

Better Energy Homes: Technical Bulletin
External Wall Insulation – ESB Reclipping
Series 2025 – 18 March 2025 EWI



Introduction

Until now Contractors were not permitted to sign off on External Wall Insulation (EWI) works prior to the final Service Alteration (reclipping) being completed by ESB Networks (ESBN). This resulted in delays to project close and grant payment. Based on feedback from customers, we have undertaken a review of the process and made some improvements to the requirements regarding ESB reclipping.

The changes to the process are detailed below and in the [Contractor's Code of Practice](#). The revised process will allow you to close off on EWI projects and sign off on works *prior* to ESBN reclipping. This change will help reduce delays and result in faster grant payments.

Please review the following information carefully and ensure you fully understand the requirements. Further information can be found on the [Contractors Support page](#) on our website.

ESB Service Alteration Process

Service Alterations must be arranged directly with ESB Networks and fees will apply:

- **Contractor advises the Homeowner if a Service Alteration is required during the site survey or at time of quotation.**
- **Where a Service Alteration is required, Contractor asks the Homeowner to contact ESB Networks as soon as possible to avoid delays.**
- **Alternatively, Homeowners may authorise their registered Contractor to arrange the Service Alteration on their behalf.**
- **Please visit www.esbnetworks.ie for further information.**



Important Reminder: Contractors must never move, handle or in any way interfere with ESB cables. Only authorised ESB Networks personnel are permitted to work on these cables.

Pre-works Service Alteration (unclipping)

You must identify Service alteration requirements during the pre-installation survey or at time of quotation. You must not commence works until any necessary pre-installation alterations have been completed by ESBN. Where a Service Alteration is required, the customer contacts ESBN by telephone or email requesting Service Alteration (unclip) and pays for same. Alternatively, the customer can notify ESBN giving authorisation to the contractor to engage on the customer's behalf. [ESB Networks](#) need to be contacted well in advance of works commencing to avoid delays. Please visit www.esbnetworks.ie for further information.

Final Service Alteration (reclipping)

Once EWI works are complete, you are now permitted to sign off completed works prior to the final Service Alteration being completed by ESBN, provided you:



1. Ensure site readiness for ESBN has been achieved and that the reclipping will not require interference with, or any compromising, of the EWI works;
2. The customer, or contractor (provided the customer has given authorisation to ESBN that contractor can engage on their behalf), submits a request to ESB Networks to complete the final Service Alteration and leave a copy of the request with the homeowner;
3. Provide the homeowner with a copy of the [Better Energy Homes Service Alteration Safety Notice](#) regarding the electricity cables.

In the event of an inspection, evidence of both the Final Service Alteration Request and the Safety Notice must be available to the inspector in either hard or soft (digital) copy.

