



An Coimisiún  
um Rialáil Fóntais  
Commission for  
Regulation of Utilities

# Gas Safety Supervisory Criteria Document Version 2.1

## The Regulation of Gas Installers with Respect to Safety

December 2025

	<b>Document Control</b>
Version:	Version 2.1
Release Date:	xxxx 2026
Reference	CRU/XX/0XX
Author	Commission for Regulation of Utilities
Version:	Version 2
Consultation Proposal:	December 2024
Reference	CRU/24/25826
Author	Commission for Regulation of Utilities
Version:	Version 1.7
Release Date:	13 <sup>th</sup> August 2020
Reference	CRU/20/088
Author	Commission for Regulation of Utilities
Version:	1.6
Release Date:	28 <sup>th</sup> July 2016
Reference	CER/16/222
Author	Commission for Energy Regulation
Version:	1.5
Release Date:	19 <sup>th</sup> November 2015
Reference:	CER/15/280

Author:	Commission for Energy Regulation
Version:	1.4
Release Date:	19 <sup>th</sup> September 2013
Reference:	CER/08/130

Author:	Commission for Energy Regulation
Version:	1.3
Release Date:	27 <sup>th</sup> June 2011
Reference:	CER/03/130
Author:	Commission for Energy Regulation
Version:	1.2
Release Date:	19 <sup>th</sup> May 2011
Reference:	CER/08/130
Author:	Commission for Energy Regulation
Version:	1.1
Release Date:	28 <sup>th</sup> January 2010
Reference:	CER/08/130
Author:	Commission for Energy Regulation



# TABLE OF CONTENTS

## SECTION A – INTRODUCTION & INTERPRETATION

1	OBJECTIVE OF CRITERIA DOCUMENT.....	8
2	ROLE OF THE CRITERIA DOCUMENT.....	8
3	OPERATIONAL PROCEDURES.....	10
4	SCOPE.....	10
5	PROVISIONS.....	10
6	DEFINITIONS.....	12

## SECTION B - THE BODY

1	STRUCTURE AND ORGANISATION OF THE BODY .....	21
2	FUNCTIONS RELATING TO RGI's.....	28
3	INSPECTION AND AUDIT .....	32
4	CHANGES TO REGISTRATION STATUS OF AN RGI.....	36
5	FUNCTIONS RELATING TO THE PUBLIC.....	38
6	OTHER OBLIGATIONS.....	40
7	REPORTING OBLIGATIONS.....	41

## SECTION C - THE REGISTERED GAS INSTALLER

1	HOW TO BECOME A MEMBER OF THE BODY:.....	43
2	RIGHTS OF AN RGI.....	47
3	RESPONSIBILITIES OF AN RGI .....	49
4	CONTINUANCE OF REGISTRATION .....	54
5	CESSATION OF REGISTRATION .....	56
6	RE-INSTATEMENT OF AN RGI TO THE REGISTER .....	56

## SECTION D - DISCIPLINARY PROCEDURES

1	GENERAL .....	59
2	DEFINITIONS.....	59
3	LIABILITY OF THE RGI TO DISCIPLINARY ACTION .....	60
4	DUTIES OF THE RGI.....	62
5	ROLE OF THE COMPLAINTS OFFICER, THE INSPECTOR, THE DISCIPLINARY COMMITTEE AND THE APPEALS PANEL .....	63
6	PROCESSING OF COMPLAINTS BY THE BODY. ....	63

7	INVESTIGATION OF COMPLAINT BY THE COMPLAINTS OFFICER.....	64
8	ADJUDICATION OF THE COMPLAINT BY THE DISCIPLINARY COMMITTEE.....	66
9	FINDINGS AND ORDERS OF THE DISCIPLINARY COMMITTEE.....	68
10	APPEALS TO THE APPEALS PANEL.....	69
11	APPEAL TO THE APPEALS COMMITTEE OF THE COMMISSION.....	71
12	APPLICATION OF DISCIPLINARY SANCTIONS BY THE BODY.....	71

**SECTION E - APPEALS PROCESS**

1	APPEAL BY THE RGI.....	74
2	COMMISSION APPEALS OFFICER AND PROCEDURES.....	74

**SECTION F - AUTHORISED OFFICER**

1	AUTHORISED OFFICER.....	77
2	INSPECTION CARRIED OUT BY AN AUTHORISED OFFICER.....	78
3	AUTHORISED OFFICER INSPECTION REPORT.....	79

**APPENDICES**

OPERATIONAL PROCEDURE 1: DECLARATION OF CONFORMANCE.....	81
OPERATIONAL PROCEDURE 2: MODIFICATIONS.....	91
OPERATIONAL PROCEDURE NO 3: INSPECTION CRITERIA AND PERFORMANCE MARKING SCHEME FOR NEW, UPGRADED AND EXISTING DOMESTIC GAS INSTALLATION.....	104
OPERATIONAL PROCEDURE NO. 4 - APPLICATION FOR CHANGE OF INSTALLER.....	114

# **Section A**

## *Introduction and Interpretation*

---

## **A1 OBJECTIVE OF CRITERIA DOCUMENT**

Under the Electricity Regulation Act 1999, (the ‘1999 Act’) <sup>[FOOTNOTE 1]</sup>, the CRU has the responsibility to regulate the activities of natural gas undertakings, natural gas installers and LPG installers with respect to safety.

As required under the Act, the Commission will discharge this responsibility through the establishment and implementation of a natural gas safety regulatory framework (the ‘Framework’).

As part of the Framework <sup>[FOOTNOTE 2]</sup> the Commission committed to developing a comprehensive system for the regulation of the activities of natural gas installers with respect to safety which will incorporate

*“a system for the regulation, certification, ongoing inspection of the work and assessment of competence of individual trained natural gas installers”* <sup>[FOOTNOTE 3]</sup>

This is described in the Commission’s *“Vision for the Regulation of Gas Installers with Respect to Safety”* (ref. CER/07/225). The CRU’s Vision document also outlined the CRU’s intention to extend the regulatory scheme to incorporate the regulation of LPG installers following the establishment of the system for the regulation of natural gas installers.

The Act requires the Commission to develop a Criteria Document which will set out how the gas installer safety regime will operate and be governed. The Act provides that the Criteria Document relates to gas safety supervision, safety standards to be achieved and maintained by gas installers and the procedures to be operated by the Gas Safety Supervisory Body (the Body).

The Criteria Document will operate in adherence to the provisions of the Framework. The aim of the Criteria Document is to facilitate the achievement of a stable and robust regulatory system that adheres to legislative requirements and sets out clear and transparent rules for the Registered Gas Installer, the Gas Safety Supervisory Body and other relevant parties under the Regulatory System.

## **A2 ROLE OF THE CRITERIA DOCUMENT**

The Criteria Document is intended to serve as an open and transparent means of:

- Outlining the rights, duties and functions to be fulfilled by the Body and RGIs;

---

<sup>1</sup> As amended by the Energy (Miscellaneous Provisions) Act 2006 and the Energy (Biofuel Obligation and Miscellaneous Provisions) Act 2010

<sup>2</sup> A Natural Gas Safety Regulatory Framework for Ireland, Approach Paper, Decision, CER/07/172.

<sup>3</sup> Section 12(b) of the 2006 Act which inserts Section 9(1G)(b)(ii) and (iii) of the 1999 Act.

- Establishing the standards for parties undergoing the designation process to be measured against;
- Providing a basis for the on-going assessment/audit of the Body by the CRU;
- Providing a basis for the on-going assessment/audit of the RGIs by the Body;
- Prescribing the Technical Rules which all RGIs will be obliged to comply with;
- Prescribing the qualification and competency requirements for different membership categories of RGIs;
- Specifying broad principles on how the Certification Process will operate;
- Specifying the procedures to be employed at interfaces between industry participants necessary to ensure the effective operation of the Regulatory System; and,
- Specifying the overall governance arrangements to be applied in overseeing the Regulatory System.

RGIs and the Body will be required to accede to the requirements and procedures of the Criteria Document. The Act requires that the Commission shall only designate a party to act as a Gas Safety Supervisory Body if it is satisfied that the party is capable of complying with the requirements of the Criteria Document.

