

Technical Bulletin

June 2018

Welcome to the ecmk quarterly Technical Bulletin

Welcome to the ecmk Technical bulletin for this quarter.

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- Energy Saving Trust – customer service training
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Please do contact us if you wish to see clarification of any issues for future bulletins.

Many thanks and we hope you enjoy the bulletin.

Stephen Farrow
Scheme Manager

Domestic: Electric Panel Radiators

Many customers are installing electric radiator systems that are programmable with appliance thermostats and look like normal central heating radiators such as these. There are certain brands that are prominent – Fisher Radiators for example.



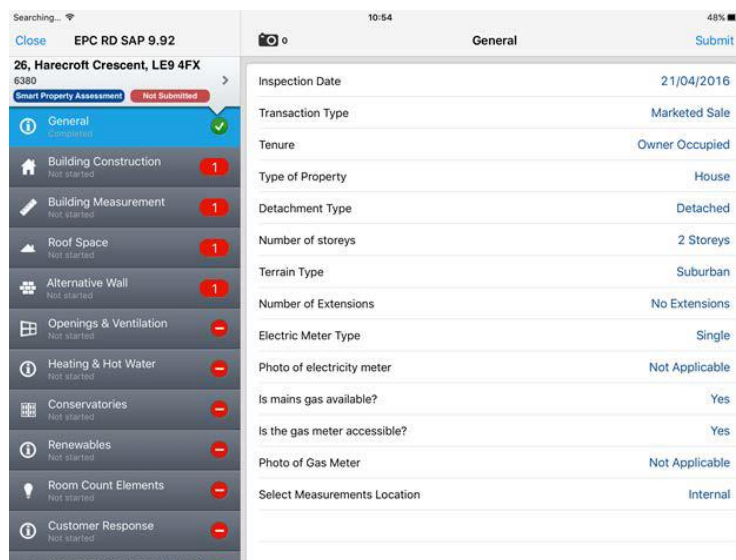
These radiators do use a small element of storage, however they do utilise the expensive day rate to charge the storage element. Due to their usage of peak electric and direct acting capabilities, they must be entered as “direct acting panel heaters”.

Domestic: Smarter Surveys

ecmk members have **FREE** use of eTech’s Smart Survey App which is available on iPad and iPhone. There are huge benefits to using the App over paper based site notes and we have developed the Smarter Survey Webinar to show this. The webinar is aimed at DEAs who are not currently using the Smart Survey EPC App and are still using pen and paper for their EPCs.

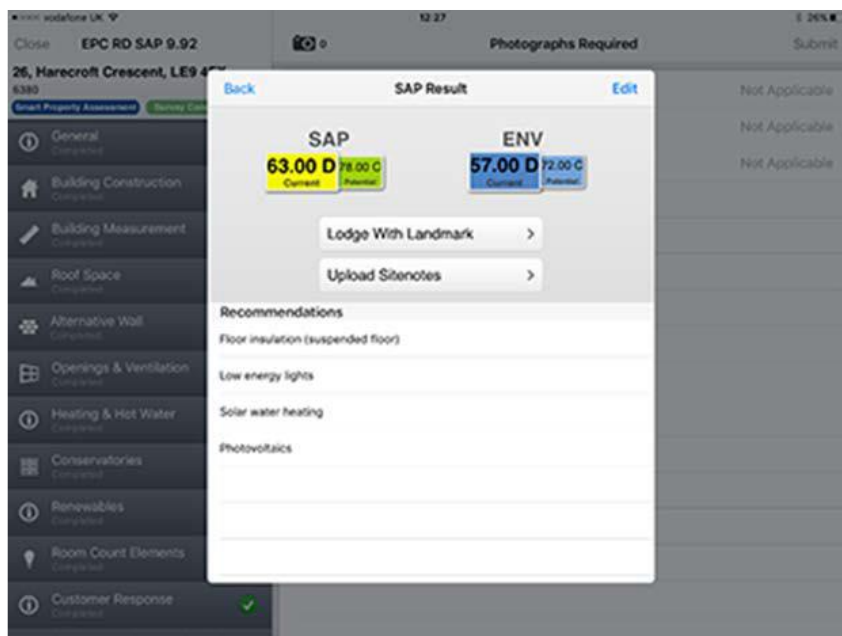
This course will cover:

- The benefits of the App
- Live demonstration of how it works
- How to get started using the App



The screenshot shows the Smart Survey App interface on a mobile device. The top bar displays the search bar, signal strength, time (10:54), and battery level (48%). The main header shows the property address: 26, Harecroft Crescent, LE9 4FX, with a 'Close' button and 'EPC RD SAP 9.92'. Below the header is a list of assessment categories on the left and a form on the right.

