

## 9. Qualified Certifier Numbers

On proof of successful completion of a Verification & Certification Course with either ECSSA, RECI or any of the accredited private Course Providers, participants can apply to their Regulatory Body for a Qualified Certifier Number (QCN).

This QCN will be valid for a period of 5 years but it is important that, if the Holder is not a contractor in his own right, he informs the SSB of the Registration Number of the Contractor for whom he works.

This QCN will then be registered as acceptable for Certs issued on behalf of that REC and the same QCN cannot appear on Certs issued by another REC.

If the holder of a QCN wishes to change employment, he should inform the SSB of this change, at which stage his QCN will be re-assigned to his new employer and his original employer will be required to provide details of a replacement Qualified Certifier.

The onus is on the holder of a QCN to inform the Regulatory Body as to the identity of the REC on whose Completion Certs he signature will appear.

In the absence of such notification Certs will be returned to the REC until confirmation is received that the Qualified Certifier is actually employed by the REC in question.

## 10. Illegible Certs

An increasing number of the Certs which reach ECSSA prove difficult, and sometimes impossible, for the staff to read. ECSSA is engaging with ETCl regarding the quality of paper used, but we would also request that RECs use sufficient pressure when writing on the top certificate and write in a clear fashion, so that figures in particular are not open to various interpretation.

It should be remembered that once a Cert is transmitted to ESB, it cannot be recalled, even if it subsequently transpires if it has been sent in respect of an incorrect MPRN Number.

The Contractor is then required to issue a new Cert for the correct MPRN, leading to delay and frustration on the part of the Contractor and his Customer.

**From January 1st 2014 Certs which cannot be easily read will be returned to the Contractor for confirmation of details contained in the Cert.**

## 11. Complaints

Many of the complaints received against RECs are of a trivial nature which could easily be resolved, but some, because of lack of response on the part of the contractor, escalate into more serious disputes.

The majority of Customers are simply trying to have their complaint dealt with in a speedy manner.

However, being ignored by the contractor leads initially to frustration, eventually to anger and ultimately leads to a situation where the dispute becomes more intractable and difficult to resolve.

Contractors can greatly help themselves by replying promptly once a complaint is received.

The Complaints Procedure is relatively simple and straightforward.

On receipt of a written complaint from a Customer, a copy is sent to the Contractor concerned with a covering letter asking for an explanation of the issues raised and for proposals for their resolution.

Contractors must reply promptly in writing, since ECSSA is obliged to maintain a paper trail on each Complaint from its first receipt to its final resolution.

The Customer is expected to set out, in writing, the items complained of and it is only reasonable that the Contractor should reply in writing dealing with each of the issues raised.

Phone calls giving vague excuses or promises cannot be used to resolve a Customer Complaint and therefore it is in the Contractor's own interest that, on receipt of a copy of a Customer Complaint, the matter is attended to without delay and any proposals made in relation to resolution are promptly honoured.

## 12. Verification & Certification Courses

The content of the Accredited Verification & Certification Courses has now been completed and awaits final approval by Dublin Institute of Technology (DIT).

We expect to be in a position to roll out this Course on a nationwide basis in the second half of January.

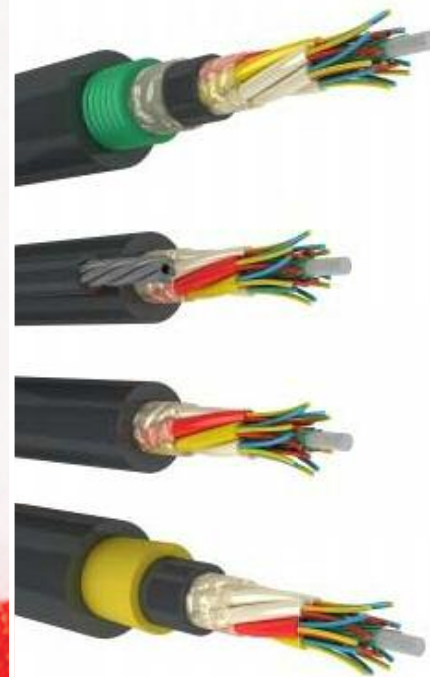
Details of dates and venues will appear on the ECSSA website as soon as these are finalised.

Individual notification will be sent to those Members whose Qualified Certifier Number has expired or is close to expiry.

No more than 8 participants can be accepted on each Course so therefore early booking will be essential.