As provided for in the Act, the Commission “*may review or amend the criteria as often as it considers necessary*”. The Criteria Document will act as the mechanism through which changes to the operation of the Regulatory System, be they corrective actions or improvements, will be managed by the Commission.

In this regard, the Commission has committed to on-going stakeholder involvement in the review of the Criteria Document and its operation and this review and modification process will be formalised through the Criteria Review Panel for the Regulation of Gas Installers (“CRP”), as described in the Vision Document. The core function of the CRP will be to act as the mechanism for the industry to propose and discuss modifications to the Criteria Document in an open and transparent manner.

Further to this, any such modification proposals will be presented to the Commission for decision.

## **A3 OPERATIONAL PROCEDURES**

In addition to the rules and requirements as set out in this Criteria Document, there will be put in place a number of Operational Procedures. The Operational Procedures will set out, in detail, the procedures to be followed by relevant parties in performing certain obligations and functions under this Criteria Document. The Operational Procedures (as amended or modified from time-to-time) shall be construed as being part of this Criteria Document.

The Operational Procedures will be developed by the Commission in consultation with the Body and the wider industry post designation.

## **A4 SCOPE**

When Gas Works, as defined by regulations, are carried out in any premises, responsibility for those Gas Works resides with the installer who carries out the work. As required under the Act and from a public safety viewpoint, it is necessary that such an installer is registered with the Body. This Registration confirms that the installer has carried out Gas Works in compliance with the relevant industry technical standards.

This Criteria Document sets out the criteria to be met by an RGI to maintain Registration with the Body. The Body must ensure each RGI registered with it adheres to and complies with this Criteria Document. It also sets out the requirements placed on the Body itself.

## **A5 PROVISIONS**

### ***General:***

The policies and procedures under which the Body shall operate shall be non-discriminatory and shall be administered in a non-discriminatory manner. Procedures shall not be used to impede or inhibit access by applicants for Registration or for certification of Gas Works, other than as provided for in the criteria for Registration, and any relevant industry standard referenced therein or such other rules as approved/specified by the Commission.

The Body shall make its services accessible to all RGIs and applicants whose activities fall within its declared field of operation. There shall not be undue financial

or other conditions imposed on any party seeking or obtaining Registration, other than as provided for in this Criteria Document.

***Legal and Governance:***

This Criteria Document shall be interpreted, construed and governed in accordance with the Laws of Ireland.

The legal instruments that will be employed to enforce compliance with the provisions of the Act and this Criteria Document will be:

- The Terms and Conditions of Appointment in the case of the Supervisory Body;

*and*

- The *Terms and Conditions of Registration* in the case of the gas installers.

***Priority:***

In the event of any conflict between any Party's obligations pursuant to any legal requirements of the Criteria Document, such conflict shall be resolved according to the following order of priority:

1. Requirements under the applicable primary and secondary legislation;
2. Any applicable requirement, direction, determination, decision instruction or rule of the Commission;
3. The Terms & Conditions governing the appointment of the Body (in so far as applicable to the situation); and,
4. The detailed criteria including the rules of registration as set out in this Criteria Document.

***Interpretation:***

In this Criteria Document, the following interpretations shall apply unless the context requires otherwise:

- The Table of Contents, any Indexes and Headings in this Criteria Document, are for ease of reference only and do not form part of the contents of this Criteria Document and do not and shall not affect its interpretation;
- Any reference to legislation, primary or secondary, in this Criteria Document includes statutory interpretation, amendment, or modification re-enactment or consolidation of any such legislation and any regulations or orders made thereunder.

**Data Protection:**

Without prejudice to the generality of any other provision of this Criteria Document, each Party shall comply with the applicable requirements of Data Protection Legislation in respect of any Personal Data which it processes in the course of its activities in connection with the Criteria Document

**Freedom of Information Acts:**

All Parties confirm and acknowledge that although they may inform the Body or the Commission in writing that specific information pursuant to this Criteria Document may be classified as Confidential Information, it may be subject to disclosure in accordance with the provisions of the Freedom of Information Act 1997 and 2003.

**Term:**

The Criteria Document shall commence on the Commencement Date and shall have no fixed duration.

**A6 DEFINITIONS**

<b>Act</b>	means the Energy (Miscellaneous Provisions) Act 2006 (and any amendment thereto);
<b>Adaptation Period</b>	means a compensation measure where an applicant for the Recognition of International Professional Qualifications for Gas Installers works as a Trainee under a supervising RGI for a period of time as determined and assessed by the Panel of Experts. An Adaptation Period can be in either the Domestic or Non-Domestic membership categories;
<b>Advanced Craft Certificate</b>	means a craft apprenticeship qualification as awarded by SOLAS (formerly National Craft Certificate as awarded by FÁS/ Department of Education).
<b>Applicable Laws</b>	means the Energy (Miscellaneous Provisions) Act 2006 (and any amendment thereto);
<b>Application</b>	means an application by any party seeking registration with the Body which meets the requirements for

application as set out in the Rules of Registration and Section B.2 of the Criteria Document;

**Audit**

means review of the procedures and processes carried out by the RGI in order to ensure compliance with the requirements placed upon him/her by this Criteria Document, other requirements as specified by the Body and/or the Commission and/or any directions further to a Disciplinary Procedure (Section D);

**Authorised Officer**

means an officer who has been appointed by the Commission under paragraph 9(F)(20) of the Act;

**Body**

means any person appointed by the Commission, pursuant to the Act, to act as the Gas Safety Supervisory Body;

**Brand**

means the name, logo and associated promotional materials/activities, associated with the Regulatory System, and as specified by the Commission;

**Certificate of Appointment (Authorised Officer)**

means the certificate issued by the Commission to an Authorised Officer, confirming their appointment, functions, duties and powers and the terms and conditions associated with such appointment, including the period of validity of the appointment, and which must be presented, on request, by the Authorised Officer to any person affected when exercising a power conferred by that appointment;

**Certification System**

means the system for the certification of Gas Works as prescribed by the Commission further to “Operational Procedure No.1 – Certification”;

**Commission**

means the Commission for Regulation of Utilities;

**Competency Assessment**

means a competency assessment conducted by an Assessment Body accredited by INAB or equivalent Accreditation Body against centralised competency assessment criteria approved by the Commission and ISO 17024;

**Core Activities**

means those activities prescribed by the Commission, in accordance with the Act, and pursuant to Section B of the Criteria Document, which must be undertaken by the Body and carried out in accordance with the requirements specified by the Commission;

**Criteria Document**

means the Criteria Document which is specified and published by the Commission pursuant to the Act and as may be amended from time to time;

**Customer**

means, as the case may be, a customer of an RGI or another Third Party;

**De-Designation**

means the loss of designation of the Body as the Gas Safety Supervisory Body, further to a determination or direction by the Commission;

**De-Registration**

means the loss of a person's RGI status and removal from the Register further to a request from an RGI or determination by the Body;

**Designation Conditions**

means those conditions prescribed by the Commission in designating a Body and to which the designation of a Body is subject (and which may also be called "Terms and Conditions of Appointment");

**Disciplinary Process**

means the process and procedures applied by the Body and/or the Commission pursuant to Section D;

<b>Domestic Gas Works</b>	means a category of Gas Works designated as such by regulations;
<b>Domestic Gas Safety award (DGS)</b>	means the award offered by QQI for Domestic Gas Safety;
<b>Domestic Gas Assessment (DGA)</b>	means five-year competency assessment for domestic gas installers, approved by INAB
<b>Gas Works</b>	means classes of gas works as provided for under regulations;
<b>GID</b>	means the Gas Installer Domestic training qualification;
<b>HSA</b>	means the Health and Safety Authority of Ireland;
<b>INAB</b>	means the Irish National Accreditation Board which is the national body with responsibility for accreditation in accordance with the relevant International Organisation for Standardisation ISO 17000 series of standards and guides and the harmonised EN 45000 series of European standards;
<b>Inspection</b>	means the inspection of the Gas Works carried out (completed or work in progress), by RGIs;
<b>I.S. 813</b>	means the official standard covering the Domestic installation of natural gas and LPG for Ireland which is governed by the National Standards Authority of Ireland (NSAI) and which may be amended from time to time;
<b>I.S. 820</b>	means the official standard covering the Non-Domestic installation of natural gas and LPG for Ireland which is published by the National Standards Authority of Ireland (NSAI) and which may be amended from time to time;

