

Question	Answer
Will we require additional training for RDSAP, considering that previously we could utilise the software without further training? I believe a few years ago, when changes were introduced in RDSAP, this was the case. If RDSAP is replaced then what re training if any will be required?	RdSAP 10 launch will not mandate training as the core parts of the assessment and software remain, however it is strongly recommended that every assessor includes this in their CPD/personal development plan for 2024 in preparation for the launch. Training providers will also need to ensure that all learners going through their courses are brought up to date on the changes when the methodology updates.
Is there likely to be an RdHEM?	Whilst not confirmed yet, we did pick this up at the conference. HEM will be a methodology for all domestic buildings. Initially HEM will be used for new dwellings, as required by the building regulations and to produce EPCs, via specific wrappers and its anticipated that a wrapper for existing dwellings will have a wrapper of their own. More details to follow, at a future conference hopefully.
When updating the PCDF can we improve the search function if you have the GC code?	The GC number, whilst helpful, isn't used for all technologies within the PCDF and isn't always on each boiler and there are range of formats (some with spaces, some with hyphen, some without). Software providers should look at how best to enhance their search with these challenges noted.
There's lots of other product performance data out there that would benefit from being in PCDB, e.g. HETAS data for secondary heating, Solar keymark; Hot water cylinder loss factors; Window energy ratings - any chance of widening PCDB to link to wider available data?	This has been covered in the HEM consultation and is likely to be covered further in future discussions as we don't fully understand how the PCDB will evolve and be used. Similarly, how it may work with or instead of appendix Q for new technologies. Watch this space.
So I take it once all this has been signed off I will become a HEM assessor not an EPC assessor?	EPCs will still exist post HEM, they aren't actually part of HEM. HEM is the methodology and an EPC is just one output. PEPA still feel that Energy Assessor is the correct name, and the prefix is dictated by the property type.
If there is a change of government will it affect these proposed new methodologies?	Unlikely - methodologies are supposed to be agnostic of government policy. We are more likely to see different policy positions on EPC Reform, MEES, Retrofit etc if we see a change in government.
Most estate agents only ever show the infographic. When will we make it mandatory to display the whole thing?	PEPA would like to see this in the upcoming EPC Reform Consultation (now delayed by the election). There is also a group focusing on Upfront Property Information as part of



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	the property sale process. PEPA are part of this group and now that the EPC is in effect a webpage, there is no reason not to link to the full EPC rather than just display the rating. It would also improve consumer experience, accuracy and aid compliance/enforcement. PEPA strongly supports this.
As we move to a decarbonized grid and heating systems; the environmental impact (carbon) should have equal prominence to cost savings - will both metrics have equal prominence for recommendations and rating improvements in future?	Again, this is highly likely to be in the EPC Reform Consultation as noted by Keeran. DLUHC are going to be reviewing an number of metrics that will help support policies of the future and also help the EPC be more informative for the consumer.
The 'right' things to do to an existing home to improve it often involve, repairs, improving condition, ventilation improvements etc alongside energy efficiency improvements - will the EPC move towards a building passport / improvement plan approach?	Excellent question. PEPA sees the EPC as the starting point and could feature as a central part of a building passport or pack. The methodology used by the EPC, RdSAP (and SAP) is a central part of PAS 2035 and the retrofit project, so it is a similar concept. PEPA also believes that ventilation and condition are key aspects to energy performance, but perhaps at the side of an EPC.
Why on GBIS you cannot have BOTH cavity and loft insulation?	To maximise the number of homes treated which was the main intent of the scheme. Further explanation is provided in the original consultation and government response. https://www.gov.uk/government/consultations/design-of-the-energy-company-obligation-eco-2023-2026
How do you perceive the government's decision to depart from the regulations concerning cavity and loft insulation, opting instead to prioritize grant schemes such as the implementation of heat pump systems?	The reasoning was to remove barriers to heat pump installation given latest evidence. https://www.gov.uk/government/consultations/proposed-amendments-to-the-boiler-upgrade-scheme-regulations
Why isn't there more help for homeowners who fall out of the ECO criteria	BUS and GBIS provide help to a broad group of households.
If we are moving away from fossil fuels, why is there funding for first time gas central heating?	The reasoning was explained in the ECO4 consultation and government response: https://www.gov.uk/government/consultations/design-of-the-energy-company-obligation-eco4-2022-2026



