



# TRUST, CONFIDENCE AND PEACE OF MIND

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# PROVIDING PEACE OF MIND WHEN BUYING HOME ENERGY PRODUCTS

# ENERGY PERFORMANCE, SECURITY AND PROTECTION

## What is EPVS?

The Energy Performance Validation Scheme (EPVS) is a certification standard that certifies the processes used by installers to ensure energy saving, generating and/or storing calculations/estimates for home energy products are accurate and valid. We aim to protect consumers from receiving overinflated figures from installers when making a purchase by sampling the contractual paperwork to ensure that it meets our certification standard. We maintain a comprehensive Professional Indemnity insurance as part of our certification standards for energy performance calculations/estimates and monetary savings.

## Products certified by EPVS

We can check contractual paperwork relating to the following products:

-  **Battery/Energy Storage and Aggregation**
-  **Biomass Systems**
-  **Boilers (all types)**
-  **Car Battery in Home Solutions**
-  **Glazing (double/triple/windows/doors)**
-  **Heating Management Systems**
-  **Heat Pumps**
-  **Infrared Heating**
-  **Insulation (cavity/external/loft/roof)**
-  **Inverters**
-  **LED Lighting**
-  **Solar Glazing**
-  **Solar PV**
-  **Solar Thermal**
-  **Thermodynamics**
-  **Voltage Optimisers and other ancillary products**

## Why is it important to use an EPVS member?

Millions of consumers have purchased home energy products (such as solar PV, boilers, wall insulation) in the last few years. The main reasons why consumers buy these types of products are to reduce their energy bills, protect themselves from future increases in energy prices and earn extra money from government subsidies like Feed-in Tariff (FITs) or Renewable Heat Incentive (RHI).

When you are considering buying home energy products you should receive a quote from the installer stating how the product will perform, how much it will save you from a reduction in energy bills and how much you could earn from government subsidies like FITs and RHI (where applicable). You could also receive payback period calculations from the installer of how much you could save or earn over many years, e.g. for solar PV 20 or 25 years.

These figures can be key to your decision-making process. You take it on trust that you will achieve these savings because the technical jargon can be complicated to understand and all you can digest is the headline of "You will be saving hundreds of pounds per year, if not thousands". How can you trust the installer is giving you the correct figures and not luring you into a false sense of security, where you will agree to the contract by providing you with over-inflated figures which are not achievable? Many consumers have fallen into this trap and have found that their new product (e.g. solar PV) is not providing them with the savings quoted in the contract, and therefore have been mis-sold.

The Energy Performance Validation Scheme (EPVS) is designed to negate these issues. By using an EPVS member you can feel assured that the installer has gone through a rigorous process to become a member, and has satisfied EPVS that the energy performance calculations/estimates provided to consumers are correct. Our monthly monitoring programme keeps track of our members to ensure they are providing consumers with accurate performance figures and monetary savings. Thousands of consumers are mis-sold home energy products due to overinflated energy performance calculations/estimates. Always make sure you use an EPVS member to protect yourself against this risk.



# YOUR EPVS COMPLIANCE CERTIFICATE

# HELPING YOU BECOME ENERGY INDEPENDENT

## What you will receive when using an EPVS member

Once you have signed your contract with the EPVS member and they have undertaken a technical survey of your property (where required), the member will upload your details and contractual paperwork to our online system which will generate your certificate.

Once your contract is complete you should receive your EPVS certificate by email or as part of the handover pack by your installer. This certificate is your confirmation that you have been registered with EPVS and you have used a current member.