<b>I.S. EN 1949</b>	means the official standard covering the installation of LPG systems for habitation purposes in leisure accommodation vehicles and in other road vehicles for Ireland which is governed by the National Standards Authority of Ireland (NSAI) and which may be amended from time to time;
<b>LPG</b>	means liquefied petroleum gas;
<b>LPG fitting</b>	means any non-portable appliance, apparatus or other thing including associated pipe work and flueing which is designed to be used by: - A Domestic customer, or, Such class or classes of industrial or commercial customer as the Commission may specify from time to time, in connection with the consumption or use of LPG;
<b>LPG Undertaking</b>	means any person who imports LPG and or purchases LPG directly from a refinery within the state and makes LPG available to individual domestic or individual commercial end users by way of LPG cylinder, bulk tank or via a piped LPG distribution network;
<b>Network System Operator</b>	means the Body licensed to exercise the functions of the Network System Operator by the Commission;
<b>Non-Domestic Gas Safety award (NDGS)</b>	means the core component of the award offered by QQI for Non-Domestic gas safety.
<b>Non-Domestic Gas Works</b>	means a category of Gas Works designated as such by regulations;
<b>Notification of Hazard</b>	means a notice submitted by the RGI to the Body, outlining Gas Works encountered which are not compliant with I.S. 813, I.S.

EN 1949 or I.S. 820. This includes identification of gas works with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these;

**NSAI**

means the National Standards Authority of Ireland;

**Operational Procedure(s)**

means those procedures which will be developed by the Commission and the Body and included in the Criteria Document post designation and which may be amended from time to time thereafter;

**Panel of Experts**

means the Panel of Experts for the Recognition of International Professional Qualifications for Gas Installers, as appointed by the Commission to determine applications to access the Register by people with non-Irish qualifications;

**Permitted Activities**

means those activities which, in addition to the Core Activities, may be undertaken by the Body further to the requirements of Section B, subject to the prior and express approval of the Commission, and which must be carried out in accordance with any requirements specified by the Commission;

**Principal RGI**

means an RGI who is responsible for oversight, recording and validating the gas work conducted by RGI's under their direction.

**Publish**

means the release and distribution to the industry and the general public of documentation and information in the form approved by the Commission, which shall include the presentation of the documentation and information through the website of the Body and

the email distribution list (and/or postal distribution list) of all RGIs registered with the Body;

**QQI**

means Quality and Qualifications Ireland the State agency responsible for promoting quality and accountability in education and training services in Ireland responsible for promoting quality and accountability in education and training services in Ireland

**Recognition of Prior Learning Board**

means the Gas Safety Recognition of Prior Learning Board which assesses applicants eligibility to join the RGI Scheme where they currently carry out Non-Domestic gas works but do not meet the entry requirements to join the scheme, as set out in their terms of reference.

**Register**

means the Register of RGIs published by the Body in accordance with Section B.5.2 of this Criteria Document;

**Registered Gas Installer or RGI**

means any party who is registered by the Body pursuant to the Act;

**Registration**

means the confirming of a party's Registration further to the completion of the Applications Procedure (specified in Section B) and the associated entitlements arising from same;

**Registration Number**

means the unique number issued by the Body to an RGI upon the granting of Registration to the RGI and shall be in accordance with any requirements specified by the Commission with respect to its format;

**Regulatory System**

means the system for the regulation of gas installers with respect to safety established by the Commission pursuant to the powers and provisions

	of Section 13 of the Act and as set out in this Criteria Document;
<b>Revocation of Registration</b>	means the permanent withdrawal by the Body of an RGI's Registration;
<b>Rules of Registration</b>	means those Rules of Registration as specified by the Body and approved by the Commission further to the provisions of Section B.2.3 of the Criteria Document;
<b>SOLAS</b>	means the state organisation with responsibility for funding, planning and co-ordinating Further Education and Training in Ireland.
<b>Sub-Contractor</b>	means an RGI hired by another RGI to undergo a certain part of the gas work being undertaken by the RGI;
<b>Supervising RGI</b>	means an RGI who is responsible for supervising, recording and validating the gas work conducted by a Trainee under their supervision.
<b>Suspension of Registration</b>	means the withdrawal by the Body of an RGI's Registration for a period of time specified by the Body;
<b>Technical Rules</b>	means I.S. 813, I.S. EN 1949, I.S. 820 and other applicable standards currently in force, for the Gas Works being undertaken and any other technical rules or standards as may otherwise be specified by the Commission;
<b>Terms and Conditions of Appointment</b>	means the terms and conditions of designation of the Gas Safety Supervisory Body;
<b>Trainee</b>	means categories of membership open to people undertaking an Advanced Craft Certificate apprenticeship or an Adaptation Period as specified by the Panel of Experts. Trainees must only carry out gas works under a nominated supervisor with Full Membership.

# ***Section B***

## *The Body*

---

## **B1 STRUCTURE AND ORGANISATION OF THE BODY**

### **B 1.1 Organisation Structure**

B 1.1.1 The Body shall be structured, organised and have in place corporate governance arrangements and arrangements with respect to the Brand such that they are in accordance with the Designation Conditions of Appointment.

### **B 1.2 Overall Function of the Body and Permitted Activities**

**B 1.2.1** The Body's primary function shall be the regulation of gas installers with respect to safety.

**B 1.2.2** In discharging this function, the Body shall be obliged to undertake certain Core Activities. These will include:

- (i) Receipt, processing and evaluation of Applications for Registration;
- (ii) Registration of gas installers and publication of a Register;
- (iii) Monitoring, Inspection and Audit of RGIs;
- (iv) Investigation of gas safety related complaints received from the public with respect to RGI's and Gas Works;
- (v) Disciplining of RGIs;
- (vi) Management of the distribution, sale, recording, control and the validation of Completion Certificates;
- (vii) Management of the "Notification of Hazard" process with respect to Gas Works;
- (viii) Public and Industry awareness activities which may include promotional activities aimed at increasing the membership of the Body;
- (ix) Interaction and co-ordination of activities with at least the following entities as the Commission may direct from time to time:
  - The HSA with respect to general safety; the NSAI with respect to standards;

- The Network Operator and LPG Undertakings with respect to Certification, Notice of Hazards and other issues as directed;
  - QQI with respect to gas training awards;
  - Training providers with respect to gas training courses;
  - INAB with respect to accreditation of competency assessment bodies;
  - Competency Assessment Bodies accredited by INAB or equivalent with respect to formal competency assessments;
  - Gas Appliance Suppliers with respect to obtaining an overview of the level and range of activities in the market; and
  - Other interested parties for information/communication purposes as appropriate.
- (x) Maintaining records of, and reporting on, the activities of the Body; and,
- (xi) The operation, and use, of the Brand in accordance with the requirements specified by the Commission.

**B 1.2.3** The Commission shall specify activities, in addition to its Core Activities, which the Body will be permitted to undertake (Permitted Activities) in accordance with approval granted by the Commission. The Permitted Activities shall include, but are not limited to the following:

- (i) The development, publication and sale of safety related reference material which is not specifically required elsewhere in this Criteria Document; and
- (ii) Where appropriate, the investigation of Gas Incidents, which are not specifically covered by the Body's Core Activities.

**B 1.2.4** The Body, in carrying out its Core Activities and Permitted Activities, shall be required to operate in a reasonable, fair, consistent, timely, efficient and effective manner.

**B 1.2.5** The Body, pursuant to the Terms and Conditions of Appointment and the Act, shall not:

- (i) act in the capacity of a trade organisation;
- (ii) perform any representative function on behalf of any persons working in the gas industry;
- (iii) engage in Gas Works and/or consultancy with respect to Gas Works;
- (iv) provide any other products or services, which could compromise the confidentiality, objectivity or impartiality of its Registration or certification process and decisions; and/or

- (v) provide preferential treatment to one RGI over another. Any customer requesting RGI details should be referred by the Body to a complete list of RGI's or be referred to its online Register.