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Of the 20 or so GBIS enquiries I attend each week as a RFA, about 70% fail. Many have roof rooms (a non-qualifier for LI) but many have EPCs which are inaccurate - either 1) cavity already filled and/or 2) "as built" which are filled. These are just left as non-viable and EPCs not updated. They should be updated but energy companies appear to not be interested in this for obvious reasons. Solution - a provision to update such properties and thereby have a more accurate database?	PEPA is very supportive of any call for up to date information to be created at the beginning and end of a transformative/building upgrade process. Funding shouldn't be cut off simply because an out of date or inaccurate EPC is being misused.
Will GBIS ever cover solid wall insulation?	Solid wall insulation is eligible under GBIS and some has been installed under the scheme. See statistics: https://www.gov.uk/government/statistics/great-british-insulation-scheme-release-june-2024
I'm curious about the rationale behind incorporating TrustMark into the retrofit scheme. Why isn't it feasible to handle this aspect solely through Ofgem or accreditation bodies? It seems unnecessary to incur additional costs by involving TrustMark, especially considering the negative feedback they've received from the public.	The incorporation of a quality mark was a central recommendation of the independent Each Home Counts review: https://www.gov.uk/government/publications/each-home-counts-review-of-consumer-advice-protection-standards-and-enforcement-for-energy-efficiency-and-renewable-energy
As has been stated before, we do not have enough coordinators at the moment, so how will the visit to all properties elements of the new PAS stand up?	Through successive skills competitions, funding has been provided to train retrofit coordinators.
I find it perplexing to have both a retrofit assessor and a coordinator. Wouldn't it be more straightforward to streamline the process?	These cannot be answered by the department due to the Election.
If quality in-depth assessments are what's required then all this take a great deal of time to fully produce. I'm seeing most of my completed assessments taking 5+ hours. How can this pay on single measure GBIS jobs? I'm not for reducing either my quality or fee. How long do you envisage a GBIS assessment to complete including lodgement?	The assessment method may well take some time longer, we will see when the standard gets consulted on, what the feeling is around this.



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Are BSI still doing a webinar regarding this new standard (Mon 29 April 11am) regarding it? (it's not on the BSI website anymore).	This date has passed now.
Please explain in more detail the impact of loft insulation being “disturbed”.	The loft insulation was not where it was originally placed, it had been disturbed. This can also cover crushed/squashed insulation.
When will accreditation schemes provide documentation for PAS2038?	Schemes are examining this individually depending on how they want to utilise PAS 2038. It will be interesting to see if a new government implements a non-domestic scheme similar to ECO which could pilot PAS 2038.
How many non-domestic EPC exemptions have been submitted and granted to date? And who approves these? Do they know anything about EPCs?	This is not published information.
As a assessor MEES is a great opportunity. And the sooner is better. But what do you think that jumping the EPC rating from E to C is a bit more impractical. Or do you think D rating is supposed to be a bit more doable?	PEPA has compiled cases studies which clearly demonstrate that a C target for ND EPCs in existing buildings is a very much achievable target. This is also supported by our day-to-day involvement with EPC auditing of existing ND buildings. A D rating target does not seem ambitious enough and will not provide a significant improvement in the overall building stock.
In the non-domestic market heating through traditional gas boiler is giving not good grades compared to what it was in previous years. other heating which use gas also are not giving good grades. Is using a gas fuel is not recommended anymore ?	This is the result of the recent change in the CO2 emissions factor for the different fuel types in ND EPCs. The Part L 2021 update to the methodology and the software has brought the CO2 emissions of electricity significant below most of the other conventional fuel options like natural gas. This was to be expected, with the decarbonisation of the electricity grid.
Is there any plans to change the amount a domestic landlord has to pay to improve a property from the current limit of £3500 to take into account recent price increases as it is easy for a landlord to get out of making improvements?	This was explored in the Domestic MEES consultation and one proposal was to raise this to £10,000 per property. PEPA is supportive of such an increase to the spending cap.



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Will all accreditation bodies follow the same rules and advice? For example, PIV is classed as mechanical with one scheme but natural with others. Shouldn't everyone be giving the same advice?	With the introduction of RdSAP10, PIV will become a mechanical ventilation option, so inconsistencies should then be removed.
Occasionally, you might overlook cancelling the EPC completed within 6 months, especially if it's due to genuine human error or a smart audit trigger. Is there a way to retract or cancel the audit in such cases?	If we call an audit, and the assessor specifies that there is an error, we can't just cancel the audit based on the assessor saying so, and allow them to reissue the certificate changing that one issue, as there may be more errors with the certificate. This means we cannot cancel the audit and must proceed to fully audit the EPC. If a smart audit is called, and the assessor immediately realises what they have done, but knows that it is a one off due to a mis click for example, we still cannot cancel the audit because the EPC has been identified as a risk so we must audit it. If it is a genuine one off, and they fail the smart audit -they would only be audited again if they made the same error. So as long as they take the feedback on board from this failed audit, then the matter is closed. The issue here can be that the assessor that isn't too happy with the audit, because the original assessor lodged the first certificate, and because another assessor has made a lodgement, the original assessor gets an audit. Assessors can feel this is unfair, what there is a section of the SOR that states smart audits should aim to ensure that incidents of erroneous multi lodgements on the same property are minimised. This means we are obliged to investigate and cannot cancel the order even if this seems unfair. In some cases, one set of evidence can show the other set of evidence to be incorrect, which helps each scheme meet their obligation of minimising multi lodgements on the same property.
Are you able to now confirm that holders of current valid EPC's will not need to take any action until that EPC expires, even if MEES is subsequently updated to required a higher rating than was required when the EPC was lodged. I am interested in this from a commercial EPC perspective.	This is a difficult question to answer and is likely a detail that would need to be covered in the regulations we set, or the guidance that government would issue in time for the update to MEES.
I have concerns about ASHP in regards to retrofit. ECO Clients bills are going up. I hear there will soon be a new tariff from the utilities. Do you have any information?	Some utilities are already offering heat pump tariffs. Also Government are considering a re-distribution of levies from electricity to gas which should make ASHP more cost-effective to run. All major parties are aligned on this in their manifestoes.



