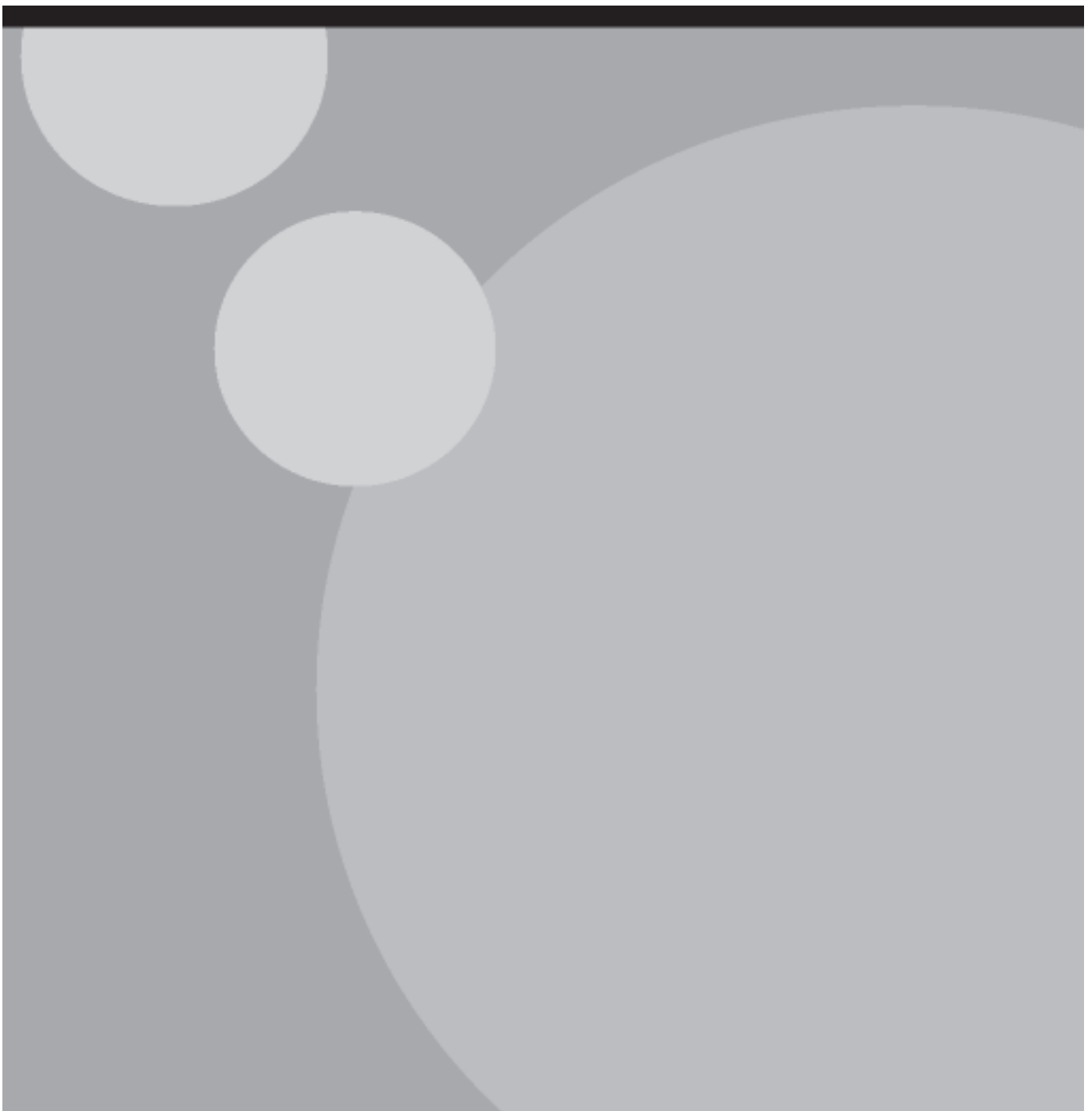




## Changes to the Energy Performance of Buildings Framework

Policy update 4 - opening up access to the national Energy Performance Certificate register





## Changes to the Energy Performance of Buildings Framework

Policy update 4 –  
opening up access to the national Energy Performance Certificate register

© Crown copyright, 2012

*Copyright in the typographical arrangement rests with the Crown.*

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This document/publication is also available on our website at [www.communities.gov.uk](http://www.communities.gov.uk)

Any enquiries regarding this document/publication should be sent to us at:

Department for Communities and Local Government  
Eland House  
Bressenden Place  
London  
SW1E 5DU  
Telephone: 030 3444 0000

April, 2012

ISBN: 978-1-4098-3429-8

# Changes to the Energy Performance of Buildings Framework

## Policy update 4 - opening up access to the national Energy Performance Certificate register

All Energy Performance Certificates must be lodged on the [national Energy Performance Certificate register](#). There are over 7 million Energy Performance Certificates on the register and that number is growing by over a million per year. However, access to this data is currently very tightly controlled.