## **B 1.3 Legal Requirements and Confidentiality**

- B 1.3.1** The Body shall adhere to and be compliant with all Applicable Laws pertaining to its functions, activities and operations, insofar as applicable to it and its operations.
- B 1.3.2** The Body shall have adequate arrangements consistent with Applicable Laws to safeguard confidentiality of the information obtained in the course of it carrying out its Core Activities and Permitted Activities. Where the law requires information to be disclosed to a third-party, the party to whom the information concerned relates shall be informed of the information provided as permitted by the law. For the avoidance of doubt, the Commission shall not be considered a third party for the purposes of this section.
- B 1.3.3** For the avoidance of doubt, for the purposes of the Data Protection Acts 1988 and 2003, the Commission is “data controller” in relation to personal data pertaining to the Core Activities of the Body. The Body is “data processor” in that regard. The Body shall ensure that it gives legal effect to these arrangements in drafting and operating its procedures, policies, agreements, etc. and in soliciting, obtaining and storing information on its Core Activities.
- B 1.3.4** For the avoidance of doubt, where required by the Commission to do so, the Body shall disclose to the Commission (or any other third party as the Commission may direct), such information relating to its Core Activities and the RGIs registered with it as may be directed by the Commission.

## **B 1.4 Policies and Procedures of the Body**

- B 1.4.1** The Body shall have statements of policy relating to all of its Core Activities and Permitted Activities and procedures pursuant to the Terms and Conditions of Appointment and any other legal obligations arising from any Applicable Law.
- B 1.4.2** The Body shall prepare the following documentation in accordance with the requirements specified in this Criteria Document and/or as may furthermore and otherwise be specified by the Commission:
  - (i) Application Procedure;
  - (ii) Registration Decision Appeal;
  - (iii) Registration Renewal Procedure;

- (iv) Rules of Registration;
- (v) Risk Monitoring System;
- (vi) Performance Marking Scheme;
- (vii) Inspection Procedure;
- (viii) Audit Procedure;
- (ix) Certification Procedure in respect of gas works undertaken;
- (x) Disciplinary Procedures in accordance with Section D;
- (xi) Suspension and Revocation Procedures;
- (xii) Customer Charter;
- (xiii) The Register; and,
- (xiv) Complaints Procedures.

These documents shall all be subject to the approval of the Commission and any changes to such documentation shall be subject to the approval of the Commission.

**B 1.4.3** In addition to the requirements of Section B 1.4.2, the Body shall make publicly available (through publications, electronic media or other means, including further to a direct request by any party), updated at regular intervals, information pertaining to how the Body operates. This shall include the following:

- (i) a documented statement of its systems for Registration, Certification, Inspection and Audit, Monitoring and Disciplining parties registered with it; and,
- (ii) a description of the means by which the organisation obtains financial support and general information on the fees charged to registered members for Registration or Certification Services.

## **B 1.5 Record-keeping and Documentation**

**B 1.5.1** The Body shall have an information management system in place to ensure that records are properly kept and maintained in relation to the requirements as set out through the Terms and Conditions of Appointment. These requirements shall include but are not limited to the following:

- (i) A full record of each Application for Registration received and processed;
- (ii) Records of the RGI's insurance cover, which shall show that it is both valid and does not breach the Regulatory Arrangements;
- (iii) Records of Inspections, Audits and Non-Compliance Reports relating to RGI's and follow-up actions;
- (iv) All disciplinary matters relating to an RGI; and,

(v) Completion Certificates received by the Body and validated.

**B 1.5.2** The Body shall ensure that it has in place adequate systems for record keeping and documentation management.

**B 1.5.3** The system shall, at a minimum, have the capability to track and report with respect to the operation of its Core Activities and Permitted Activities.

**B 1.5.4** The Body shall establish and maintain procedures to control all documents and data that relate to its Core Activities and Permitted Activities. These documents shall be reviewed and approved for adequacy by the Commission prior to issuing any documents following initial development or any subsequent amendment or change being made.

**B 1.5.5** The distribution of all such documents shall be controlled to ensure that the appropriate documentation is made available to personnel of the Body or RGIs, as the case may be, when they are required to perform any function relating to the Body's Core Activities, Permitted Activities and/or the Terms and Conditions of Appointment.

## **B 1.6 Systems and Accreditations**

**B 1.6.1** The Body shall have in place a fit for purpose Quality Management System for facilitating it in meeting the requirements specified in Section B 1.5.1 to 1.5.5.

**B 1.6.2** The Body shall meet such other requirements relating to:

- (i) Accreditation and certification with external parties;
- (ii) The adoption of best practice;
- (iii) The adoption of and/or compliance with standards; and
- (iv) Other ancillary requirements as may be directed by the Commission from time to time.

**B 1.6.3** The Body shall have in place suitable arrangements with respect to its IT and Data Control/Storage facilities in order to ensure that these are reasonably robust, secure and that any data held by the Body further to its undertaking its Core Activities is protected from theft/loss/damage. Such arrangements shall have due regard for business continuity planning as considered appropriate by the Body or as may otherwise be specified by the Commission.

## **B 1.7 Financial and Insurance Requirements**

**B 1.7.1** Any financial requirements of the Body will be confirmed through the Terms and Conditions of Appointment.

- B 1.7.2** The Body shall have the financial stability and resources required for the operation of its Core Activities and Permitted Activities which shall be carried out in accordance with Section B 1.2.2 and 1.2.3.
- B 1.7.3** The fees and charges imposed by the Body relating to its functions and services further to carrying out its Core Activities shall be subject to review and approval by the Commission.
- B 1.7.4** For the avoidance of doubt, revenues from the operation of its Core Activities shall not be used to subsidise any Permitted Activities undertaken by the Body.
- B 1.7.5** The Body shall maintain insurance in accordance with the requirements specified by the Commission in the Terms and Conditions of Appointment.
- B 1.7.6** The Body shall also prepare, maintain and present its accounts in accordance with the requirements specified by the Commission in the Terms and Conditions of Appointment.

## **B 1.8 Personnel**

- B1.8.1** The Body shall ensure that there are appropriate resources available and in place to carry out its functions as set out in Section B 1.2.
- B 1.8.2** Information on the relevant qualifications training and experience of each staff member of the Body involved in the certification, Registration, Inspection, Audit and evaluation processes shall be maintained by the Body. Records of training and experience shall be kept up to date.
- B 1.8.3** Inspections of Gas Works which have been carried out by RGIs, as outlined in Section B 2.1, shall only be carried out by a person or persons employed by the Body as an Inspector and who meet the requirements set out in Section B 3.2 of this Criteria Document.
- B 1.8.4** Audits of RGIs will be carried out by appropriate competent people as set out in Section B 3.2.
- B 1.8.5** The Body shall require its personnel to comply with the rules specified by the Body, which shall include appropriate provisions relating to confidentiality and shall include an obligation for parties engaged by the Body to be independent from commercial and other interests, (including any party registered with the Body), unless as may otherwise be excepted/approved by the Commission.

## **B 1.9 Direction from the Commission and Audit/Inspection**

- B 1.9.1** The Body shall comply with any directions or determinations made by the Commission.

**B 1.9.2** The Body shall be audited with respect to its compliance with the Terms and Conditions of Appointment and by extension this Criteria Document and shall comply with the requests of Auditors, the Commission, Authorised Officers and Inspectors appointed by the Commission in that regard.

## **B 1.10 Co-ordination and Co-operation with Other Entities**

**B 1.10.1** The Body shall co-ordinate and co-operate with any other Entities in carrying out its Core Activities and Permitted Activities, as set out in Section B 1.2.2 and 1.2.3, and as may otherwise be directed by the Commission.

**B 1.10.2** The Body shall comply with any requirements specified by the Commission, including the type and levels of interaction with other parties, in relation to the commencement of its Core Activities and Permitted Activities, receipt of data, records, system interfaces and other such requirements as specified.