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What does each scheme want to see from the upcoming EPC Reform Consultation?	PEPA is very supportive of the EPC reform principles set out by DLUHC. Each point has merit and is necessary for the EPC to have as wider use as possible, in both domestic and commercial applications. PEPA would welcome a shorter validity period, sensible trigger points to ensure significant changes to energy performance are captured, open data that allows for better auditing and quality assurance, update qualifications and an EPC that brings sensible metrics to the fore - that creates a great starting point for consumers, owners and landlords to improve their buildings.
Do you have any news on PAS2038 and how the ECO scheme will be rolled out?	These cannot be answered by the department due to the Election.
Why doesn't the construction method appear on a SAP EPC. If you are doing a mid-floor flat on a relatively new build its sometimes very difficult to ascertain the build type and its best guess. Would be a simple thing to correct?	SAP itself doesn't deal with construction types, it's all based on the U-values for the building elements. For RdSAP, inputs are made based on visual identification of construction, which then get converted to a U-value for the calculation to understand. As such, the SAP EPC displays the average U-values for building elements, whilst RdSP EPCs can display the identified construction
We've been discussing it for years but how realistic is reducing the validity period for EPC's so that they are more relevant and accurate for a property (domestic & nd) ?	The validity of an EPC is to be looked at as part of the ongoing updates to the EPC Action Plan. PEPA are striving this change forward and we believe that it is achievable and realistic.
Why is it required to provide photos of the gas & electric meter when the property has gas central heating?	The convention states that if there is a main gas available then you either need a gas meter present (and then take a photo of it) or you need a mains gas burning appliance in the property. If you have an image of either of these then it is acceptable. The electricity meter photo is required to know the tariff - this can have significant effect on the rating for electric properties so it is important to ensure this is correct.
Do you anticipate that the recent RDSAP update will align promptly with an increase in funding for ECO4 and GBIS, given the current shortfall in meeting the country's targets?	The impact of RdSAP10 on ECO4 & GBIS is difficult to predict, but Govt has the option to revise scoring to deal with any unintended consequences. Retaining SAP2012 fuel costs in RdSAP10 should minimise impact.



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I think there should be a bit more information out there in regard to electricity meters in properties heated solely by electricity and the changes smart meters have on the software giving assessors guidance on when to choose, Dual, 18hr or 24 hr meters depending on smart meter phases.	Schemes have numerous technical bulletins and online CPD modules that cover these. If you go to their websites and search you will hopefully find what you are looking for.
I have an intriguing question, one that I've tried to address but never found a satisfactory answer to. Consider a semi-detached house with extensions on the rear, front, and side on ground floor. In such a scenario, there's virtually no heat loss area for the main building. However, the software doesn't allow you to proceed without accounting for heat loss.	Virtually no heat loss would imply that there is still some heat loss. This would still need to be entered. Each software solution would have their own way of dealing with these scenarios so you should contact your software provider.
What is the panels thought on "on demand" learning, should there be an exam/test which is marked by a human or a case study be completed to ensure the applicant has understood what is required?	On demand learning has many different approaches. It is for the qualification awarding bodies and the training provider to decide if the training meets the required standards and ultimately down to the evidence the learner provides to show understanding. PEPA believe that all training should come with some form of check to confirm understanding. Case studies are a great way of bringing the learning together into a practical scenario if done well. Real life practical site based training is obviously the most recommended approach however it limits learning for some people and we need to ensure training is available to everyone where possible. The main point to consider here is that training, qualifications and tests only get people qualified on that specific day. The real learning is through experience, auditing, CPD and ongoing competency assessment.
Wouldn't accompanied site audits of assessors be a great way to raise the standard of assessors generally, particularly for assessors that consistently fail audits?	Potentially, but it would come at a cost, and equally when accompanied an assessor is likely to be on their best behaviour, which is always a challenge with any site audit in the sector. Smart auditing is a more cost-effective and productive approach, and in the world of Retrofit Assessment, Schemes are regularly meeting with TrustMark to review and target auditing appropriately.
Are there any considerations for monitoring and evaluation of real world savings that maybe accreditation bodies could build a standard/education	Measured Energy Performance via numerous emerging technologies is going to make actual performance a reality. We still need to use models to estimate energy