The register represents an extremely valuable source of information about the energy efficiency of buildings, and the benefits of making use of the data have made it desirable to widen access. From 22 April 2012 this data is publicly available.

This means individuals can look up an Energy Performance Certificate online via the register website allowing them to compare the energy performance of their property with that of similar buildings. This service is available free of charge.

Additionally, authorised organisations can have access to the Energy Performance Certificate data in bulk. The information available includes the address of the building, its energy efficiency rating, technical information about the building construction and the recommended improvements. There is a charge for this service to cover the costs associated with providing the data. Providing this wider access has a number of benefits, including:

- Enabling Green Deal providers to market offers to Energy Performance Certificate holders when the [Green Deal](#) is introduced later in 2012;
- Identifying areas where a higher than average number of buildings have poor levels of energy efficiency;
- Facilitating research and analysis which can inform Government policy;

Bulk Energy Performance Certificate data will only be made available to selected organisations. The organisation will have to comply with a number of conditions designed to protect the consumer.

Anyone with an Energy Performance Certificate can opt-out of having their data made publicly available by clicking [here](#) and requesting the Energy Performance Certificate for their property is opted-out of any data searches. It is possible to opt back in at any stage

## Frequently asked questions

### What data are you making available?

All Energy Performance Certificates, Display Energy Certificates and Air Conditioning Inspection Reports that have been lodged on the national register unless the holder has opted out of having their data made publicly available.

**Who will be able to access this data?**

Everyone. The data can be viewed [here](#) free of charge.

**How much will it cost?**

For individual users, the data is being provided free of charge. Where an organisation has been authorised by Government to receive the data in bulk, they will need to pay a charge to cover the cost of providing the data

**Why is the data valuable and what are the benefits?**

There are benefits to making the data more widely available, such as:

- enabling local authorities to identify areas in their locality which have buildings with poor levels of energy efficiency
- facilitating research and analysis, including opportunities to monitor reduced carbon emissions from buildings;
- enabling Green Deal providers and other authorised organisations to market their services at those households and businesses that already have an Energy Performance Certificate and may therefore have an interest in making energy efficiency improvements to their building; and
- increasing public awareness of the impact that buildings have on levels of CO<sup>2</sup> emissions which could in turn lead to action by building owners and occupiers to reduce emissions from their building.

**What is to stop companies from mining this data and then bombarding Energy Performance Certificate holders with marketing material?**

Data will only be made available to Government authorised organisations and they will only be able to use the data to contact Energy Performance Certificate holders to offer advice or products to help improve the energy efficiency of their property. The organisations will also have to sign up to a licensing agreement which will include conditions preventing misuse of the data.

Controls will be put on access by individuals ensuring that they can only access one Energy Performance Certificate at a time. This will make data mining prohibitively time consuming and expensive.

In addition, organisations accessing data in bulk will be required to sign a licensing agreement which allows the Department for Communities and Local Government to withdraw access to the data if they are found misusing it. The licensing agreement will also limit the number of times a company can contact a householder to three, if they have not responded to the company's previous mailshots.

**Will companies be able to come and knock on my door and try and sell me loft insulation, for example, because they can see from my Energy Performance Certificate that I don't have loft insulation?**

No, authorised users will be prohibited from contacting consumers in this way. Any contact will have to be in writing.

**How do I prevent my details being sent to others?**

Go [here](#) and request that the Energy Performance Certificate for your property is opted-out of any data searches. This will prevent your Energy Performance Certificate information being passed on to others and from being available to be viewed online. You can also contact the mail and telephone preference services to request that your details are not used by companies that utilise direct mailing lists.

**Have you consulted on this?**

Yes, we [consulted](#) in 2010

**Have you conducted a Privacy Impact Assessment?**

Yes. It is published [here](#) on our website

**What are the risks?**

As always, we need to be careful to ensure that consumers, especially vulnerable consumers, are not subjected to pressure selling and the safeguards above are designed to ensure that the data is not used in this way.

**Who loses out?**

Landlords with poor performing properties have little to gain by making Energy Performance Certificates more widely available. However, the Green Deal could work in their favour by financing energy efficiency improvements which are paid for out of tenants' fuel bills.