**B 1.10.3** The Body must report to the Network Operator or LPG undertaking, as appropriate on any gas escape/emergencies notified to them.

**B 1.10.4** The Body will operate in line with the Network Operator's or LPG Undertakings' procedures, as the case may be, in instances where the Body requires interaction with the Network Operators or LPG Undertakings processes in dispatching its duties.

## **B2 FUNCTIONS RELATING TO RGI's**

### **B 2.1 Membership Categories of Registration**

**B 2.1.1** For the purposes of this Criteria Document, the terms “Registered Gas Installer” or “RGI” shall be deemed to refer to the below classes of registration, unless otherwise stated.

(i) Domestic Gas Works / Non-Domestic Gas Works

**B 2.1.2** There are three individual membership categories of Registration with the Body

- (i) Full Membership
- (ii) Trainee Membership
- (iii) Trainee (Adaptation Period) Membership.

Each membership category will have the following General Membership conditions:

- a. Hold appropriate commercial insurance.
- b. Pay the appropriate membership fee to the Body (see Section B 1.7).

**B 2.1.3** The specific requirements for each membership category are as follows:

#### ***Full Membership***

Full Membership will be open to individuals <sup>[FOOTNOTE 4]</sup> who hold:

*One of the following entry requirement Gas Qualifications:* <sup>[FOOTNOTE 5]</sup>:

- (i) A Domestic Gas Safety award (DGS);

*Or*

---

<sup>4</sup> Any previously registered individual, who was not registered for the preceding period of two years or greater, will be required to complete the on-going competency assessment prior to re-entering the scheme.

<sup>5</sup> Any new applicant who has an entry requirement Gas Qualification\*, which was not attained in the previous five years, will be required to complete the on-going competency assessment prior to entering the scheme.

\*Until 31st August 2026, the following applies: Applicants to the scheme in 2026 having completed the NDGS at any time until 31st August 2026 will be required to complete on-going Competency Assessment five years from the date of joining the scheme.

- (ii) A Non-Domestic Gas Safety award (NDGS):

*Or*

- (iii) A Gas Installer Safety (GIS) award obtained prior to the 1st January 2017 <sup>[FOOTNOTE 6]</sup> and a Gas Installer Domestic (GID) award obtained prior to the 1st January 2017, or equivalent. <sup>[FOOTNOTE 7]</sup>

*Or*

- (iv) Confirmation as an eligible gas installer by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers.

*And either*

- (i) An Irish Advanced Craft Certificate in Gas Fitting, Electrical, Plumbing, Pipefitting or Refrigeration.

*Or*

- (ii) Confirmation as an eligible gas installer by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers

*Or*

- (iii) Confirmation as an eligible gas installer by the Recognition of Prior Learning Board. <sup>[FOOTNOTE 8]</sup>

### ***Trainee membership***

Trainee membership will be open to individuals who are:

---

<sup>6</sup> This timeframe does not apply to candidates who completed GIS training as part of a Level 6 advanced craft certificate in Plumbing with SOLAS prior to the 31<sup>st</sup> December 2020.

<sup>7</sup> Any new applicant who has an entry requirement Gas Qualification\*, which was not attained in the previous five years, will be required to complete the on-going Competency Assessment prior to entering the scheme.

\*Until 31st August 2026, the following applies: Applicants to the scheme in 2026 having completed the NDGS at any time until 31st August 2026 will be required to complete on-going competency assessment five years from the date of joining the scheme.

<sup>8</sup> Applicants who are confirmed as an eligible gas installer by the Recognition of Prior Learning Board must complete the NDGS award within 6 months of receiving this confirmation from the RPL Board, unless otherwise decided by the CRU.

Undertaking or have completed a plumbing apprenticeship (or Irish Advanced Craft Certificate in Electrical, Plumbing, Gas Fitting, Refrigeration or Pipefitting and are working towards Full Membership of the RGI scheme. Trainees must only carry out gas works under a nominated supervisor with Full Membership who will take responsibility for supervising work and signing off completion certificates issued by the Trainee.

### ***Trainee (Adaptation Period) Membership***

Trainee (Adaptation Period) membership will be open to individuals who are:

Undertaking an Adaptation Period compensation measure as agreed by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers process and are working towards Full Membership of the RGI scheme. Trainees (Adaptation Period) must only carry out gas works under a nominated supervisor with Full Membership who will take responsibility for supervising work and signing off completion certificates issued by the Trainee.

### **B 2.1.4 Company Registration**

The Regulatory System provides for individually Registered Gas Installers to operate under company registration.

Each RGI who will undertake gas works on behalf of the company must have Full or a Trainee membership of the Body as outlined in Section B 2.1.3.

## **B 2.2 Body's procedure for dealing with Applications for Registration**

- B 2.2.1** The Body shall have a documented procedure covering the requirements for Registration, the processing of applications for Registration and specifying the Body's evaluation criteria and the process to be used when dealing with applications for the various categories of Registration (Application Procedure).
- B 2.2.2** The Body shall ensure that this Application Procedure shall comply with the requirements specified further to Section B 2.3.
- B 2.2.3** The Body shall publish a "Registration Application Form" and the associated procedure for applying for registration. The Application Procedure shall include the timeframe for reviewing and processing Applications and shall include a schedule of fees for Registration.

- B 2.2.4** The Body may impose fees and charges of different amounts in respect of the different categories of membership set out in Section B 2.1.2 to 2.1.5. These fees shall be subject to the approval of the Commission in accordance with the requirements of Section B 1.7 (Financial and Insurance Requirements).

## **B 2.3 Rules of Registration**

- B 2.3.1** The Body shall develop Rules of Registration.
- B 2.3.2** The Body shall publish its Rules of Registration and shall make a copy of these available to any party requesting same.
- B 2.3.3** The Rules of Registration shall include a requirement for the RGI to comply with the Criteria Document in so far as they are applicable to it.
- B 2.3.4** The Body shall take all reasonable measures to inform the RGI and any other parties of the obligations placed on the RGI further to the Rules of Registration and shall take all such reasonable measures to inform any affected party of any changes to same in a timely manner.

## **B 2.4 Evaluation and Decision on Registration**

- B 2.4.1** The Body shall evaluate each application in accordance with the Application Procedure.
- B 2.4.2** In making its decision on whether or not to grant registration to an Applicant, the Body shall give due regard to the Applicant's previous Disciplinary history.
- B 2.4.3** In making its decision on whether or not to grant Registration to an Applicant, the Body shall also remain fair and impartial at all times.
- B 2.4.4** In the event that an application is rejected because of failure to meet any of the Application Procedure criteria contained within this Criteria Document, the Body shall include in its written response to the Applicant an explanation setting out the grounds for the rejection.
- B 2.4.5** The Body shall have in place a procedure for any appeal of the decision of the Body with respect to rejecting the Application for Registration to be made to the Body in the first instance (Registration Decision Appeal).
- B 2.4.6** The Body, in making its determination on the Registration Decision Appeal, and where the original decision to reject the application for Registration is upheld by the Body, shall inform the Applicant that the Body's decision on the Registration Decision Appeal may be appealed to the Commission.

**B 2.4.7** Such appeals shall be in accordance with the procedure to be specified by the Commission and the Commission's determination on this matter shall be final and the Body and the Applicant shall be bound by same.

## **B 2.5 Granting of Registration**

**B 2.5.1** The Body shall update its Register of Gas Installers accordingly ("the Register").

**B 2.5.2** In granting registration, the Body shall provide the RGI with documentation to act as confirmation of its registered status. The Body shall provide, to each RGI, formal Registration documents and an identification card. These formal Registration documents shall permit identification of the following:

- (i) the name and address of the RGI;
- (ii) the membership category of Registration granted;
- (iii) the effective date of Registration; and,
- (iv) the year when the RGI's competency will be reassessed.

**B 2.5.3** To remain registered each individual RGI shall need to complete the on-going competency assessment every five years at a minimum from first becoming a Full Member.

