

Business Energy Upgrades Scheme Scheme Guidelines

October 2024

Version 1.0

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Version	Date	Details
V1.0	October 2024	First Issue

About the Business Energy Upgrades Scheme

The SEAI Business Energy Upgrades Scheme (the Scheme) is a Government funded support scheme introduced to provide a range of supports to assist the business, agricultural, public body, or non-profit sector to introduce energy efficient and renewable measures into their buildings. The scheme objective is to achieve energy efficiency improvements and emissions reductions in the non-domestic building sector, aligned with the Climate Action Plan and Sectoral Emissions Ceilings. The Scheme provides support across two main categories:

1. **Technical Assistance:** These measures include support for specialist costs for surveys and optimisation of existing building management systems and scheme design packages for planned projects.
2. **Commoditised Grants:** This commoditised is based on an estimated investment cost which is calculated from technical details provided by the Applicant regarding their building and the planned retrofit measures. The application approach is designed to minimise the information required from the Applicant to receive a grant offer, ensuring a streamlined decision can be provided on grant support.

Business Energy Upgrades Scheme – What do I need to apply?

Thank you for your interest in improving the energy efficiency and reducing the climate impact of your business! These guidelines provide comprehensive and important details of the supported measures, application process, and terms and conditions of the Business Energy Upgrades Scheme. The application process is designed to be as user friendly and convenient as possible. The application process will require information about your business, your building, and the retrofit measure you are investing in. A summary approach to applying for grant funding is given below.

1. Decide on which measures you wish to invest in for your building retrofit
 - SEAI provides [support](#) for a detailed energy audit for SMEs through the SSEA scheme and large businesses are legally [obliged](#) to complete an audit. There is also support for technical assistance within this Scheme that you can apply for before you make an investment decision as part of this grant.
2. Appoint a Company or installer, who meets the scheme requirements, to undertake the work.
 - A register of companies and installers will be developed during the scheme, but any installer who meets the competency requirements for the measure can undertake the work once they register with SEAI before the work is complete.
3. Have your selected Company completed the Pre-App Info Form for the measures, this technical information will be required to complete the application.
4. Apply online here.
 - You will require details about your business (name, address, tax reference number, and MPRN (Meter Point Reference Number – from your electricity bill). You will require the Pre-App Info Form to input the building and retrofit measure details in the application.
 - Application approval is instant, and your grant value is calculated on the basis of your input data. Grant value is 30% of the typical cost for the measure in your building.
5. When the work is complete your Company or installer will provide you with the required documentation to complete a payment request, and SEAI will begin to progress your grant payment.

IMPORTANT NOTE: Grant support under the Scheme is subject to state aid requirements which will require the applicant to complete a de minimis aid declaration, or if this cannot be provided, meet certain minimum energy performance improvement requirements. Applicants should refer to Section 3.2 for detail of these requirements.

What Measures are Supported?

Technical Assistance		Commoditised Grants	
BMS Optimisation	Up to €2000 / 50%	Pumps	Up to €10,000 / 30%
Design Assistance	Up to €20,000 / 50%	Ventilation/Heat Recovery	Up to €25,000 / 30%
		Solar Thermal	Up to €15,000 / 30%
		Automatic Controls	Up to €30,000 / 30%
		Heat Pumps (incl. System)	Up to €100,000 / 30%
		Fabric	Up to €120,000 / 30%

IMPORTANT NOTICES

- The Applicant must ensure they have entered into a contract with their nominated Company for the associated works prior to commencement of same
- 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.
- The Scheme is designed to support businesses with an accessible grant support, with a low burden of application information and efficient processing of approval. This is beneficial for the Applicant and the supply chain, but **an offer of support is contingent on the investment being delivered in line with all scheme guidelines**. A key risk for an Applicant is that they will be ineligible for payment if they apply for a measure that they are not eligible for, provide inaccurate information in their application, or appoint a Company or installer that does not meet the competency requirements of the scheme. If an Applicant is uncertain of any factor relating to the grant, they should contact SEAL for clarification.
- It is the responsibility of each Applicant applying to the Business Energy Upgrades Scheme to ensure that they have read, and fully understand, this Application Guide (including importantly the Terms and Conditions of the programme) before submitting an online Application. Failure to fully adhere to the provisions of these Guidelines may result in application refusal, grant revocation, payment request refusal or grant claw back, depending on the status and stage of the grant (the 'Grant').
- In order to ensure an easy application process, we would advise the Applicant to familiarise themselves with the information required for their chosen measures prior to commencing their application. Easy to use pre-application information forms are available for each measure which the Applicant can use to gain the necessary data from their selected Company to allow them to make the application.
- 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 premises for inspection within a specified period, failure of which may lead to grant refusal or grant clawback.