Course Fee has yet to be finalised and will be notified as soon as possible.

Accredited V&C Courses are available from a number of other providers and details of these can be viewed on the ECSSA website.



# AON

### Electrical Contractors Scheme

Aon's dedicated Electrical Contractors Unit has been set up to provide a centre of excellence for the management of affinity business throughout Ireland. The aim of this unit is to provide a superior service to our clients through:

- Dedicated trained staff on hand to assist with your insurance requirements.
- Automated systems to ensure the efficient issue of documentation to clients.
- Efficient claims handling and review / analysis of claims.

### Aon's standard cover includes features such as:

- Financial loss cover
- Defective workmanship
- Free personal accident cover
- Burning and welding cover
- No height limits

In addition to the standard covers we offer a whole range of optional covers such as Goods in Transit / Tools & Equipment in Vehicle and 24 Hour Accidental Injury Cover.

### Contact Aon today:

**Free Phone: 1800 201 602**

**Martina Fox**

**Direct Dial: 044 933 4071**

**Email: martina.fox@aon.ie**

**Indre Giedraityte**

**Direct Dial: 044 933 4060**

**Email: indre.giedraityte@aon.ie**

**Frances Heduvan**

**Direct Dial: 044 935 0127**

**Email: frances.heduvan@aon.ie**



MacDonagh Boland Crotty MacRedmond Ltd t/a Aon MacDonagh Boland is regulated by the Central Bank of Ireland. Registered in Ireland No. 5103 Registered Office: Metropolitan Building, James Joyce Street, Dublin 1.

# ECSSA news

Christmas 2013

## Dear Member,

Welcome to the Christmas 2013 Newsletter!

At the end of 2013 we can reflect on a year where all indicators have shown signs of small but positive growth.

If we look at the number of Certs for new connections which passed through ECSSA, we see that the figure is broadly in line with the previous year but there is a substantial increase in the number for other types of work.

This would appear to be a continuation of the trend whereby there is no significant increase in the number of new houses being constructed but there is a substantial amount of work going on in terms of refurbishment, upgrading and extensions to dwelling houses.

It is also an indication that there is no further deterioration in the industry when we note that the year-end saw a greater number of registered contractors than the previous year, thereby reversing a trend of reducing numbers which commenced in 2009.

From a commercial point of view, the year has also been successful for ECSSA, making it possible to maintain once again our yearly membership fee at the same level as it has been since 2009. Neither will there be any increase in the price of Completion Certs in the coming year unless brought about by circumstances outside our control.

Mid-year saw the introduction by the Commission for Energy Regulation (CER) of a requirement for an Accredited Verification & Certification Course and this has brought with it additional costs and inconvenience for contractors but, on positive the side, Qualified Certifier Numbers issued on completion of these Courses will remain valid for a period of 5 years rather than the 3 years applicable to the previous Courses.

During the year we welcomed a new Inspector, PJ McGarrigle to our staff. PJ, who operates from Sligo, takes over the combined areas of Charlie Carr and Neil Gordon, both of whom have now retired following dedicated service to the Company.

On behalf of my fellow Directors and on my own behalf, I would like to thank the Inspectors and Staff, whose dedication has contributed to another successful year for ECSSA and I also want to offer a sincere thanks and best wishes for a Happy Christmas and a Prosperous 2014 to all those Contractors who, by their continued support, have ensured that ECSSA continues to grow for the betterment of the industry.

**Breeda Moynihan Cronin MCC**  
Chairperson

## In this Issue:

- Restricted Works
- Change of Contractor
- ECSSA Website
- Periodic Inspection Reports
- Non DSO Cert
- Technical Calls
- Refunds on Certs
- Certificate of Registration
- Post Connection Certs
- Qualified Certifier Numbers
- Illegible Certs
- Complaints
- Verification & Certification Courses

Coolmore House, Park Road,  
Killarney, Co. Kerry  
Tel 064 6637266  
Fax 064 6637269  
info@ecssa.ie

**www.ecssa.ie**

*Breeda Moynihan Cronin*  
Chairperson of ECSSA



**ECSSA OFFICE HOURS:**

**Monday to Friday:**

**9am to 1pm and 2pm to 5pm**  
**CLOSED FOR LUNCH 1pm to 2pm**



# Notice to Members

## 1. Restricted Works

There appears to be considerable confusion in the industry as to what and what is not covered in the scope of the Restricted Works Order which came into force on October 1st 2013. In it's simplest form the Order makes it an offence for anybody other than a Registered Electrical Contractor to carry out electrical work in a domestic premise after October 1st 2013. This prohibition includes work carried out by the homeowner in his own house if he is not an REC.