**B 2.5.4** The Body shall have a procedure for the renewal of Registration of RGIs on an annual basis (Registration Renewal Procedure). The Registration Renewal Procedure will include, but is not limited to, the following requirements:

- (i) The RGI has a DGA certificate of competence issued by a Certification Body accredited against ISO IEC 17024 by INAB or equivalent National Accreditation Body, in accordance with centralised criteria approved by the Commission with respect to I.S. 813, I.S. EN 1949 is up to date
- (ii) The RGI has appropriate commercial insurance.
- (iii) The RGI has paid the appropriate membership fee to the Body.

## **B 3 INSPECTION AND AUDIT**

## **B 3.1 Annual Inspection and Audit Programme**

- B 3.1.1** The Body shall present to the Commission, for its approval, an annual Audit and Inspection Programme (the 'Programme').
- B 3.1.2** This Programme shall detail the Body's plan with respect to the number of inspections and audits to be carried out by the Body and the basis for determining the frequency with which an RGI shall be audited and inspected.
- B 3.1.3** This Programme shall be submitted in accordance with the timeframe specified by the Commission.
- B 3.1.4** The Programme must demonstrate that it:
- (i) covers a reasonably representative cross-section of the various categories of RGI;
  - (ii) covers a representative range of Gas Works;
  - (iii) was developed using a risk-based approach;
  - (iv) meets targets as set down by the Criteria Document (see Section B 3.1.6 and 3.1.7); and,
  - (v) represents an effective and efficient use of the Body's inspection resources.
- B 3.1.5** The Programme should include provisions for planned audits and/or inspections, inspections as a result of complaints or other information, and re-visits to check on corrective actions as a result of a previous inspection and/or audits.
- B 3.1.6** The Audit and Inspection frequency, implicit in the Programme, will be a function of a risk-based assessment undertaken by the Body. However, at a minimum, the Body will provide for the following with respect to the different membership categories of RGI:

Upon granting of RGI status post 1<sup>st</sup> January 2010 –

A new RGI will be subject to a minimum of two (2) inspections in the first year. The first inspection must take place within one (1) month of registration with one (1) further inspection to take place in the remaining eleven (11) months.

*For installers who have been granted RGI status for 12 months or longer:*

– at a minimum, one (1) inspection per annum. For full members who have trainee members working under their supervision, such inspections will also include any work carried out by the Trainee;

- B 3.1.7** (Section removed in Criteria Document Modification 1.5)

- B 3.1.8** The Body may impose higher Registration fees or direct Inspection fees/charges on RGIs which require a higher level of monitoring (Inspection/Audit) on the basis of the increased costs associated with such higher levels of monitoring. This shall be subject to the approval of the Commission in accordance with the requirements of Section B 1.7 (Financial and Insurance Requirements).
- B 3.1.9** In the event that an Inspector is denied access to any site where Gas Works have been undertaken by an RGI, the Body will have the opportunity to request the Commission to appoint an Authorised Officer to gain access to the site and carry out an Inspection of the Gas Works. Section F outlines the duties and powers of an Authorised Officer and the procedures which should be followed by them in carrying out their inspections of Gas Works and in preparing their reports.

## **B 3.2 Inspection and Audit Personnel**

- B 3.2.1** Inspections of Gas Works which have been undertaken by RGIs, shall only be inspected by a person engaged by the Body as an Inspector and who meets the following requirements:
- (i) Hold a DGS award or an NDGS award, or equivalent;
  - (ii) Experience of/Responsibility for gas work for not less than three years;
  - (iii) Fully conversant with I.S. 813, I.S. EN 1949, I.S. 820, the Building Regulations and Health and Safety legislation as appropriate;
  - (iv) Hold a City and Guilds (7317 A1/A2) Certificate, or equivalent, in Assessing Candidates using a range of methods (previously D32/33);
- B 3.2.2** With respect to parties carrying out Audits on behalf of the Body, such personnel should have completed an Audit course run by an organisation certificated in Quality Systems by INAB or equivalent Accreditation Body.

## **B 3.3 Procedure for Inspection and/or Audit**

- B 3.3.1** The Body shall produce, in accordance with the requirements of this Section and this Criteria Document, procedures for Inspection and Audit.
- B 3.3.2** The Body shall ensure that all inspections of gas works are carried out in accordance with I.S. 813, I.S. EN 1949, I.S. 820, as appropriate, and give due regard to appliance manufacturers instructions.
- B 3.3.3** At minimum, the Audit Procedure shall provide for review and assessment of records and/or documentation required to be held under Section C of

this Criteria Document, or that specified by the Commission or the Body from time to time.

## **B 3.4 Inspection Performance Criteria**

**B 3.4.1** The Body shall develop and implement effective, robust and consistent ‘inspection performance criteria’, which will to be applied to all Inspections carried out by representatives of the Body. Such Inspection performance criteria will be subject to the approval of the Commission. Once operational, the Inspection performance criteria will be made available to RGIs by the Body.

**B 3.4.2** The inspections will consist of a performance marking scheme (in accordance with the “Operational Procedure No 3 – Inspection Criteria and Performance Marking Scheme”) which will assess the RGI’s work under inspection against agreed performance criteria, with specific emphasis on safety.

**B 3.4.3** Outcomes from the inspection will be made available to the RGI.

**B 3.4.4** Where, as part of the Inspection an unsafe situation is identified, the inspector shall apply the gas industry procedure for non-conforming installations, as set out in I.S. 813, I.S. EN 1949, I.S. 820, as appropriate, and any other relevant industry standard referenced therein, to ensure that the installation is left in a safe manner.

**B 3.4.5** Any corrective work resultant from the RGI activities will be notified to the RGI for corrective action.

**B 3.4.6** The Body may require further inspections of the RGI’s work to ascertain whether or not the RGI’s work meets the standards required by the Body. Appropriate action by the Body will be taken determined by the findings of these Inspections.

## **B 3.5 Notice of Unsafe Works**

**B 3.5.1** Where the Inspector, further to the Inspection of Gas Works, discovers what he/she considers to be an unsafe installation as determined by reference to I.S. 813, I.S. EN 1949, I.S. 820, as appropriate, that Inspector shall comply with the requirements of I I.S. 813, I.S. EN 1949, I.S. 820, as appropriate.

## **B 3.6 Reports on Inspection and Audit Programme to the Commission**

**B 3.6.1** The Body shall maintain a full record of all Inspection and Audits carried out by it.

- B 3.6.2** The Body shall report to the Commission on a quarterly basis (or as otherwise specified by the Commission) on its progress against the approved Inspection and Audit Programme and the results of same. The Body shall incorporate any trends in relation to the performance of RGIs in the quarterly reports. This will assist the Commission in implementing continual improvements in the RGI process.
- B 3.6.3** In addition, the Body shall submit an “Annual Audit and Inspection Programme Performance Report” to the Commission.
- B 3.6.4** This Annual Audit and Inspection Programme Performance Report shall include details of the number of Inspections, the frequency of same and an analysis of the problems found and follow up actions taken (which shall include, informing the “risk-based” approach for the Audit /Inspection Programme for the following year). This shall be in the form specified by the Commission.
- B 3.6.5** The Body shall, in considering the outcomes of the Inspections and Audits carried out on its behalf, advise its RGIs, the Commission and other such relevant parties as to any identified safety concerns in the interests of safe Gas Work.
- B 3.6.6** The Body shall publish technical bulletins on its website notifying the public and the industry of any safety issues or trends identified in the course of its work.

## **B4 Changes to Registration status of an RGI**

### **B 4.1 Voluntary De-Registration of an RGI**

- B 4.1.1** In circumstances where the Body de-registers an RGI following a request from the RGI for removal from the Register, the Body shall:
- (i) notify, without delay, the Commission and the Network Operator or LPG Undertaking, as the case may be, of the de-registered installer’s details;
  - (ii) remove, without delay, the details of that party from the Register of Gas Installers; and
  - (iii) comply with requirements set out in Section B5 (Functions relating to the Public).