- SEAI accepts no liability or responsibility, whether for breach of contract, negligence or otherwise, in respect of any claim or cause of action arising out of, or in relation to, any equipment, product, work, system or installation in respect of which grant approval was given by SEAI.
- This Application Guide will be revised periodically. Check the SEAI website or call our contact centre to ensure that you have the latest version.

Glossary

"Applicant" means the owner of the business, agricultural, public body, or non-profit sector and Applicant for grant.

"Company" means the company offering services who is required to be registered on the relevant SEAI Business Energy Upgrades Scheme List of Registered Companies at the time of request for payment by the Applicant. The Registered Company is the contractor that has a contract with the Applicant to complete the installation.

"Installer" means person who is registered on the SEAI Business Energy Upgrades Scheme List of Registered Installers at the time of request for payment by the Applicant and signs the "Declaration of Works".

The "Declaration of Works" or "DOW" means the document which the registered Installer signs to declare that the installation meets the scheme's requirements.

"Grant" means the funds eligible for payment under the scheme.

"Scheme" means the Business Energy Upgrades Scheme.

"Scheme Documentation" means all documentation of the Business Energy Upgrades scheme which includes this Application Guide, the specific documentation on each particular measure(s) in question (Pre Application Info Form and Contractors Info Form) as well as Companies and Installers terms and conditions, published Business Energy Upgrades pages on the SEAI website, as may be updated by SEAI from time to time. The issued Applicant Letter of Offer, Company Letter of Nomination shall also form part of this suite of documentation.

"SSEA" means SEAI's Support Scheme for Energy Audits

"NDMG" means SEAI's Non-Domestic Microgen Scheme

1 High-level scheme overview

1.1 Grant Process

Pre-Application:

Before completing your application, it is important that you research the different measures available in the Scheme and appoint a Company to assist with the application and undertake the works. Given that an Applicant may be unfamiliar with some of the details requested within the application, each measure has a dedicated Pre Application Information Form available from the website which the Applicant can ask their proposed Company to complete. Each form includes the list of options which will be available under a particular measure and the Company can identify those which align with the proposed works. Each form also includes the minimum competency requirements of the contractor, equipment specification as well as required documentation at payment stage. This allows the Applicant to gain the required information to complete their application but also gain confirmation from the Company all requirements of the Scheme can be met.

Registration

Once you have selected a Company and have the requisite details required for each measure you will just need to carry out the simple and quick registration on the SEAI application portal to gain access to begin your journey. Note that this application portal is also used for the SSEA (Audit Voucher) and NDMG (Solar PV Grant) so you may already have a registration if you have availed of these supports.

Application

Following registration, you are free to make an application for your selected measure(s). An application can include a single or multiple measures. The available measures are outlined in the table below. Once you have selected the measures you wish to include in your application you will be presented with an individual page for each measure where the questions will mirror on the options provided Pre Application Information Form you will have already agreed with your Company.

On completion of all the relevant pages you will be provided with the offered grant amount(s) for each selected measure, as well as the associated specifications of the system which have been assumed to calculate the grant amount. The basis of providing this technical data is outlined in the Grant Payments section later in this document.

Under each measure the Applicant will need to select a Company. The Applicant can nominate a Company from the SEAI register associated with that particular measure under the scheme. As this is a new scheme however and it will take time to populate these registers an option will be provided to nominate your preferred Company who are not currently registered on the Scheme. While this provides an opportunity to build a register it more importantly facilitates Applicants who wish to use their preferred Company. The Applicant simply includes the basic details of the Company (name, mobile, email). In order to allow us to record the details of the new Company. For later management in the Scheme, we do require the Company to register through a basic online process including associated documentation to prove scheme compliance with regard to competency, insurance and tax.

It is important to note that, an Applicants Company must be present on the register, at the time of the request for payment by the Applicant for the works. As such you should take to ensure your proposed Company is willing to comply with this condition and can meet the requirements for the register.

Approval

Once all required details for the application have been completed and the application has been approved by SEAI, a grant offer will be issued via email. Specific emails shall be issued to the Applicant and Company for each selected measure.

Once you receive your grant offer you are now free to commence works but it is imperative before allowing the Company to commence the works that you satisfy yourself of their compliance with scheme requirements under each measure in terms of professional qualifications and technology specifications outlined. You should also confirm their agreement to provide all necessary data required at request for payment stage. The dedicated Pre-App Info Form for the associated measure provides a simple means of guiding you through this process with your chosen Company.

Payment

Once the works are complete you can access your portal and follow the simple steps to upload the required evidence for payment which shall be provided by your Company. SEAI will review the documentation to confirm all is in order to process your grant payment. If it is found that some of the required documentation is incomplete or omitted the Applicant will be notified and the payment will be put on hold until the data is provided. Any outstanding data can be simply uploaded via the portal as per the initial submission process.

