

## EPC Register for Scotland

### Frequently Asked Questions

#### ***What is an Energy Performance Certificate?***

An EPC shows the energy efficiency of a property and includes recommendations for improving energy efficiency and reducing energy bills. An EPC is required when a property is constructed, sold or rented out to a new tenant. More details can be found here:

<https://www.gov.scot/policies/energy-efficiency/energy-performance-certificates/>

#### ***I cannot find an assessor in my area, what should I do?***

In this case it is best to expand the search area to find appropriate assessors.

Unfortunately, the search algorithm for assessors in your area is calculated as the crow flies which may result in assessors who, although geographically close, can be a longer drive away. We try to take on board feedback to enable us to produce more intuitive systems.

#### ***What is an "Approved Organisation"?***

The Scottish Government has entered into protocols with a number of organisations to deliver EPCs. These organisations are responsible for the training, qualifications and management of the assessors who visit properties and conduct the assessments.

***What is an RRN and what does it stand for?***

RRN stands for Report Reference Number and is the unique reference number applied to each individual EPC or GDAR created for a commercial or domestic property.

***What is a UPRN and what does it stand for?***

It stands for Unique Property Reference Number. It is a number which refers to an individual property address in our database. Each of the addresses in our database has their own UPRN.

***I am an EPC Assessor and/or Green Deal Assessor who is trying to lodge a report, but I cannot locate the address on my software – what should I do?***

We have a team dedicated to entering new addresses on the Register. These addresses will then be mapped to the One Scotland Gazetteer so that the UPRNs match. They will require the details of the new address along with your Membership ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) to be entered in the “Missing Address Form” located in the Documents section of the Scottish EPC Register site. The form is in PDF format, but you can download it and open it in word if that makes it easier to complete. Once fully completed this form should be sent to [epcmmissingaddress@est.org.uk](mailto:epcmmissingaddress@est.org.uk).

The team will seek to process the request within three working days for domestic addresses and five working days for non-domestic addresses. Once complete the UPRN will be sent to whichever email address matches the membership account given.

***I am an Assessor and I have forgotten my password – what can I do?***

You can initiate a password reset yourself by going to the following link, entering your username under the heading “Reset EPC Register Password” then clicking on Reset.

<https://www.scottishepcregister.org.uk/Account/LogOn>

A new temporary password will be sent to the email address matched to your account.

If you no longer have access to this email account or your email address has changed you can email the EPC Register’s first line support team on

[Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) to request a password reset ensuring that you provide your Membership ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) and your username in the body of the email and also including the email address to which you would like the new temporary password sent.

***I am an Assessor who is trying to lodge a report, but I am receiving an error that I do not understand – what should I do?***

You can email the EPC Register’s first line support team on

[Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) ensuring that you provide your Membership ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) in the body of the email. Please include as much detail about the error you are encountering as possible, plus a screenshot and the XML file where possible.

***I am trying to retrieve a copy of a report that I know has been successfully lodged but it does not work – what should I do?***

You can email the EPC Register's first line support team on [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) ensuring that you provide the property details in the body of the email. Please include as much detail about the error you are encountering as you can provide plus a screenshot where possible. Please also include the RRN for the assessment you are trying to retrieve if possible.

***Can a lodged EPC be edited / deleted?***

Once an EPC has been lodged it cannot be edited or deleted (in line with regulations). Therefore, you will have to lodge another EPC with a different RRN and ask the assessor to change the status of the incorrect EPC to 'Not for Issue' to reflect that the EPC is not to be used.

***I am trying to lodge an EPC but receive the error XML does not conform to Non-Domestic Schema.***

Typically, this error occurs when something in the XML is entered incorrectly, such as postcode or address details. However, if a check on the details in the file confirms that no mistakes have been made you can email the XML file to our first-line support team at [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) to initiate an investigation.

***The assessors I have found do not provide EPCs to the public, why have you listed them on the register?***

Third parties provide the assessor information on the register, this sometimes means an assessor may only be linked to a housing association, or only conduct EPCs as part of project work for their organisation. We understand this can mean it takes more time to find an appropriate assessor and are looking to develop the register to allow assessors to be more transparent about who they can support.

***I have noticed the details listed against an assessor are incorrect, what should I do?***

The details listed against each assessor come from a third party. We have regular contact with these and can attempt to highlight the misinformation on your behalf. Unfortunately, we cannot give timescales or guarantees that these details will be corrected.

***I think the EPC listed on the register is historic / out of date / incorrect, what should I do?***

In this instance it is best to contact the assessor from the latest EPC and enquire as to whether it was possibly lodged against the wrong address. If you have no success with this route it is best to contact the approved organisation and see whether they can mark it “not for issue.” If there is another, older “entered” EPC then this will then become active once the more recent one is marked “Not for Issue.”

***Do I need to display a copy of the EPC on the website for my holiday let?***

No this is not required but you must indicate the energy banding in published adverts or on the company website (e.g. EPC band = C). You can find further guidance here:

<https://www.gov.scot/publications/energy-performance-certificates-for-holiday-lets-guidance/>

The government's energy route map is below:

<https://www.gov.scot/binaries/content/documents/govscot/publications/strategy-plan/2018/05/energy-efficient-scotland-route-map/documents/00534980-pdf/00534980-pdf/govscot%3Adocument/00534980.pdf>

***My property is a listed building, does the EPC software account for the individual requirements of such buildings?***

The lodgement software used by each of the approved organisations should enable assessors to suppress certain outputs so that the report does not provide inappropriate recommendations for your property.

***I am looking to have an EPC assessment done on my property, but the insulation will likely vary between rooms, does the EPC software account for this?***

The software is not specific enough to capture data that varies between rooms. In this instance it is best to get information from your assessor, or their accredited organisation, on how the data is submitted. Once the EPC is lodged, no additional evaluation can be done by the register.

***There is no access to show my walls / loft have been insulated, what should I do?***

The survey is non-invasive so the assessor will not try to access spaces if it is dangerous to do so. They will not drill holes into the wall for example, to see if they are insulated. If you are unable to locate the certificate of completed works you may be able to contact the company that did it as they may hold the proof documentation.

***Why is lighting included in calculations but not white goods?***

Lighting can be easily and cheaply replaced with low energy alternatives and lighting is also listed in the EU Directive which specifies it must be considered in the methodology for Approved Organisation software.

***Why aren't geographical location and local conditions included in the Calculations?***

By excluding this information, we allow direct comparisons of the built form of houses across boundaries without succumbing to anomalies that may occur from using common weather data when crossing boundaries. Therefore, the costs savings presented in an RdSAP EPC and the Recommendations Report are calculated using regional weather data.

***What are the energy costs used in a certificate based on?***

The fuel prices used on a certificate are stored externally in the Product Characteristics Database (PCDB) which is maintained by BRE Group. The three-year rolling fuel cost average that used to be the standard was abandoned in favour of using a 'current' fuel cost average which is updated on a quarterly basis.

### ***How is my data on the register used?***

No personal customer data that can be linked to any living individual is stored on the register. Any energy performance data is available only to authorised parties engaged in the delivery of Scottish and UK carbon and energy saving initiatives. You can opt out of your data being used this way by visiting the register and contacting the data protection officer at the EST.