Category	Status	Value
General	Completed	21/04/2016
Building Construction	Not started	Marketed Sale
Building Measurement	Not started	Owner Occupied
Roof Space	Not started	House
Alternative Wall	Not started	Detached
Openings & Ventilation	Not started	2 Storeys
Heating & Hot Water	Not started	Suburban
Conservatories	Not started	No Extensions
Renewables	Not started	Single
Room Count Elements	Not started	Not Applicable
Customer Response	Not started	Yes
		Yes
		Not Applicable
		Internal



Please see our CPD schedule at the end of this bulletin for our next Smarter Survey Webinar.

Domestic: Unheated Corridors

We have noticed through the auditing process that many of our assessors are not modelling unheated corridors to flats correctly.

The key point is to remember that the unheated corridor length is always included in the Heat Loss Perimeter (HLP). For example, if the unheated corridor length is 4.32m and the exterior wall is 11.68m, the total HLP recorded is 16m.

The next point to remember is that the wall between the flat and the unheated corridor is always recorded as a sheltered alternative wall, even if the construction is the same as the main building construction. The alternative wall is recorded in the same way as a normal alternative wall in terms of construction and wall thickness. However, there is no need to calculate the wall area as when the alternative wall is selected as sheltered, the software calculates the wall area using the unheated corridor length and room height that you enter. A deduction is automatically made for a door into the corridor as well.

Please refer to conventions 2.03 and 2.13 for further guidance on modelling sheltered corridors and alternative walls.

Domestic: Scheme Operating Requirements (SORs)

The Scheme Operating Requirements (SORs), which are the Guidelines set down by Government to all Accreditation Bodies, setting out how schemes (and their members) should run the Scheme, are set to change. The existing SORs have been unchanged for nearly 10 years and this update is long overdue. All accreditation bodies will introduce their new SORs, before the deadline of September 1st this year.

At ecmk, we are planning to implement this from 1st July 2018.

To brief you, we have arranged a regular weekly one-hour CPD session that you can attend as a Webinar, to learn about the changes. It is recommended that all our Members try to attend one of these sessions, as the changes will affect the QA procedures. Although the changes are too detailed to include in the Technical Bulletin, the full document will be available to read on the Scheme Documents section in Assessor Hub.

Domestic: Portable heating

We have noticed through the audit process that some of our assessors have been including portable heating as part of their assessment, either as main heating or secondary heating. This is incorrect. Only fixed heating should be recorded. The following images are examples of portable heating that should **NOT** be included in any circumstance:



Convention 5.01 provides clarification on secondary heating. It also states that Electric focal point fires are included even if not wired by fixed spur. For example, a simple room heater may be attached to a wall by a fixed bracket but may be powered by a domestic socket and not a fused spur. This would still be included in the assessment as it is a fixed heating system.



Non-domestic: Release of iSBEM v5.4.b

BRE have released a new version of iSBEM, version 5.4.b. The list of changes can be found here: <https://www.uk-ncm.org.uk/newsdetails.jsp?id=77>

Please follow <https://www.uk-ncm.org.uk/download.jsp> to download the latest version.

Please note that iSBEM v4.1.g should still be used to carry out EPCs and compliance checks in Northern Ireland.

Non-domestic: Conventions Issue 7

The new set of Non-domestic conventions have been released. All assessors should download a copy of the conventions from Scheme Documents on Assessor hub and start to apply them with immediate effect. It is important to ensure that these new conventions are fully understood as from the 1st July 2018 onwards, lodged EPCs will be assessed against these conventions as part of the auditing process. The following amendments have been made and are highlighted blue in the conventions document:

2.03	Air Permeability	Amended
2.04	SBEM Weather Locations	Amended
2.10	Electric Showers in Rooms with Another Source of DHW	New Convention
3.07	Appropriate Use of U and Km Values	Amended
4.07	Zoning for Day Lit Spaces	Amended
4.08	Modelling a Zone within a Zone	Amended
6.06	HWS Efficiencies and Storage Losses	Amended
6.07	Estimating Local Mechanical Exhaust Rates in Buildings	Amended
6.11	Zones without Fixed Conditioning Equipment in Existing Buildings	Amended
6.13	Identifying Indirectly Conditioned Zones	Amended
6.14	Individual Shop Units in Shopping Centres	Amended
6.15	Bivalent System Proportioning within a Building Zone	New Convention
7.04	Display Lighting	Amended
10.04	Local Mechanical Exhaust Rates	Amended

We shall be running a 1 hour CPD webinar over the next few months to cover the new conventions. Please check our training schedule at the end of this bulletin.