A percentage of all works are inspected in order to ensure grant compliance and assess quality. If your project is selected for inspection, successful completion of this process is required before your payment will be progressed. Depending on the severity of any non-compliances, payment may be withheld pending resolution of the issue by the Company.

1.2 Responsibility

This scheme has been designed to allow the Applicant to have full oversight and control of their grant at all stages of the process, from initial application to final payment. To facilitate this, all aspects of the process have been designed to be straightforward and efficient with supporting tools provided so that the Applicant can easily gain the required details from their selected Company.

This extends to giving an Applicant the choice to use their preferred and trusted Company. The need for an Applicant to ensure their nominated Company meets the scheme requirements is imperative given the essential elements required from the Company in terms of compliance with all aspects of the scheme including registration and provision of documentation for upload by the Applicant. It is important that the Applicant takes due diligence and care in their selection of a Company. In order to ensure such commitments a contract including such outlined aspects should be entered into by both parties.

SEAI can in no way bear responsibility for any non-compliant measures or failure to provide relevant documentation by a Company which results in declination of grant payment. While SEAI provides the Company with details of their obligations, it is the Applicants responsibility to ensure that their Company has received, understands and accepts same on behalf of the Applicant.

SEAI's primary role in this process is to provide grant aid to the Applicant and to assist the Applicant in processing this Grant. SEAI relies, and is entitled to rely, on all representations made to it by the Applicant and the Applicant's Nominated Company that the Applicant's Nominated Company has the competence required to carry out the approved grant works and that the Nominated Company meets the standards and competency requirements mandated by both SEAI and construction industry regulations.

1.3 Grant Eligible Measures

The Scheme utilises standardised rate cards for each measure which have been established by means of detailed modelling to ensure Grants offered are suitable for the works being funded. Payment checks which

will be carried out prior to approval of payment will provide an important governance stage to ensure compliance across the scheme terms and conditions.

Applicants will be eligible for support once per MPRN for each measure. Applicants are not permitted to apply multiple times with different MPRNs for a measure associated with the same installation (i.e. cannot apply for duplicate funding).

It is a condition of State Aid that SEAI cannot provide grant funding for works that has already commenced or has been paid for in whole or in part. As such in order to maintain eligibility for the grant, Applicants are required to have received a Grant offer from SEAI before proceeding with any works, or before making any payments for works. This includes orders, deposits, part-payments etc.

There is no fixed sequence for how you avail of any of the measures within the scheme, although advice will be offered in relation to potential approaches for certain building types and technology to assist and Applicant in gaining the most from their investment. This guidance will be available on the website.

The Scheme provides grant support for two categories of works, namely **Technical Assistance** and **Capital Supports**.

1.3.1 Technical Assistance

Eligible measures under this category include:

Technical Assistance			
Measure	Description	Grant Value	% of Overall
BMS Optimisation	Contracting of a Building Management System (BMS) specialist to review your entire central services control systems and identify potential optimisations based on Applicant needs. The standardised report will also include a schedule of identified faults and potential upgrade work to system. A central aim of this measure is to implement the immediate possible changes to the system prior as part of the specialist's scope. As such it is imperative that Applicant makes themselves available as required by the specialist on site. The Applicant must have an existing BMS system that controls at least 3 separate systems from a centrally controlled and monitored location.	€2,000	50%
Design Assistance	Provision of specialist design consultation to provide clear and practical advice to the building owner with regard to options to upgrade their building. The chosen consultant shall work to an outlined template to ensure that the pack provided to an Applicant at the end of the process will give them the information and confidence to begin their journey and to do so in the optimum sequence. As part of the application one technology from 3 categories (Renewable Heat, Energy Efficiency and Controls), must be selected. While all potential options will be reviewed at a high level as part of the optioneering these 3 points will be reviewed in detail to scheme design stage with the intention that an Applicant will have enough data	€25,000	50%

to assess the viability of a scheme and begin meaningful discussions with prospective designers and or contractors depending on the scale of the project.		
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Building Management System (BMS) optimisation measure within the Scheme will support Applicants to optimise existing systems. There are significant energy efficiency opportunities in commercial buildings to optimise existing systems and considerably reduce energy consumption. Not only does this address immediate energy cost concerns, it provides a potential to retrofit a more cost effective zero emission heating system within the building by reducing underlying energy demand within the building. Engagement between the Applicant and Company is imperative to enable them to maximise the efficiency of the system. This includes details around the operating hours etc. as well as providing permission to the Company to make the necessary changes to the system prior to leaving site thus enabling implementation of immediate efficiency measures. The final output of this element will take the form of detailed standardised report outlining potential improvements, those implemented, any faults identified and other improvements which could be made to the system.

