



Rialtas na hÉireann  
Government of Ireland

# National Home Energy Upgrade Scheme (One Stop Shop)

A case study of Ireland's  
Integrated Energy Providers

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*Certification Scheme:  
Development, Strategy  
and Design*



# Certification scheme development, strategy and design

## Development

- Consultation – Pilot - Launch

## Strategy

- Simplicity
- Scalability
- Delivery
- Agility
- Affordability

## Design

- Individual homes to B2+ for 'can pay' sector
- Registered and regulated contractors
- Quality Management System
- Scale to 50,000 homes p/a by 2030
- \*Fixed grants deducted upfront to homeowner\*

**NDP to 2030** – €8 billion budget – demonstrates commitment to sector

# *Certification process*



# One Stop Shop Certification Process – Stage 1



## Stage 2: In-depth assessment

- 2-year Strategic Plan
- Demonstrate compliance with the application criteria
- Review and feedback
- Assessment and evaluation
- Certification

# *Assessments, Supports and Promotion*



# On-going assessments and supports

## Assessments

- Quarterly Business reviews
- Contract renewal every 2 years
- Quality framework

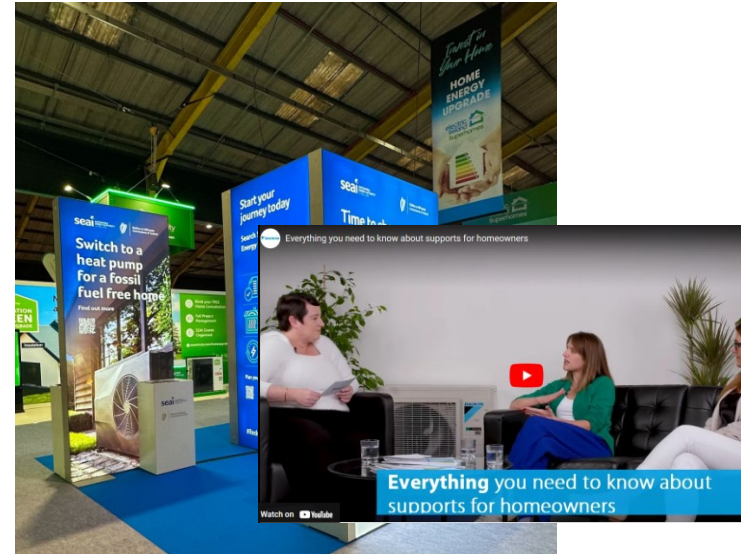
## Supports

- Homeowner & secret shopper surveys - feedback
- Marketing and website support
- CX journey mapping (2025)
- Maps to identify potential homes
- Expert webinars (quality, marketing, CX, project management)



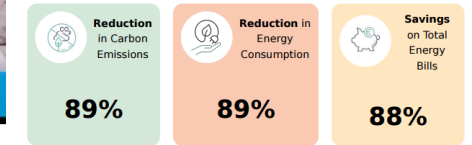
# Driving demand & activity

- Ads, events, social media
- Home Energy Assessment
- Finance providers
- Advocates in the renovations sector



## Proposed BER Improvement

Based on your home energy assessment, your home's building energy rating (BER) will improve from a G rating to a rating of B2. We have also included some estimates of the benefits you will receive as a result of this improvement.

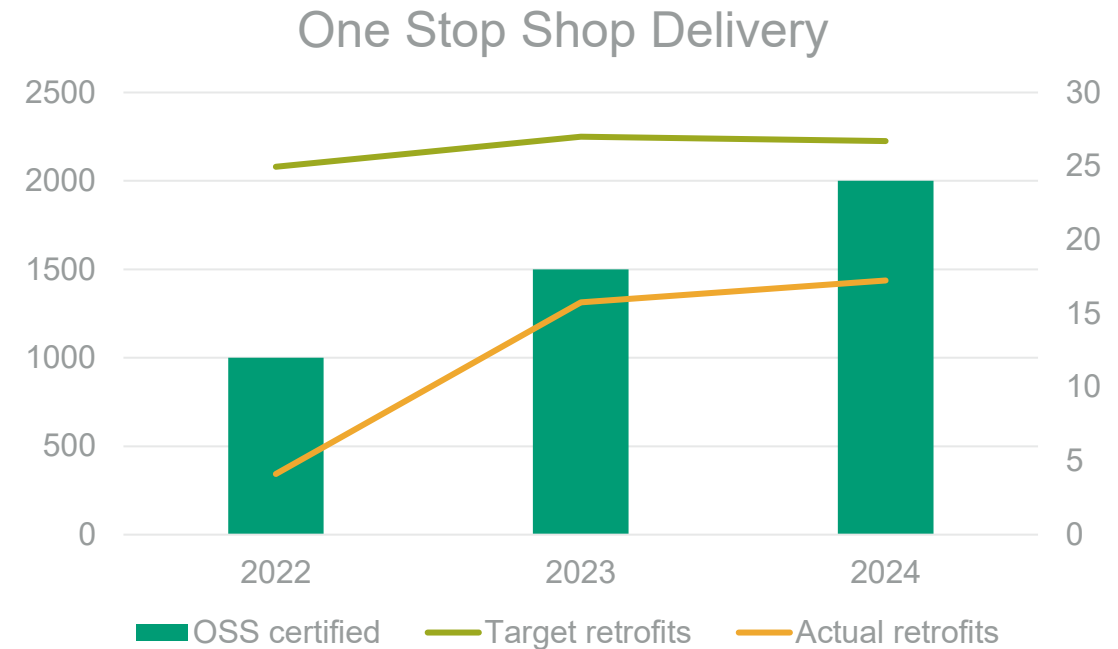


# *Progress to date*



# The Progress to date

- 24 OSS registered to date
- 7/8 more nearly there
- 3,453 upgrades delivered
- 90% B2 or better
- Slow and challenging to scale



# *Challenges and Opportunities*



# Challenges


## Homeowners

- Affordability of works
  - Heat pump understanding
  - Spark gap / Electricity prices
  - No obligation to retrofit
- ➔ Lack of demand

## Supply Chain

- Retrofit vs New build competition
- Shortage of skilled construction workers
- Need to simplify engagement
- Need to maintain quality while scaling

**Semi-D/End Terrace**



Median works cost  
**€62,485**

Median grant amount  
**€21,000**

Median cost to homeowner  
**€41,485**

Average BER improvement  
**D2 > A2**

Typical upgrades:

- Heat pump
- Windows and doors
- Wall insulation
- Ceiling insulation
- Solar panels
- Ventilation

By 2030 'BUSINESS AS USUAL' will require:



**c.120,000**  
additional  
skilled Construction Industry Workers



**c.164,000**  
construction workers & building professionals  
upskilled



**c.26,000**  
current student population to be  
upskilled

# Opportunities

## Simplify scheme

- Simplify / Digitisation

## Collaboration & Promotion

- Interdepartmental & retrofit sector
- Contractor marketing strategy

## New markets

- Mapping tools
- Traditional and vacant properties



Thank you