Non-domestic: Hot water storage losses

Convention 6.06 states that the presence of hot water storage/losses MUST be recorded, and this should be done where possible by entering the losses (in MJ/month) in preference to the volume and insulation type and thickness.

SBEM requires the storage losses to be identified as MJ/month (mega joules) values which may be readily available from manufacturers. However, manufacturers are more likely to quote losses as kWh per 24 hour period, or perhaps as a value in Watts or kW. The point to remember is that 1 kWh = 3.6 MJ and that Watts/kW can be converted into kWh by multiplying the rate by the number of hours.

A specific example shows a manufacturer quoting cylinder losses of 4 kWh for a 24 hour period, i.e. a heat loss rate of $4 \text{ kWh} / 24 \text{ hrs} = 0.167 \text{ kW}$ or 167 W. Converting this loss into monthly MJ can be done simply as follows:

1 kWh = 3.6 MJ
4 kWh = 4 x 3.6 MJ

So: MJ/month = $\frac{4 \times 3.6 \text{ MJ/day} \times 365 \text{ days}}{12 \text{ months}}$

Therefore: MJ/month = 438

Megaflo Eco Cylinder Performance

Nominal Capacity	Model i (indirect)	Model D (direct 3kW)	Model DD (direct 6kW)	Model DDD (direct 9kW)	Model DDD (direct 12kW)	Model DD & DDD	Heat Loss in 24 hours
(litres)	Recovery (mins)	Heat up (mins)	Heat up (mins)	Heat up (mins)	Heat up (mins)	Boost heat top element (mins)	kWh / 24hr
70	10	92	-	-	-	-	0.91
125	15	142	71	-	-	66	1.05
145	17	158	79	-	-	72	1.18
170	16	186	93	-	-	79	1.20
210	19	204	102	68	51	85	1.42
250	23	245	121	81	60	92	1.61
300	27	292	146	97	73	97	1.69

Source: Heatrae Sadia

So, for another example, if we take the 250L capacity cylinder above, the calculation is as follows:

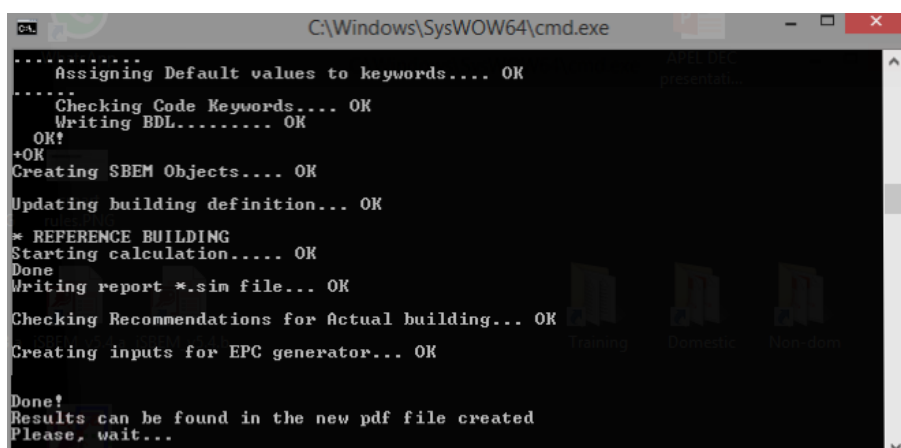
$$\frac{1.61 \times 3.6 \times 365}{12} = 176.295 \text{ MJ/month}$$

Please ensure that you include a copy of your source information and calculation as part of your site notes. This is particularly important as part of the audit process.

Non-domestic: Pre-lodgement checks

It is advisable to check the calculation log on iSBEM after running the calculation to look for any warnings / errors. The calculation log is the record of the calculation process that takes place in the calculation window (example shown).