Design Assistance measure within the Scheme will support Applicants to develop a detailed retrofit plan for the building and also to develop designs for a renewable heating system. This measure will have a greater number of funding ranges based on the number and type of systems within scope as well as the size of the building under consideration. Grants values for such work range from between 5 and 30 days with resultant funding ranges of €5,000 up to €25,000. While there are no minimum energy performance requirements to be eligible for grant aid for heat pumps, SEAI strongly recommend that for buildings older than 2008 a detailed design is undertaken for a heat pump installation that determines the optimum mix of energy efficiency measure to minimise heat pump operating costs.

Design assistance support is not available for any Applicant who has received SEAI EXEED Stage 1 support since January 2021 which would have supported similar design activities. In addition, as the scheme is focussed on the delivery of energy efficiency and emissions saving in the sector, SEAI reserve the right to limit the number of design assistance supports to any one Applicant or Company if there is not clear evidence that these are supporting actual investments in retrofit.

1.3.2 Capital Support

The second category of measures are commoditised grants to support impactful retrofit measures in conjunction with the replacement of fossil fuel based heating systems with zero emission equivalents. The suite of measures within this scheme are designed to build on the gains of the potential optimisation measures under the Technical Assistance category. The viability of the zero-emission heating, both in terms of initial capital costs of the heat pump but also operational costs, can also be greatly increased when implemented in combination with energy efficiencies measures.

Eligible measures under this category include:

Commoditised Grants			
Measure	Description	Grant Value	% of Overall*
Pumps	The provision of new variable speed pumps with modern controls and monitoring in place of existing constant speed across the typical range of building systems	Up to €10,000	25-30%

Ventilation/Heat Recovery	The provision heat recovery ventilation to existing ventilation systems within buildings. This will include the potential selection of new heat recovery air handling to replace existing separate supply and extract systems as well as the retrofitting of heat recovery technology to existing air handling units.	Up to €25,000	25-30%
Solar Thermal	The provision of solar thermal technology and the associated storage requirements to existing hot water systems	Up to €15,000	30%
Automatic Controls	The upgrading of existing or provision of new automatic controls systems to existing building systems.	Up to €30,000	25-30%
Heat Pumps (incl. System)	The provision of heat pump technology to replace existing fossil fuel systems across a range of building system types and combinations (e.g. heating, hot water). A number of heat pump technology options are available under the scheme. Funding for required upgrades to the associated infrastructure is also available.	Up to €100,000	30%
Fabric	The provision of thermal upgrades to wall and roof fabric using a selection of technology options for a selection of existing fabric types.	Up to €120,000	25-30%

**Final maximum eligible grant percentage may be adjusted based on State Aid requirements (Refer to 3.2 State Aid for further details).*

1.4 Who can apply?

The Scheme is open to all non-domestic bodies including businesses, public bodies and other organisations such as charities and community groups.

2 Grant Scheme Timelines

2.1 Evaluation and payment timelines

The grant application process involves an online registration and satisfactory completion of the easy-to-use online application process, followed by an automated grant approval process. A Letter of Offer (LOO) will issue via email shortly after the Applicant has submitted a compliant application. This system is central to the ethos of this scheme with the aim of supporting Applicants with a streamlined application and approval process.

Embedded in this process is a strong technical background and basis for the capital cost of different measures that allow SEAI to provide funding offers. This is coupled with a range of controls to ensure Applicants receive appropriate support levels.

Grant Application and Offer:	Immediate
Request For Payment (RFP):	6-8 weeks (longer if selected for inspection)

Request For Payments (RFP) which are incomplete or of poor quality will be raised with the Applicant via the Additional Details Required (ADR) system as currently exists within the NDMG scheme. This takes the form of a standard email template which contains specific details around the outstanding or incomplete elements of the RFP. All these requirements are clearly set out in the Letter of Offer to the Applicant and the Notification of Nomination to Company, at the initial application stage. In this case the Applicant is given access to the relevant measure RFP pages again on the portal to allow them to update same with the requested data.

The Applicant is provided with an 8 month period from the time of offer to complete the works and submit their RFP. Three automated reminders are issued over the course of this period. Once this period has lapsed without receipt of RFP the application is terminated and notification of same is issued to the Applicant. Where it is found that an RFP contains one or more fundamental non-compliances the application is rejected and notification of same is issued to the Applicant. An appeal process is in place to allow Applicants to appeal such actions.

3 Grant funding available

3.1 Level of grant funding

Following completion of the application, the application summary page on the portal outlines the provisional grant amount available. As outlined previously, a Letter Of Offer (LOO) will issue to the Applicant and Letter of Nomination will issue to the Company at this time. On completion of the works the Applicant will provide an invoice for the works and the grant payment will be **the lower of the value on their application summary page or 30% of the invoiced cost.** This is a requirement under state aid rules which prohibits a grant exceeding 30% of the overall incurred costs.

In the event the final installed scale/capacity of any measure is lower than that in the approved Grant offer the value of payment shall be reduced accordingly. A comparison of the application with the detail within the RFP package including the presented invoice will be carried out to confirm the final grant payment. Where the scale/capacity of the installation is higher than presented in the LOO the grant value will not be increased as the Applicant already proceeded on the basis of this grant offer.