### **B 4.2 Suspension of Registration**

- B 4.2.1** For purposes of this section and for the avoidance of doubt suspension refers to the suspension of the registration status of an RGI. Such suspension will include the removal of the RGI’s details from the Register

and the withdrawal of that RGI's entitlement to undertake Gas Works. Suspension will be lifted without delay and entitlement restored when the Body is satisfied the RGI is able to comply with the requirements of this Criteria Document;

**B 4.2.2** The Body shall, in accordance with Section D of this Criteria Document (Disciplinary Process), have documented procedures for suspension of Registration.

**B 4.2.3** These Disciplinary procedures shall be subject to approval by the Commission.

**B 4.2.4** In circumstances where the Body suspends an RGI's membership the Body is required to:

- (i) notify the RGI of the fact that he/she is no longer entitled to undertake Gas Works;
- (ii) confirm the above in writing (by registered letter or equivalent);
- (iii) notify, without delay, the Commission and the Network Operator or LPG Undertaking, as the case may be, of the details of the RGI concerned;
- (iv) in so far as is practicable, ensure that:

- The RGI's identification card is returned;
- All unused Completion Certificates are recovered from the RGI; and
- Provide that such Completion Certificates issued after the date from which the RGI's entitlement to self-certification ceases shall be deemed to be invalid and rejected.

### **B 4.3 Revocation of Registration**

**B 4.3.1** For the purpose of this section and for the avoidance of doubt revocation refers to the revocation of the registration status of the RGI, the loss of all benefits associated with the status of the RGI and the removal of that installer's details from the Register on a permanent basis. The RGI will have recourse to reapply for membership of the Body but he/she must follow in full the Body's application procedure as set out in Section B 2.2 of this Criteria Document. The Body will then decide upon the RGI's reinstatement based upon its Registration & Evaluation Decision procedure as set out in Section B 2.4 of this Criteria Document.

**B 4.3.2** The Body shall, in accordance with Section D of this Criteria Document (Disciplinary Process), have documented procedures for revocation of registration.

**B 4.3.3** These Disciplinary procedures shall be subject to approval by the Commission.

**B 4.3.4** In circumstances where the Body revokes an RGI's membership the Body is required to:

- (i) notify the RGI of the fact that he/she is no longer entitled to undertake Gas Works;
- (ii) remove, without delay, the details of that party from the Register of Gas Installers;
- (iii) confirm the above in writing (by registered letter or equivalent);
- (iv) notify, without delay, the Commission and the Network Operator or LPG Undertaking, as the case may be, of the de-registered installer's details and the reason for de-registration;
- (v) comply with requirements set out in Section B5 (Functions relating to the Public); and in so far as practicable, ensure that:
  - The RGI's identification card is returned;
  - All unused Completion Certificates are recovered from the RGI; and
  - Provide that such Completion Certificates issued after the date from which the RGI's entitlement to self-certification ceases shall be deemed to be invalid and rejected.

## **B 5 FUNCTIONS RELATING TO THE PUBLIC**

### **B 5.1 Customer Charter**

**B 5.1.1** The Body shall, in a form approved by the Commission, develop, make available, adhere to and keep up to date a Customer Charter, in respect of:

- (i) RGIs;
- (ii) Customers of RGI's;
- (iii) Third Parties; and,
- (iv) The general public.

**B 5.1.2** The Customer Charter shall set out statements regarding the level of service each of the above parties can expect from the Body and that such services shall be delivered in a fair, consistent and timely manner.

**B 5.1.3** The Body shall report to the Commission annually on the levels of service achieved in accordance with the requirements for such reports as specified by the Commission.

## **B 5.2 Publication of a Register of Gas Installers**

**B 5.2.1** The Body shall make available a list of RGIs who are registered with it (“the Register”) on its website and through any other such website/publication and in such manner as may be directed by the Commission from time to time.

**B 5.2.2** The form and type of information published by the Body in its Register shall be subject to approval by the Commission. The Commission may issue directions as to the form and format of the Register, form/means of its publication and the details published on the Register.

**B 5.2.3** The Body is required to ensure that the Register is updated and amended as soon as practicable following any changes to the list of the Body’s RGIs.

## **B 5.3 Complaints**

**B 5.3.1** The Body shall deal with all complaints received on matters associated with Registration and certification and other such matters relating to the Body’s function to regulate the activities of gas installers with respect to safety. Such complaints shall be dealt with by the Body in a fair, timely and consistent manner.

**B 5.3.2** The Body shall have a documented procedure (“Complaints Procedures”) for processing, investigating and resolving complaints relating to its safety function from each of the following: RGIs, Customers and Other Parties. The Body shall also publish a Complaints Form for parties making complaints. The Complaints Procedures shall include the timeframe for dealing with complaints. The Complaints Procedures will also include provision for the escalation of unresolved complaints to the Commission. These procedures shall be subject to approval by the Commission.

**B 5.3.3** The Body shall only be required to deal with complaints in so far as they relate to:

- (i) Aspects relating to the safety regulation of RGIs by the Body;
- (ii) The safety of the Gas Works carried out by an RGI;
- (iii) The operations of the Body.

## **B 5.4 Public Awareness**

- B 5.4.1** The Body shall establish and maintain a website for the purposes of presenting information relating to its operation of its Core Activities and Permitted Activities to RGIs and the general public. This website shall present such information, and be in such a format, as may be specified by the Commission.
- B 5.4.2** The website shall be a key promotional tool for the Body and must include information pertaining to the following:
- (i) Core and Permitted Activities undertaken by the Body;
  - (ii) Safety Statistics; and
  - (iii) Technical bulletins notifying the public and the industry of any safety issues or trends identified in the course of its work.
- B 5.4.3** The Body shall be obliged to carry out such activities relating to raising public awareness of the Regulatory System, RGIs and such other issues relating to gas safety, as may be directed by the Commission from time-to-time.
- B 5.4.4** The Body shall be responsible for providing information to the public on the operation of the Regulatory System and dealing with enquiries from the public on gas safety related matters.

## **B 5.5 Completion Certificates**

- B 5.5.1** The Body shall ensure that it has a system in place to provide appropriate details in order to confirm the forms of Certification associated with a particular installation to any such party requesting same. This system shall be subject to the approval of the Commission.

## **B 6 OTHER OBLIGATIONS**

### **B 6.1 Certification Process**

- B 6.1.1** The Body shall comply with the requirements for the Certification process as set out under the “Operational Procedure No. 1 – Certification”.

### **B 6.2 Authorised Officers**

- B 6.2.1** The Body shall comply with all reasonable requirements/requests of an Authorised Officer appointed by the Commission further to the Act and acting on behalf of the Commission.

### **B 6.3 Appeals Officers**

**B 6.3.1** The Body shall comply with all reasonable requirements/requests of an Appeals Officer appointed by the Commission further to the Act and acting on behalf of the Commission.

## **B 6.4 Prosecution of Offences of Non-Registered Parties**

**B 6.4.1** In the case where the Commission pursues a prosecution with respect to an offence committed by any non-registered party under the Act, the Body shall comply with any requirements specified by the Commission.

## **B 7 REPORTING OBLIGATIONS**

### **B 7.1 Reporting to the Commission**

**B 7.1.1** The Body shall be required to prepare and present reports to the Commission, including, but not limited to, the following:

- (i) Operational Performance Reports;
- (ii) Financial Reports;
- (iii) Annual Report;
- (iv) A report outlining strategy/recommended actions for the next 12 months; and/or,
- (v) A report on any activity further to this Criteria Document or the Act, as may be directed by the Commission from time to time.

**B 7.1.2** In the preparation and presentation of such reports, the Body shall comply with all reasonable requirements of the Commission which may be specified, the scope and content of such reports and the timeline for the preparation and presentation of same.

**B 7.1.3** The Commission may direct the Body to publish any such reports and such reports shall only be published further to the approval of the Commission.