As you are probably aware, the calculation window

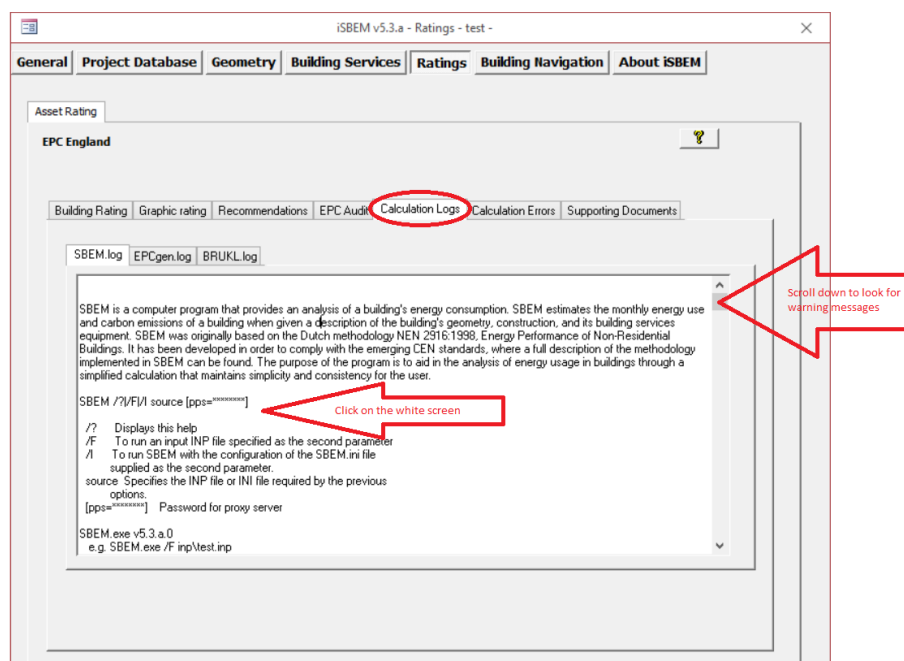


```

C:\Windows\SysWOW64\cmd.exe
.....
Assigning Default values to keywords.... OK
.....
Checking Code Keywords.... OK
Writing BDL..... OK
OK!
*OK
Creating SBEM Objects.... OK
Updating building definition... OK
* REFERENCE BUILDING
Starting calculation..... OK
Done
Writing report *.sim file... OK
Checking Recommendations for Actual building... OK
Creating inputs for EPC generator... OK

Done!
Results can be found in the new pdf file created
Please, wait...
  
```

pops up and disappears quickly. However, if you click into the calculation log tab and into the white SBEM.log, it is possible to scroll through the calculation and look for any warnings/errors.



Warnings will be obvious within the calculation log and should point you to a particular section within the project that may need re-visiting. Similarly, if the calculation fails, this can be viewed in the Calculation Errors tab.

Customer Satisfaction Survey

Assessors are reminded, as per clause 2.1.2 of Appendix 1.2 of the Scheme Operating Requirements, that assessors are required to obtain the email address of customers to allow the scheme to ensure assessors are adhering to the Code of Conduct by sending the customer feedback form to complete online.

Lodgement of Incorrect EPCs

Assessors are reminded of convention 9.03 in relation to notifying the scheme of an incorrect or defective EPC lodged at Landmark.

Convention 9.03 – Lodgement of incorrect EPC: *If you lodge an EPC in error and lodge a corrected EPC, inform your accreditation scheme so that the erroneous one can be marked “not for issue”.*

Assessors must email accreditation@ecmk.co.uk with the RRN of the incorrect EPC and the RRN of the replacement EPC. EPCs will not be removed from the register unless a replacement EPC has been lodged and the RRN supplied to the scheme.

If you do have any further questions or queries then please contact us via accreditation@ecmk.co.uk

Fuel Debt Advice for DEA's

An update for if you encounter more vulnerable members of society.