There are a significant number of potential permutations across the different measures which determine the grant offered, so each grant is bespoke to the details provided at application. As such, it is not possible to present all scenarios but the table below provides a sample of the higher rates of grants which could be potentially available under each measure.

Technical Assistance			Commoditised Grants		
Measure	Grant Value	% of Overall	Measure	Grant Value	% of Overall
BMS Optimisation	Up to €2000	50%	Pumps	Up to €10,000	25-30%
Design Assistance	25,000/	50%	Ventilation/Heat Recovery	Up to €20,000	25-30%
			Solar Thermal	Up to €15,000	30%
			Automatic Controls	Up to €30,000	25-30%
			Heat Pumps (incl. System)	Up to €100,000 /	30%
			Fabric	Up to €120,000	25-30%

**Final maximum eligible grant percentage may be adjusted based on State Aid requirements (Refer to 3.2 State Aid for further details).*

3.2 State Aid

Grant support under the Scheme constitutes state aid and the scheme operates under de minimis aid and GBER (General Block Exemption Regulation) state aid approaches. Applicants should ensure that they either have not received more than €300,000 in de minimis aid (including the new grant offer from the Scheme they are applying for) or that they can achieve the additional requirements under GBER.

- **De minimis aid:** Aid is granted for all measures on the scheme under De minimis thresholds. This means that de minimis grant aid from any state support scheme cannot exceed €300,000 over a rolling three-year period to any undertaking (an entity carrying out economic activity) irrespective of size or location in Ireland. For companies (or groups of companies) who will not exceed this grant aid threshold with previously granted and newly granted aid under this Scheme, aid is then considered de minimis. If companies (or group of companies) exceed this grant aid threshold, then they are ineligible for further de minimis aid and they may only receive aid from the Scheme if they meet the GBER requirements.
- **General Block Exemption Regulation (GBER):** Aid granted for measures to economic undertakings is subject to the conditions of the General Block Exemption Regulation (GBER), specifically Articles 38(a) and 41. This means that the State Aid rules apply to all non-domestic bodies engaged in an economic activity. The level of support will vary according to the energy upgrade project and the measures. The State Aid directive requires additional verification information to be provided and assessed.
 - **Category 1: Energy upgrade of a building with multiple measures:**
 - Building energy upgrade projects can receive support up to 30% of the eligible costs. The project is required to demonstrate **an improvement in the energy performance of the building in primary energy of at least 20%**. This can be demonstrated by providing a post-works non-domestic BER along with a report demonstrating the energy performance improvement from the retrofit measures.
 - **Category 2: Energy upgrade of a building with single measures:**
 - Building energy upgrade projects involving one measure can receive support up to 25% of eligible costs. The project is required to demonstrate **an improvement in the energy performance of the building in primary energy of at least 10%**. This can be demonstrated by providing a post-works non-domestic BER along with a report demonstrating the energy performance improvement from the retrofit measures.
 - **Category 3: Energy upgrade of a building including a heat pump:**
 - Heat pumps for space heating which are installed with other building retrofit measures or installed as a single measure can receive support of up to 30% of eligible costs. **There is no requirement to complete a post-works non-domestic BER as the aid is considered under Article 41.**

4 Inspections Process

Desktop audits, site inspections and on-going continuous improvement are the main tools through which the Quality Assurance of the works and competency/compliance of Companies is achieved. The aim of the Quality Assurance programme is to ensure grants are validly paid and support the growth and development of the commercial retrofit sector in Ireland in several ways:

- Ensuring high quality installations to support Companies/Installers who deliver projects which will be safe, efficient and reliable
- Develop the supply chain and ensure installations are best practice
- Developing high quality standards to promote consumer confidence in the sector
- Any technical non-compliances identified must be corrected via the re-works process by the responsible Company
- Such errors are avoided in future through feedback directly to the Company to continuously improve the service and improve their knowledge of standards and best practice; and
- Disciplinary sanctions may be applied as appropriate, in accordance with the terms and conditions for Company/installer registration

It should be noted that the above Quality Assurance processes in no way removes the sole responsibility for the quality and compliance of all elements of the installations with the associated Company/Installer.

The Audit Process involves planning, co-ordinating, conducting of desktop audits and site inspections, reporting and acting on the findings, as appropriate. The selection of a Company for an audit may be carried out on a random or a targeted basis. Selection of a Company for audit should not be interpreted as there being any prior presumption by SEAI of error / non-compliance on the part of the Company concerned. Each active Company can expect to be audited regularly. Newly registered companies will be audited 100% initially to assist them in starting on a good footing in the scheme.