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process to give customers confidence the EPC and indicative savings are worthwhile?	performance and usage as we still need to compare one building with another, so calculated performance models will sit nicely with measured equivalents. The indicative costs or typical installation costs as they are now are stored in the PCDB. They have not been updated for some time and it is believed by many that they are no longer reflective and in some instances the averages across the UK are much higher. We believe this is likely to be revisited in the upcoming EPC Reform Consultation.
NDEA question - Warehouse/workshop buildings now get a better EPC rating with an AC/Split/VRF, than when the same zone is unheated. This is difficult to explain to customers, When a heated/cooled building has a better rating than a mainly unheated building. Is there a succinct way of explaining this?	The EPC rating is the result of a comparison between the Actual building and the Reference building. The reference building will have heating in a zone when the actual building also has heating in that zone. The reference building assumes gas based heating with a low efficiency and when that is compared with the high efficiency VRF / low emissions electricity, the actual building is performing better than the reference. The reference building will not have heating in a zone that is unheated in the actual building. So in the unheated situation the comparison on heating is like for like, both the actual and reference building have the zone unheated, so the actual building is not outperforming the reference building. This is a simplified summary.
How many assessors get called for 'retraining' or get their accreditation removed per year for 'cheating' the system ? ... surely it's in everyone's interest to keep the standard of assessors and EPC's as high as possible ... there are a lot of nay-sayers out there still questioning the worth and accuracy of EPC's (particularly heat-pump installers I find).	PEPA do not have an exact number for this but can confirm all schemes have processes in place to enable the revocation of accreditation where appropriate. These processes have been enacted.
On a domestic EPC on a house within a development built @2000, the property achieved a D. On research I noticed other homes in the development with B ratings. This was due to U values being entered on these properties for walls floor and roof. I thought these records were supplied by the builder, however they were not. It had been a better qualified assessor that had carried out the EPC's. I felt this reflected poorly on me and the EPC purpose. Should U values be standard?	The new build Full SAP EPC requires an OCDEA to issue it. The OCDEA tends to collect the material make-up of the construction and is trained, qualified and competent to do the U Value calculation that is used when producing the SAP EPC. This u value is typically better than the standard value used in RdSAP. We should have a "property passport" type approach where all data for the property is stored. It's likely this will come in the near future.



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Data gathers accompanying assessors on jobs. Assessor does data entry, gatherer takes photos. What's the panels views?	The Assessor needs to complete all aspects of the site visit and audit requirements.
Would it be acceptable to ask assessors to attend classroom training every 3 years to confirm compliance and competence?	PEPA acknowledges that ongoing knowledge improvement is a key part of ensuring that all assessors improve their working knowledge in the industry. It might be more appropriate to do retraining at the point of a methodology change or some other key milestones. All assessors should be completing at least 10 hours CPD per year which is aimed at maintaining competence. Maybe another solution is to implement stronger CPD requirements annually.
Could we find out what assessors are failing on, are there any common problems, highlighting training areas?	The biggest failures revolve around smart audits. The failure percentage tends to be much higher in these areas. Common problems are discussed regularly at the DEA working group meeting where we can propose new smart rules. Schemes provide their own technical bulletins on common problems too through tech bulletins.
Is 12 consecutive failed audits enough to be struck off by Elmhurst, and if so, is there anything to stop an assessor jumping schemes?	All schemes work on EASOB, the oversight body set up to ensure that all schemes apply the Scheme Operating requirements correctly, including when applying corrective action to assessors that fail multiple smart audits in succession. PEPA is aware that schemes have also 'struck off' multiple assessors within the last year where necessary. If someone has concerns over a particular assessor, PEPA members would welcome being made aware of this so they can take action as appropriate
In the future should there be different/tighter auditing guidelines depending on the transaction type? The transactions where a certain rating is required should be looked at in more depth to those done for a house sale? This could help with concentrating on the weaker areas of the industry.	Transaction type is a potential for smart auditing rules, and has been discussed. The challenge is enforcing the transaction type matching the reason for the assessment, and often EPCs and RAs are panelled, and the assessor may not know the eventual funding mechanism.

