity of technology
- Value of energy credits claimed
- Value of grant claimed

- Contractor performance
- Random selection

1.7.1 Domestic Inspections

Typically, inspections are selected from batches of ca 10 - 20 homes.

Project Co-ordinators should notify they are ready for inspection by completing & submitting the form "Domestic Inspection Request Log". Click [here](#) to download the template.

Only homes not previously submitted for inspection are to be entered onto a form. Individual forms should be used each time the Domestic Inspection Request Log is issued. The Log should be Version controlled.

When submitting the Log, the Project Co-ordinator must confirm:

- Who the Main Contractor is
- Sub-contractor(s) for each measure
- ID of each of the BEH Contractor
- House type (e.g. detached, semi-detached, etc.).

The Domestic Inspection Request Log should be submitted to bec@seai.ie

Once the Domestic Inspection Request Log is submitted, KSN Energy Inspectors will contact the Project Co-ordinator to arrange inspection.

Access for inspection must be provided within 5 working days. Inspection Results will be issued by email within 2 working days.

1.7.2 Non-Domestic Inspections

Project Co-ordinators should notify SEAI at bec@seai.ie as non-domestic projects are completed and ready for inspection.

SEAI Inspectors will be then notified if there is a requirement to inspect and make contact with Project Co-ordinators to arrange the inspection.

1.7.3 Facilitating Inspections

Project Coordinators must provide access for SEAI's Inspectors within 5 working days of being contacted to arrange an inspection. Inspections will be undertaken during normal working hours.

Safe access equipment must be available for the Inspector and Project Co-ordinator to access areas which are either at high level or difficult to access. Where energy upgrade works have taken place high level, the Inspector will direct the Project Co-ordinator to retrieve a representative sample of energy upgrade fittings, i.e. light bulbs etc.

Where upgrade works may be difficult to access or inspect on completion of works, it is the Project Coordinators' responsibility to highlight this to SEAI in advance. In such exceptional cases, the Project Coordinator may propose alternative means to demonstrate that works have been installed in accordance with the agreed specification. Acceptance of any such alternate proposals will be at the sole discretion of the Inspections Unit and must be obtained in advance of inspection in writing.

Where cavity insulation has been installed, the SEAI Inspector may drill walls and use a borescope to confirm insulation has been installed.

The Project Co-ordinator is responsible for quality assurance on the project. It is not essential that the Project Coordinator is present for the inspection, but the person meeting the SEAI Inspector must:

- be familiar with the layout of the site
- notify the Inspector of any potential hazards
- be familiar with details of the upgrade works
- have all necessary documentation to hand e.g. commissioning reports, grid connection licences, and CE stamp certificates,
- provide evidence of O+M Documentation

If conditions are unsafe, the Inspector will not proceed with the inspection. Failure to provide safe access to a property to complete an inspection or to retrieve may result in non-payment of the BEC Grant or part thereof.

1.8 Additional Inspections

Poor inspection results may result in additional inspections being assigned.

The Inspector will make contact with the Project Co-ordinator to notify the requirement for additional inspections and to obtain written confirmation that the remedial issues identified during previous inspections have been addressed, in advance of the additional inspections taking place. The process for notifying and facilitating additional inspections is as set out in Section 1.7.3 above.

1.9 Re-inspections

Where there are significant re-works, re-inspection of remedial works may be undertaken.

The process for notifying and facilitating additional inspections is as set out in Section 1.7.3 above.

1.10 Appeals

Inspection results can be appealed **through the formal appeals process**.

Appeals must be received in writing within 7 days of your Inspection Results notification. Appeals should be lodged as follows:

- Domestic: joriordan@ksnenergy.ie
- Non-Domestic: BECInspections@SEAI.ie

It is essential that your appeal be supported by appropriate supporting documentation such as sketches, photos, homeowner statements etc. Appeals must outline any evidence to dispute the Inspection findings and advise on any mitigating factors that may have affected the outcome of the inspection.

2.0 Additional Queries

Should you have any further queries, please either contact KSN Energy or your Non-Domestic Inspector or email BECInspections@SEAI.ie