4.1 Summary Deregistration

Notwithstanding the above, SEAI reserves the right to summarily deregister a Company in specific circumstances involving a technical non-compliance with SEAI's Scheme Documentation or technical failure that risks compromising Applicant health and safety; repeated seriously non-compliant works; failure of an audit or inspection; or activities that could bring the Scheme or SEAI into serious disrepute. In this case, deregistration will not be deferred for two weeks although the Company will still be entitled to appeal the decision. No Grant related works may be conducted until the appeal has been heard.

In order to remain registered, Companies must remain active. If Companies do not carry out a sufficient number of SEAI supported (grant-related or other) jobs, Companies may be removed from the register. The minimum required to be considered active is three jobs per year, with at least one job completed every six months. When a Company is removed from the register for being inactive, they must remain deregistered for a minimum of six months from date of deregistration.

4.2 Deregistration Process

When a Company has been identified for deregistration for significantly non-compliant works, the Company may appeal this decision according to the deregistration appeal process set out in section on Company Appeals.

When the deregistration is due to failure to complete reworks, the Company is given the opportunity to appeal the reworks and there is no additional deregistration appeal process after the reworks appeal decision is made or the time allowed for appeal of reworks has passed.

During the deregistration period the following restrictions apply:

- A Company must not commence any works not already started prior to de-registration
- A Company must not accept any new works through the Business Energy Upgrades Scheme.
- A Company is strictly forbidden to accept works as a change of Company as and from the effective date of deregistration
- The completion of any works already started by a Company prior to the notice of deregistration, must be completed within 14 days and shall be subject to the Terms and Conditions of the scheme including audit and rework requirements.

4.3 Re-registration

Re-registration on the Company list is NOT automatic. Once a Company's period of deregistration, (Varies from until issue remedied or periods of 2 or 6 months) is completed, it is the responsibility of the Company to contact SEAI to request re-registration. The following information should be provided with the Company's re-registration request:

- Evidence that the basis for your deregistration has been rectified and that the Company has incorporated the necessary steps in its` processes to ensure that the cause which resulted in the deregistration, does not occur again.
- Up to date Insurance and Tax Clearance Certificates.

SEAI reserves the right to impose reasonable conditions on a deregistered Company before re-registration. Such conditions may include, but are not limited to, the following requirements: to provide proof of competency, to study the terms and conditions of registration, to study SEAI's Business Energy Upgrades Scheme Documentation, to complete a training course, to pass a specified examination, or to provide an updated quality assurance statement. This list may be amended by SEAI from time to time. The number of penalty points applied, and the details of the deregistration shall be kept on record.

4.4 Company Appeals

If a desktop audit or site inspection returns a finding of Sev 1, Sev 2 or Sev 3 reworks, the Company receives a Re-works Notification from SEAI with a deadline of four weeks to complete reworks and return the attached Reworks Form to the stated SEAI address. The Company may appeal the re-works decision in writing, within 2 weeks, using the Re-works Appeal form, providing all necessary information to support the appeal. The re-works appeal is reviewed by the SEAI Inspections Unit. The decision by the Inspection Unit may be re-appealed but only on the basis that the logic of the decision was incorrect. The re-appeal is reviewed by the Head of the Inspections Unit, whose decision is final.

A Company who fails to complete reworks by the given deadline, and does not appeal the reworks decision, is deregistered until the reworks are completed or for longer periods where applicable.

Once a re-work has been mandated and not successfully appealed and/or completed, penalty points are automatically awarded. Penalty points may not be appealed.

Once an appeal is received, no sanctions are imposed pending consideration of the appeal by SEAI (except in the case of summary deregistration)

5 Grant payments

5.1 General

A Grant offer which is automatically issued via email following completion of the appropriate on-line form is valid for 8 months from the date of issue. In the case of an application involving multiple measures a Request for Payment cannot be submitted until the required data is uploaded for all the associated. An Applicant can cancel measures from a list of multiple measures where these measures have not been progressed and the Applicant will be permitted to submit for payment for the-measures in the application which have been completed to standard.

5.2 Payment revocation

SEAI will revoke payments in the following circumstances:

- Ineligible invoices submitted. (Invoices containing wholly or partial costs not within scope of grant measure.)
- Insufficient proof of payments submitted.
- Applicant has not provided either the required de minimis declaration or complied with the GBER requirements (BER uplifts)
- Invoices are deemed invalid.
- Back-up documents have not been submitted to SEAI by the grant offer expiry date.
- Works have not been completed in line with Scheme requirements or re-works are outstanding.
- Works have not been tested and commissioned.
- Work was commenced, and/or invoices paid, prior to the letter of offer being issued.
- Works have not passed audit / inspection or access has not been provided to direct SEAI or SEAI nominated third party representative in order to carry out inspection.
- Upgrade works completed do not match the proposal and specification submitted at application stage.

Further guidance on Payment requests can be accessed through SEAI payment guides located on the SEAI website.