Process summary

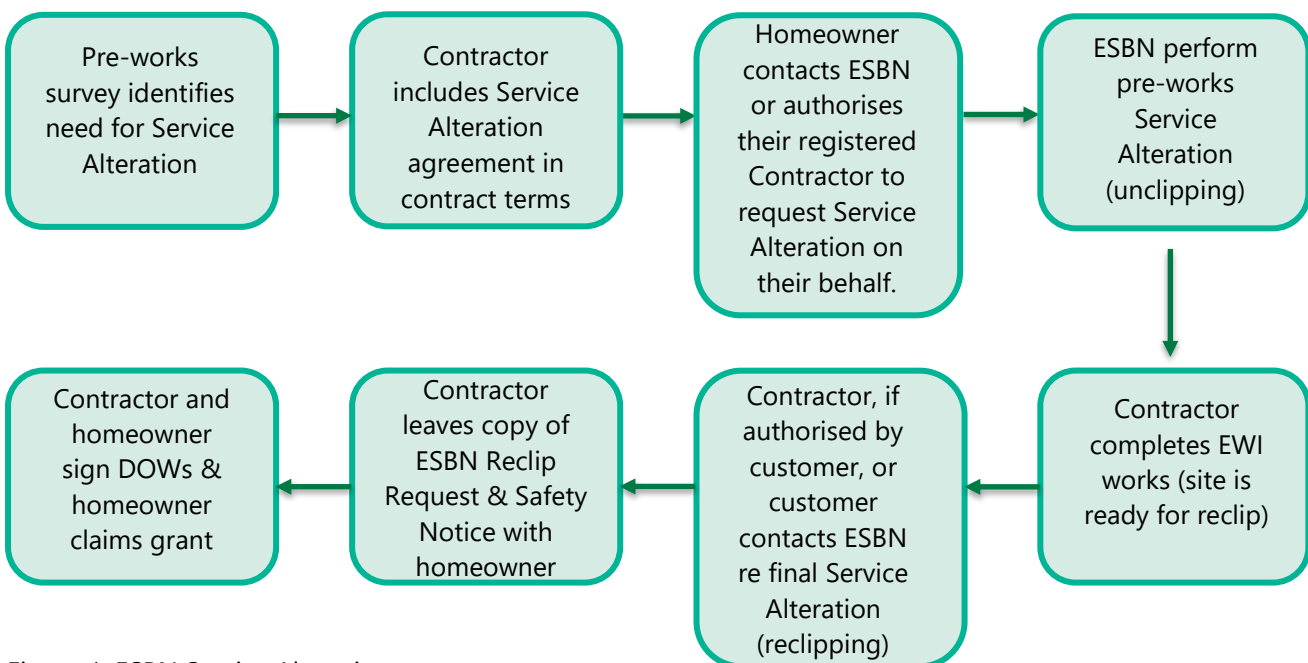


Figure 1: ESBN Service Alteration process summary

Note: The above is a summary of the process and does not capture all requirements in detail. For exact requirements, please refer to the [Domestic Technical Standards and Specification](#) (Section 6.2 and Appendix 3) and the [Contractor’s Code of Practice](#) Section 2.9.3.

Grant payment

This updated process will enable faster payment of grants for External Wall Insulation.

- **Previously:** Where an inspector noted that ESB cables were not reclipped, a homeowner’s grant payment was delayed pending completion of the reclipping by ESBN.
- **Now:** The homeowner will receive payment once they have evidence of the [Better Energy Homes Service Alteration Safety Notice](#), and the ESBN Service Alteration Request.





Inspection information

Site readiness

Prior to signing DOWs, you must ensure that site readiness for ESBN has been achieved. This includes providing the correct hardware to allow ESBN perform the reclipping. Please see the [Domestic Technical Standards and Specification](#), Appendix 3 for further information.

Inspection check changes

To accommodate the new process, we have made the following changes to the inspection checks:

-  **Removal** of check HA3 – ESB cable not clipped or in trunking not in accordance with ESB Job Aid Note (Severity 1)
-  **Addition** of check HA9 – No evidence of reclip Service Alteration Request logged with ESBN (Severity 1)
-  **Addition** of check HA10 – No evidence that a Safety Notice for outstanding ESB Networks Service Alterations was left with, or sent to occupier (Severity 1)
-  **Update** of check HA5 – Evidence ESB supply cable anchors not in accordance with ESB Job Aide Note **and/or ESB supply cable not left in safe manner prior to ESBN final re-instatement (Severity 1)**

Please see the updated [Quality Assurance and Disciplinary Procedures](#) (QADP) document, Appendix 2 for further information.

You may wish to update your Quality Management System and/or checklists to reflect the new inspection checks.

Documentation requirements

As outlined above, our inspectors will check that the following documentation has been left in the home:

- A copy of the Final Service Alteration (reclipping) Request to ESBN;
- A copy of the [Better Energy Homes ESBN Service Alteration Safety Notice](#), completed and signed by both you and the homeowner (see *Figure 2* below).

We recommend that you add these documents to your handover pack, a hard or soft copy is acceptable. Absent or incomplete documents will result in reworks and penalty points.

Rework appeals

You can submit rework appeals by completing the [Reworks Appeal Form](#). You must submit reworks appeal forms within *two weeks* of reworks notification. Please send any reworks appeal forms by email to

inspections@betterenergyhomes.ie. Where documents are absent at time of inspection, appeals must demonstrate that the request to ESBN and the Safety Notice were provided *prior* to DOW sign-off.

Figure 2: Better Energy Homes ESBN Service Alteration Safety Notice



Safety Notice to Homeowner on Service Alterations

Homeowner details below:

MPRN	
Address	
ESBN ID	
Date of Service Alteration Request	
Contractor contact	
ESBN Service Centre	1800 372 757

- The electricity supply cables coming into your home have been relocated to a temporary position by ESB Networks to allow external wall insulation to be installed by your appointed contractor. The external wall insulation work is now complete and ESB will return to re-fix the cables in a permanent position.
- ESBN cables are live and an insulation contractor/third party must not attempt to remove or touch any service cable, aerial wires or other fixtures belonging to ESBN. Only ESBN trained and approved personnel are permitted to alter or work on these cables/wires.
- ESBN has been notified by [name] on [date of service alteration request] that the power cables are ready to be re-fixed. ESBN should return within several weeks.
- If ESBN does not return within 4 weeks or you have any other concerns about safety, please contact ESBN on 1800 372 757 to check the status of your home. Quote your ESBN ID and MPRN, listed above, when requested.

Contractor signature and date: _____

Homeowner signature and date: _____

Important note for Homeowners:
 In the event your home is selected for an SEAI inspection, we will need to see a copy of this document. Please store it safely and have it available to our inspector to avoid delays to your grant payment.

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



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