The Restricted Works Order applies only to domestic premises and does not include commercial, industrial or agricultural work.

The facility whereby an unregistered contractor could carry out domestic electrical work and have an inspection and certification carried out by an Inspector from the Regulatory Bodies will not be available for domestic work carried out after October 1st.

Special arrangements have been agreed with CER so that

those domestic installations which were completed by non-registered contractors prior to October 1st can be certified by Inspectors from ECSSA up to December 31st 2013.

It is important that applications for this certification of all such installations should be submitted immediately as it is unlikely that the facility will be extended into 2014.

There is no change in the position relating to installations in the commercial, industrial or agricultural sectors where work can still be carried out by a non-registered contractor who must then apply for certification by an Inspector from ECSSA.

RECs who are approached to provide Certs for installations carried out by Non Registered Contractors should not under any account accede to this request as by providing such a Cert they are in fact involving themselves in a criminal activity and are also placing themselves at risk of being subjected to a claim for which one of the main insurers say that they will repudiate liability.

## 2. Change of Contractor

It is important for all contractors to note that where they are asked to take over and complete an installation, they must not immediately accept the reason given to them by the employer or main contractor and must insist that the Change of Contractor Procedure be strictly adhered to.

We have had a number of instances during the year where RECs, believing that everything was above board and that all the formalities had been complied with, took over installations where a commercial dispute existed and where the Change of Contractor Procedure required under the CER Criteria, was not availed complied with.

ECSSA can not prevent an employer from changing his contractor but the incoming REC can not proceed with any work until they have written approval from their Regulatory Body.

No delay is occasioned by operating this procedure but it is not acceptable that REC's ignore the requirement.

An REC could find himself facing disciplinary action, even though he may have been assured by the customer that all formalities have been complied with and that he is free to continue with the work.

The simple message to RECs is not to proceed with any work until you have written approval from your Regulatory Body that the Change of Contractor has been approved.

The Change of Contractor Application Form can be found on the ECSSA website at [www.ecssa.ie](http://www.ecssa.ie)

## 3. Periodic Inspection Reports (PIR)

Insurance Companies, Local Authorities and Estate Agents on an ever increasing scale are requesting Periodic Inspection Reports on properties in preference to the ETCI No 1 Completion Cert.

This is understandable in that the Periodic Inspection Report gives a far clearer picture of the overall condition of the installation than the Completion Cert could ever do.

A number of points should be noted when completing a Periodic Inspection Report.

The first of these is to realise that a PIR is not a Certificate as such but merely a report on the condition of the electrical installation and contractors should not feel that they are entitled to ignore items which require attention.

Bringing non-compliances to the attention of the owners is

an important function of the Periodic Inspection Report and even when no remedial work is necessary, it is important that the final page of the Report be marked "No Remedial Work Required", signed and handed to the Customer.

In the absence of this final sheet, the suspicion can always arise that some remedial work is required but that the Customer has not disclosed this final sheet to the Body or Authority which is requesting it.

Periodic Inspection Reports could well create a significant amount of work for RECs going forward and it is therefore important that contractors are familiar with this aspect of electrical work and are comfortable that when they hand a PIR to their Customer, it reflects a true picture of the state of the installation.

## 4. Non DSO Cert

Since all Controlled and Restricted electrical work is now required to be certified, many RECs have asked if it would be possible to have a less expensive Cert produced for jobs where there is no ESB involvement.

We have had some discussions with CER on this issue and are reasonably optimistic that such a Cert could be created but in the meantime it is important to note that a Minor Cert is acceptable only for a very limited amount of electrical work and for the most part the ETCI No 1 Cert is the appropriate document.

We recognise that this is an expensive addition to the cost of the work where the job might be quite small and would hope that if a new Cert is produced, it can be made available to the REC at a significantly lower price.

## 5. Technical Calls

We have found that the ever increasing number and complexity of technical calls to the office has meant that some RECs have had to call back on a number of occasions or hold on while other calls are being dealt with.

This is not an acceptable scenario for either the Technical Staff in the office or the RECs.

From January 1st we propose to put a system in place whereby technical calls will be logged in strict order of receipt and the caller will be contacted as soon as one of the technical staff is available to deal with the query.