5.3 Grant appeals

The SEAI Customer Charter¹ sets out the process to follow in order to lodge an appeal or complaint in relation to SEAI programmes. The grant appeal process is available to scheme Applicants who are not satisfied with the outcome of a decision made by SEAI, for example, in relation to a grant application or payment request.

6 Installer Competency Requirements and Technical Requirements

Given the wide-ranging scope of measures under the scheme, there are specific competency and technical requirements which must be met by Installers/Contractors in order to comply with the Scheme Rules. The requirements of the Company and Installer for each measure is outlined within the individual Pre Application Information Form as well as the Contractor Info Form. Letter of Nomination and the Company and Installer terms and conditions listed on registration forms for same, on the SEAI webpage for each measure.

It is the Applicant's responsibility to ensure that the Installer/Contractor engaged by the Applicant meets these specific requirements. SEAI cannot be held responsible for any loss or damage caused to the Applicant by the withholding of a grant payment in circumstances where the specified competency and technical requirements were not complied with.

¹ Available on our website, at: <https://www.seai.ie/customer-charter/>

7 Terms & Conditions

1. The Application Guidelines, Pre-Application Information Form, Letter of Offer, Application Portal and Terms and Conditions are those published on the SEAI website on the date of submission of 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 Scheme 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 approved will comprise the Terms and Conditions, the Pre-Application Information Form, Letter of Offer and the Application Guidelines (including its Appendices), and the Application Portal. 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 Scheme 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 Scheme.
 - b. The rest of the Application Guide less the Terms and Conditions of the Scheme.
 - c. The Application less the Terms and Conditions of the Scheme.
3. Any installation or expenditure incurred prior to the Scheme opening will be deemed ineligible.
4. Applications will generally only be received on the SEAI website. Applications must be submitted by private individuals who are authorised signatories of the Applicant's Company. Neither a Company, Installer nor an Assessor may apply on an Applicant's behalf.
5. Each particular measure will be supported once per MPRN (Meter Point Reference Number).
6. Any premises that previously received SEAI support for a particular measure under another scheme is not eligible for grant support under the Business Energy Upgrades Scheme (e.g., Better Energy Communities, EXEED (Excellence in Energy Efficiency Design), Support Scheme for Renewable Heat. The Applicant vouches that the measures applied for have not already been supported by other government Schemes.
7. The premises, or the part of the premises being retrofitted, was built before 1 January 2023 and is located in the Republic of Ireland.
8. Applicants must ensure that they accept their Grant Offer and the attached terms and conditions. A grant is accepted by:
 - a. Online: Receipt is acknowledged when submitting the application.
 - b. Offline: The Grant Offer including the Acceptance of Offer form will be issued to your postal address. The Acceptance of Offer form needs to be signed by an authorised agent of 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 will need to reapply.
9. 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.
10. 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.
11. The Grant, once approved, is only payable in respect of the measures identified in the Application and referenced in the Grant Offer.
12. Once the Applicant has received Grant approval, they will have 8 months to complete the works and submit the request for payment and declaration of works.
13. The Applicant may be requested to participate in follow-up research as may be commissioned by SEAI to establish the Scheme's impacts and achievements. This will also include the acquisition of information and data for the development of case studies for wider dissemination (protecting as appropriate all personal data, confidential or commercially sensitive information).

14. The components, installation and meter point data may be accessed and used by SEAI or its agents to assess the real impact of a particular measure in order to improve the Scheme going forward. SEAI may assess this data directly or share aggregated data with third parties for analysis purposes to assist in recording the carbon reducing impact of the project and scheme as a whole. In the case of metering, this will ideally be achieved by receiving agreement for remote access from the Applicant but other elements would require site access.
15. Applications should be made through our website www.seai.ie along with all applicable support documents as outlined. In exceptional circumstances, SEAI may accept an application by post.
16. Payments are only made by electronic fund transfer into the bank account nominated by the Applicant on the application.
17. The timing of fulfilment of the Grant to approved Applicants is subject to the funding allocated by government to the Scheme 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.
18. SEAI and its agents reserve the right to conduct desktop audits on and visits to properties in receipt of a Business Energy Upgrades Scheme Grant to satisfy itself that the installation has been completed in line with relevant standards, and in compliance with Business Energy Upgrades Scheme Documentation. This may occur either prior to making a payment in respect of any claim or following a payment in respect of any claim. Failure to accommodate such desktop audits and visits may result in revocation of the Grant or repayment of the Grant.
19. Should an Applicant's property be selected as part of a sample inspection process, the Applicant must grant full access to the premises 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 32 below). 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.
20. The Applicant must facilitate any reasonable request made by SEAI agents requiring the Company to return to the premises to make good any works deemed not to meet the standards of the Scheme.
21. The Applicant can either select a Company from list of Registered Companies to carry out the supported measure or nominate their preferred Company. It should be noted that it is the responsibility of the Applicant to be aware of all requirements for a Company carrying out works related to a specific measure. The Applicant should also be aware that their selected Company must be active on the SEAI list of Registered Companies/Installers at the time of Request For Payment (RFP) stage. Where a non-registered Company is nominated at Applicant stage they need to be available for selection by the Applicant during the Request for Payment (RFP) process before the claim can be submitted. A Company's failure to meet the minimum requirements of qualifications and training, standard of materials or failure to register will prohibit payment of grant.
22. The Applicant as per the rules of the scheme has sole responsibility for obtaining the necessary data required for upload at the Request For Payment (RFP) stage of the Scheme. The Applicant should liaise with their Company before commencement of the works to ensure that the appropriate records, some of which may be required (e.g. existing photos) prior to commencement of the works, are available to share. Responsibility for the creation of the documentation package shall lie with the Company but upload must be completed by the Applicant. Given the importance of this documentation SEAI recommend some retention of fee is held pending final approval of the documentation provided to SEAI.
23. Installations must meet all relevant regulations and meet the Business Energy Upgrades Scheme Documentation.
24. All works must be undertaken by fully qualified and authorised tradespersons who are in line with national standards and those of the Scheme. The required qualifications are outlined in the Pre Application Information Forms and Contractor Info Forms for the Business Energy Upgrades Scheme.
25. Applicants must ensure that all work complies with national rules and standards.