- A new tariff is now in place for customers who are able to access the Warm Homes Discount. Ofgem has introduced a maximum charge per kWh. It will mean that the most vulnerable will not be able to be over charged. Further information can be found here <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/understand-your-gas-and-electricity-bills/energy-plans-what-energy-safeguard-tariff-or-price-cap>
- Ofgem has announced that it is banning suppliers from back billing for energy used more than 12 months ago. This follows a voluntary agreement and is now across all suppliers. This applies to domestic and microbusiness suppliers. There is, as always, an exception so if a customer withholds meter readings then the supplier can still back bill. The new changes are now live for domestic and come into effect in November 2018 for microbusinesses.
- There is a new free advice line for vulnerable residents offering advice, support and some energy measures. The scheme is fully funded and residents can have a home visit to discuss their needs. Further information can be found here www.projectleap.org.uk

Legionella Risk Assessment 1 Day Course

As well as our CPD webinars in June (all listed at the end of the bulletin) we are holding a one day course for Legionella Risk Assessment Training (ABBE Level 2 Award Awareness of Legionella). The course is designed for individuals who wish to carry out Legionella Risk Assessments and gain a recognised qualification.

The course is on **Monday 18th June** 9.30am until 5pm at our office in Solihull.

This course includes a background into Legionella and the legislative requirements. Candidates will gain an understanding of hot and cold water (domestic) systems, control measures and risk assessment software demonstrations, using eTech's Legionella Assessment iPad App. Full details on the course and how to book can be found [here](#).

Energy Saving Trust: Customer Service Training

Energy Saving Trust, in conjunction with Greenskills Scotland, is offering contractors such as installers and assessors, the opportunity to attend a free tailored customer service training. This one day training course will look to help contractors deliver a high quality service to their customers. The training will take place at the Wise Group, 72 Charlotte Street, Glasgow on Thursday 28 June from 9.30am to 4pm.

Topics covered will include:

- Customer service – examples of good and bad customer service
- What are the impacts of poor customer service?
- When does customer service start
- Communication and its impact on customer service
- Identifying and working with vulnerable customers
- Managing the expectations of customers
- Social media – its impact on customer service

Places are available on a first come, first served basis, and you can book your place by emailing James.Robertson@thewisegroup.co.uk directly (not ecmk). When booking your place please include your name, organisation/company name and state any special dietary requirements.

Feedback from attendees at previous customer service training in Glasgow & Edinburgh was very positive.

"Training was superb. Clear, informative, engaging. Fantastic, We are very thankful for the opportunity to attend."

"I enjoyed the training and would recommend it to other companies or individuals."

"It gave a great insight on how to deal with customers from inception to post works - I found the session on dealing with vulnerable customers particularly helpful."



Upcoming Training and CPD during June

Course	June Date	Cost (+ vat)*
<u>Webinars:</u>		
NDEA Conventions	Fri 1 @ 0830-0930	£15.00
Practical Legionella	Mon 4 @ 0830-0930	£15.00
New Scheme Operating Requirements (SORs)	Tues 5 @ 0830-0930	£15.00
MEES (Domestic Private Rented Property Minimum Standard)	Wed 6 @ 1200-1300	£15.00
NDEA Common Pitfalls	Thurs 7 @ 0800-0900	£15.00
NDEA Conventions	Fri 8 @ 0830-0930	£15.00
New Scheme Operating Requirements (SORs)	Mon 11 @ 1700-1800	£15.00
New Scheme Operating Requirements (SORs)	Tues 12 @ 0830-0930	£15.00
Lighting & Storage Heaters	Wed 13 @ 1200-1300	£15.00
NDEA Conventions	Thurs 14 @ 0800-0900	£15.00
Smarter Surveys – An Introduction to the Smart EPC App	Tues 19 @ 0830-0930	£15.00
Measuring & Modelling	Wed 20 @ 1200-1300	£15.00
NDEA Conventions	Thurs 21 @ 0800-0900	£15.00
Mini Audit: Tips & Hints How Not to Fail	Tues 26 @ 0830-0930	£15.00
NDEA Conventions	Wed 27 @ 0800-0900	£15.00
Flats & Maisonettes	Thurs 28 @ 0900-1000	£15.00
<u>1 day courses</u>		
Legionella Risk Assessment Training (ABBE Level 2 Award Awareness of Legionella)	Mon 18 @ 0900-1700	£125.00

**Costs listed are for ecmk members. Non-members may also attend*

Click [here](#) to find out more and to book your place!

Reminder! Don't forget to use up your 4 free hours of CPD for 2018.

If you are looking for something more bespoke, we can deliver courses nationwide.

For further information, more course dates and to book your place:
Email: training@ecmk.co.uk or visit: www.ecmk.co.uk/training

