

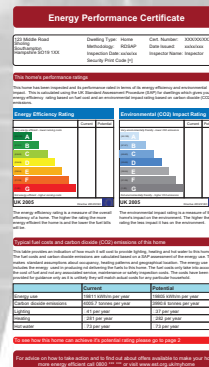


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## Energy Performance Certificates

An Energy Performance Certificate (EPC) is produced by an accredited Domestic Energy Assessor (DEA) following an inspection of the property and provides an A to G rating reflecting the building's overall energy efficiency, carbon emissions and environmental impact. It is calculated in accordance with a national methodology that takes into account factors such as insulation, heating and hot water systems, ventilation and fuels used. The average energy efficiency rating for a dwelling in England and Wales is band E (rating 46). Details will also be provided on how consumers can improve the rating through energy efficiency measures.



## What to expect when a Domestic Energy Assessor (DEA) visits a property

- The DEA will be taking internal / external measurements of the property, drawing floor plans and making site notes.
- It will be necessary to photograph some aspects of the property and appliances for the Energy Performance Certificate.
- Access is required to all rooms in the property to assess the methods of heating, lighting and ventilation in the home.
- Clear access is required to the meter cupboards, heating system and their controls, i.e. boilers, timers, hot water cylinders, thermostats, etc.
- An inspection of loft spaces (if accessible) is required to assess insulation. There is no need to move or remove any items stored in the loft. The DEA will use their own ladder where at all possible.
- It might be necessary to open windows and doors to determine wall thicknesses.
- For the average 3 bedroom property, the inspection will take approximately 1 hour - longer if the property is larger or of unusual complexity.
- The DEA is a qualified professional - insured, accredited, licensed and bound by Codes of Conduct under government recognised Accreditation Schemes. Full details, together with a comprehensive complaints procedure, are available upon request from Now Energy Limited.

## Please bear the following in mind to ensure the inspection runs as smoothly as possible:

- Please leave clear access to the areas indicated above to facilitate the inspection. The DEA must not move furniture or personal items during the inspection. If the DEA has to limit their inspection in any way because of obstructions, this might have a detrimental effect on the energy rating your property achieves.
- If you will not be present for the inspection, please be mindful that the inspection cannot take place if there are juveniles under the age of 18 in sole charge of the property.
- The DEA will not enter the property where dogs or other animals that could pose a hazard are not contained or restrained.
- It is important that the assessor is allowed to carry out the inspection in their own time and without distraction, to ensure none of the data vital to the production of the certificate is missed and that mistakes are not made.
- Missed appointments or return visits may attract a fee