26. SEAI's primary role in this process is to provide grant aid to the Applicant and to assist the Applicant in processing this grant. SEAI relies, and is entitled to rely, on all representations made to it by the Applicant and the Applicant's Nominated Company that the Applicant's Nominated Company has the expertise and the experience required to carry out the approved grant works and that the Nominated Company meets the standards and competency requirements mandated by both SEAI and construction industry regulations. 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 Company 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 Scheme.
27. An audit or inspection does not infer any warranty or approval by SEAI of the quality or suitability of the works undertaken by or on behalf of the Applicant. The audit or inspection does not relieve the Applicant of its obligations under the Scheme nor of its contractual obligations to third parties with regards to any defects identified at the time of inspection, not identified at the time of inspection or that may arise after the inspection. SEAI accepts no liability or responsibility, whether for breach of the Non-Domestic Retrofit Scheme Documentation 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 and which was inspected by SEAI.
28. The Applicant must obtain all necessary consents, permissions and statutory approvals and have authority to install the measures on their premises.
29. Full responsibility for the information presented in the application form and supporting documentation submitted rests with the Applicant concerned. Neither SEAI nor their agents accept any responsibility for errors or omissions contained in applications for Grant aid or any required supporting documentation.
30. It is the responsibility of the Applicant to familiarise him/herself with the Scheme Terms and Conditions, the specifications and any amendments thereof and with the consequences for breaches of the Scheme.
31. SEAI has the right to revoke funds where there are issues with project delivery e.g., quality, safety, timelines, completion and incorrect products as per the Code of Practice.
32. In the event of any breach of the Scheme Terms and Conditions, the specifications and any amendments thereof 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 and fully clawback the Grant. The Applicant agrees to comply with any such demand within one month of the date of the letter from SEAI containing such demand.
33. In relation to any complaints or appeals under the Business Energy Upgrades Scheme, the Applicant shall follow the SEAI Complaints and Appeals Policy contained within the SEAI Customer Charter, published on the SEAI website and amended from time to time.
34. The Applicant and SEAI will attempt to resolve any disputes in connection with the Scheme amicably. Where resolution in this manner is not successful, the escalation in the SEAI Complaints and Appeals Policy contained within the SEAI Customer Charter shall be followed.
35. Any false, fictitious or fraudulent statements or claims knowingly made on Grant applications, or supporting documentation, submitted in respect of previous Grant applications / claims or otherwise made to SEAI, its authorised officers, or Inspector, or any breach of these Terms and Conditions of the Scheme 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 31 shall also apply.
36. Any personal information which an Applicant provides to SEAI will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988-2018, as amended or replaced from time to time, and pursuant to the General Data Protection Regulation (meaning Regulation (EU) 2016/679 and all applicable data protection legislation. Further information about how SEAI will use and hold your personal data and your personal data right are contained in the Business Energy Upgrades Scheme Data Protection and Privacy Statement.
37. 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.

38. The Applicant understands that all data collected in the administration of the Scheme will be aggregated by SEAI as a means of analysing the overall Scheme effectiveness e.g., in terms of cumulative achievements, market trends, and/ or environmental impacts. The disclosure of this data will not involve the release of any personal data.

39. SEAI may contact you occasionally to gather your valuable opinion on commercial energy upgrades or related matters. We will seek your consent for participation in such research surveys.

-----ENDS-----

w: www.seai.ie
e: info@seai.ie
t: 01 8082100



Rialtas na hÉireann
Government of Ireland