## Benefits of using an EPVS member

- ✓ Giving you trust, confidence, and peace of mind to purchase home energy products
- ✓ Increase confidence in your installer that you are being provided with an accurate quote
- ✓ Added layer of security and protection from EPVS
- ✓ Our process gives importance to accuracy in a contract thereby reducing misselling
- ✓ Independent, ongoing monitoring of installers ensures compliance
- ✓ You will receive an EPVS certificate stating your installation is registered
- ✓ FREE validation check is available to you should you require it
- ✓ Certify that energy saving, generating and/or storing calculations/estimates are valid
- ✓ Access to competitive credit and interest rate deals to help you spread the cost of financing your contract (*via EPVS members who have a finance facility*)



If you have not received your EPVS certificate and your contract is now complete please email: [info@epvs.co.uk](mailto:info@epvs.co.uk).

0330 0525 036



# FREE VALIDATION CHECK AVAILABLE

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## EPVS checking your contractual paperwork

We offer a free validation service when you have used an EPVS member. Our team can check your contractual paperwork. All you need to do is contact us and we will then guide you through the process of how we will validate your documentation.

We will check what information we have available on our system concerning your installation and may require additional information to be sent to us. Our aim is to provide you with an assessment of our findings within five working days. If we find any non-conformities we will contact the EPVS member to investigate the matter further.



For your free validation check  
contact us on 0330 0525 036.

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# MONITORING MEMBERS TO ENSURE COMPLIANCE

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## How we ensure members comply with EPVS

It's not easy for an installer to join EPVS. Once an application is received we look at:

- ✓ Their sales presentation to ensure there is nothing in the presentation which is inaccurate
- ✓ The product to determine how it will perform according to its claims
- ✓ Their contractual paperwork to identify any discrepancies against our certification standards
- ✓ Energy generating, saving and storing calculations/estimates are substantiated with evidence and meet our certification standards

Once an installer does become a member, they are committed to providing consumers with accurate performance estimates and monetary savings in accordance with our certification standard. With our ongoing monthly audit programme you can be sure that we are continuously monitoring our members and ensuring they provide consumers with accurate performance estimates and savings.

## Compliance Calls

We also contact consumers via telephone to confirm they are receiving the documentation we are validating and answer any of their questions.

With our ongoing monthly audit programme you can be sure that we are continuously monitoring our members and ensuring they provide consumers with accurate performance estimates and savings.



## HOW WE USE YOUR PERSONAL INFORMATION

We collect and use your data for the purposes of the scheme and its administration. This relates to the contract you have signed with a scheme member. The member will provide us with your details, your contractual paperwork, utility bills and information related to the work carried out, so we can provide you with access to services and protection the scheme provides and so we can carry out our certification. We use data because it is in our legitimate interests that we process this to ensure that information supplied to you by our members meet our requirements. Without the data we would not be able to provide support to you or to administer the scheme.

Your information may be used by us and those appointed by us in connection with the administration of the scheme. Your information may be disclosed to third parties such as auditors, finance lenders or independent inspectors. We have contracts in place with these third parties to whom we provide your data and they are required to ensure that all the requirements of the data protection legislation are met. Your data may also be provided to regulatory bodies or bodies providing support for the scheme (such as consumer protection schemes, consumer codes, trading standards authorities and legal or regulatory authorities) who have either a legitimate interest in the information or are required to use it as part of a public function.

We may monitor and record phone calls for the purposes of training and quality assurance. When providing information about another person, you confirm they have given you their permission and that we may process their personal data (including any sensitive data) for the purposes as set out above.

You have the following rights in relation to your data:

- to ask for a copy of the information we hold about you;
- the right to request rectification or erasure of your data;
- the right to request we restrict any processing of your data, to object to its processing or to data portability.

If you have any questions, or you would like to find out more about this you can write to the Data Protection Officer at Centurion House, Leyland Business Park, Centurion Way, Leyland, Lancashire, PR25 3GR. If you have any complaints about our handling of your personal data, you may complain to the Information Commissioner.

Your data will be stored only for the period we need it and seven years afterwards. This is to ensure we meet our certification and regulatory requirements.



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 [info@epvs.co.uk](mailto:info@epvs.co.uk)

 [www.epvs.co.uk](http://www.epvs.co.uk)

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