The initial phone call from the contractor should give an indication of the nature of the query so that the appropriate information can be to hand when they are called back.

Callers should also ensure that they have the full facts available such as MPRNs, Cert Numbers or other details relevant to the query being raised.

## 6. Refunds on Certs

RECs should note that Certs purchased are specifically allocated to that REC and can neither be used by another REC nor returned to ECSSA for a refund and reissue to a different REC.

While it is important to ensure that you have sufficient suitable Certs at all times, there is little point in purchasing large volumes which you might not be in a position to use for a considerable time.

This applies to all types of Certs ie. Industrial, Domestic, Sub System, Interim, Minor and Period Inspection Reports.

## 7. Certificate of Registration

The annual Certificate of Registration, which was issued instead of Membership Cards for the first time in 2013, will be continued in 2014.

The reason for this change was that Local Authorities and Public Bodies were not satisfied that the person shown on the Membership Card was the contracting entity with whom they were dealing as in many cases the Qualified Certifier, rather than the Principal Duty Holder appeared on these Cards.

The Certificate of Registration lists the correct legal name of the person or company which is registered and also gives the date when that person or company was first registered as an REC.

This is an important document which should be carefully retained for use throughout the year and as it is not produced within ECSSA Office, there will be cost if a replacement has to be issued.

The 2014 Van Stickers will also show a distinctive colour change from those issued in 2013 and it is important that RECs should display up to date logos to reassure the public that they are in fact bona fide Registered Electrical Contractors.

## 8. Post Connection Certs – REMINDER

While there has been a significant improvement in the rate of return of Post Connection Certs, there is still an unacceptably high number outstanding.

Perhaps during the holiday period contractors could take the opportunity to check on all the Certs which they have issued for NEW Connections and REWIRES and ensure that any outstanding POST CONNECTION CERTS are completed and returned to ECSSA.

We have drawn this requirement to the attention of contractors on several previous occasions and have pointed out that non-compliance will ultimately lead to the suspension of the right to self-certify.

We would not wish to see any contractor arrive at this situation but will be left with no choice if non-compliance continues.

Given the amount of letters which have been sent to contractors, listing outstanding Post Connection Certs, there is no excuse why anybody should be unaware of the outstanding Certs expected from him.

ECSSA also informed contractors regarding the change to Accredited Courses from July 1st 2013 and highlighted that there was an opportunity to attend the existing Verification and Certification Courses before that date. The information provided to contractors on that matter did not seem to be noted by contractors, who likewise are ignoring the warnings about the return of post connection certs.

**These warnings and appeals are issued to contractors for their own good and it is regrettable to find that there are RECs who either do not bother to read the Newsletters or Correspondence sent to them or simply ignore the guidelines which they contain.**

## Holiday Arrangements

The ECSSA Office will close at 3pm on Friday, December 20th and will reopen at 9am on January 2nd 2014.

In the event of an Emergency (and we mean a genuine Emergency) please contact (087) 2569547

## Easy Payments Plus

who have created our Online Payment System, have kindly provided €50 All4One Voucher to be raffled between all those who use the on line payment system to pay their Annual Membership during the month of January




# ECSSA Member Offer

**Need to Hit the target?**

**1000 Business Cards €65+ VAT**  
Printed full colour both sides  
• Gloss or Matt Laminated for Extra €10.00

**Docket Books** NCR Printed black, numbered, perfed

<b>5 A4 Docket Books Duplicate</b> (Sets of 50) <b>€70+ Vat</b>	<b>TriPLICATE</b> (Sets of 50) <b>€90+ Vat</b>
<b>5 A5 Docket Books Duplicate</b> (Sets of 50) <b>€55+ Vat</b>	<b>TriPLICATE</b> (Sets of 50) <b>€65+ Vat</b>
<b>10 A4 Docket Books Duplicate</b> (Sets of 50) <b>€100+ Vat</b>	<b>TriPLICATE</b> (Sets of 50) <b>€130+ Vat</b>
<b>10 A5 Docket Books Duplicate</b> (Sets of 50) <b>€80+ Vat</b>	<b>TriPLICATE</b> (Sets of 50) <b>€95+ Vat</b>

*Please quote your ECSSA Membership Number when ordering to secure these special offer prices.*



**MURPHY**  
PRINT & DESIGN

tel 064 66 34650 fax 064 66 36394 email [sales@murphyprint.com](mailto:sales@murphyprint.com) website [www.murphyprint.com](http://www.murphyprint.com)