**Section C**  
*The Registered Gas Installer*

---

## **C 1 HOW TO BECOME A MEMBER OF THE BODY:**

### **C 1.1 Who can become a member of the Body**

**C 1.1.1** Each individual who wishes to undertake gas works must be registered. Registration will cover the following types of gas works:

- (i) Domestic Gas Works
- (ii) Non-Domestic Gas Works

### **C 1.2 Membership Categories**

**C 1.2.1** There are three individual membership categories of Registration with the Body:

- 1. Full Membership
- 2. Trainee Membership
- 3. Trainee (Adaptation Period) Membership

Each membership category will have the following General Membership conditions:

- a. Hold appropriate commercial insurance.
- b. Pay the appropriate membership fee to the Body (see Section B 1.7).
- c. Sign and accept the Rules of Registration (see Section B 2.3).

**C 1.2.2** The specific requirements for each membership category are as follows:

#### **1. Full Membership**

Full Membership will be open to individuals <sup>[FOOTNOTE 9]</sup> who hold *one of the following entry requirement Gas Qualifications*: <sup>[FOOTNOTE 10]</sup>:

---

<sup>9</sup> Any previously registered individual, who was not registered for the preceding period of two years or greater, will be required to complete the on-going competency assessment prior to re-entering the scheme.

<sup>10</sup> Any new applicant who has an entry requirement Gas Qualification\*, which was not attained in the previous five years, will be required to complete the on-going competency assessment prior to entering the scheme.

\*Until 31st August 2026, the following applies: Applicants to the scheme in 2026 having completed the NDGS at any time until 31st August 2026 will be required to complete on-going competency assessment five years from the date of joining the scheme.

- (i) A Domestic Gas Safety award (DGS)

*Or*

- (ii) A Non-Domestic Gas Safety award (NDGS):

*Or*

- (iii) A Gas Installer Safety (GIS) award obtained prior to the 1st January 2017 and a Gas Installer Domestic (GID) award obtained prior to the 1st January 2017 <sup>[FOOTNOTE 11]</sup>, or equivalent <sup>[FOOTNOTE 12]</sup>

*Or*

- (iv) Confirmation as an eligible gas installer by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers

*And either*

- (i) A level 6 advanced craft certificate in Gas Fitting, Electrical, Plumbing, Refrigeration, or Pipefitting

*Or*

- (ii) Confirmation as an eligible gas installer by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers

*Or*

- (iii) Confirmation as an eligible gas installer by the Recognition of Prior Learning Board. <sup>[FOOTNOTE 13]</sup>

---

<sup>11</sup> This timeframe does not apply to candidates who completed GIS training as part of a Level 6 advanced craft certificate in Plumbing with SOLAS prior to the 31<sup>st</sup> December 2020.

<sup>12</sup> Any new applicant who has an entry requirement Gas Qualification\*, which was not attained in the previous five years, will be required to complete the on-going competency assessment prior to entering the scheme.

\*Until 31st August 2026, the following applies: Applicants to the scheme in 2026 having completed the NDGS at any time until 31st August 2026 will be required to complete on-going competency assessment five years from the date of joining the scheme.

<sup>13</sup> Applicants who are confirmed as an eligible gas installer by the Recognition of Prior Learning Board must complete the NDGS award within 6 months of receiving this confirmation from the RPL Board, unless otherwise decided by the CRU.

## **2. Trainee Membership**

Trainee membership will be open to individuals who are:

- (i) undertaking or have completed a plumbing apprenticeship (or Irish Advanced Craft Certificate in Electrical, Plumbing, Gas Fitting, Refrigeration or Pipefitting and are working towards Full Membership of the RGI Scheme. Trainees must only carry out gas works under a nominated supervisor with Full Membership who will take responsibility for supervising work and signing off completion certificates issued by the Trainee.

## **3. Trainee (Adaptation Period) Membership**

Trainee (Adaptation Period) membership will be open to individuals who are:

- (ii) Undertaking an Adaptation Period compensation measure as agreed by the Panel of Experts as part of the Recognition of International Professional Qualifications for Gas Installers process and are working towards Full Membership of the RGI scheme. Trainees must only carry out gas works under a nominated supervisor with Full Membership who will take responsibility for supervising work and signing off completion certificates issued by the Trainee.

### **C 1.2.3 Company Registration**

The Regulatory System provides for individually registered gas installers to operate under company registration.

Each RGI who will undertake gas works on behalf of the company must have full or trainee membership of the Body as outlined in Section B 2.1.3.

### **C 1.2.4 Provisional Membership**

(Section removed in Criteria Document Modification 1.5.)

- C 1.2.5** Any company or RGI who engages a sub-contractor to carry out gas works is responsible for ensuring that the sub-contractor is an RGI. If a company or RGI fails to comply with such a requirement, he/she will be subject to disciplinary procedures as set out in Section D and may be liable to prosecution under the Act.

## **C 1.3 Application for Registration**

- C 1.3.1** For any Application for Registration with the Body (an Application) to be valid, it must be made, and completed, in accordance with the Application Procedure published by the Body.
- C 1.3.2** The person making the Application (the Applicant) is required to ensure that all information provided is accurate and correct as at the time of submission of the application and is required to provide a declaration to that effect.
- C 1.3.3** Any (material) changes to the accuracy of the information submitted as part of the application are required to be notified to the Body immediately. In the case of company Registration, the company must notify the Body immediately of any RGI no longer operating under company Registration and of any new RGI who has been granted their status under company Registration.
- C 1.3.4** Any material information provided that is subsequently discovered to be false or misleading will result in the cancellation of the application for Registration, or where Registration has taken place on the basis of such false or misleading information, cancellation of Registration will take place with immediate effect.
- C 1.3.5** The Body has the right to inspect and/or seek evidence of compliance with all of its requirements for Registration in its Application Procedure as part of the assessment for Registration.
- C 1.3.6** The Applicant is required to comply with the Body's appeal procedure if he/she wishes to appeal the decision of the Body with respect to the rejection of the Application.
- C 1.3.7** Where the original decision to reject the Application is upheld by the Body upon appeal, the Applicant may appeal the decision to the Commission.
- C 1.3.8** Such appeals are to be in accordance with the procedure to be specified by the Commission and the Commission's determination on this matter will be final and the Body and Applicant are to be bound by same.

## **C 1.4 Granting of Registration**

- C 1.4.1** The Applicant shall be conferred with RGI status if all requirements within the application are formally accepted by the Body and the Rules of Registration are signed by the Applicant.
- C 1.4.2** Registration will take effect from the date confirmed in writing by the Body.
- C 1.4.3** If registration has been granted by the Body, the RGI's name will be added to the Register.
- C 1.4.4** When granted Registration, the RGI shall receive documentation to act as confirmation of its registered status. The Body shall provide, to each RGI, an identification card and other formal Registration documents such as a letter or a certificate of Registration. In instances where an RGI is covered under company registration, such documentation will stress that the RGIs

Registration is only valid when undertaking gas works on the company's behalf. These formal Registration documents shall permit identification of the following:

- (i) The name and address of the RGI;
- (ii) The membership category of Registration granted;
- (iii) The effective date of registration;
- (iv) The year when the RGI's competency will be reassessed; and
- (v) Where applicable, the Registration details of the company on whose behalf the RGI is undertaking gas works.

**C 1.4.5** If registration is granted to an RGI under company Registration, each individual RGI will be added to the Register under the company name.

**C 1.4.6** An RGI granted company registration status will receive a company Registration number that they must quote on all certificates issued for Gas Works.

## **C 1.5 Notified Work Categories**

**C 1.5.1** There are three notified work categories. Each work category corresponds to the applicable industry standard currently in force.

1. Domestic (I.S. 813)
2. Leisure Accommodation Vehicles (I.S. EN 1949)
3. Non-Domestic (I.S. 820)

**C 1.5.2** The three work categories will be used for the purposes of monitoring, inspection planning and operational matters such as certificate sales and procedures.

**C 1.5.3** At the commencement of notified work categories the default work category for existing RGI scheme members will be category 1. Domestic.

**C 1.5.4** New entrants to the RGI scheme will be required to select their notified work categories at application stage.

**C 1.5.5** The onus rests with the RGI to ensure that they have notified the RGI scheme if they intend to work in an additional works category, in advance of undertaking the work.

**C 1.5.6** The failure to notify the RGI scheme in advance of undertaking work in an additional works category will result in disciplinary action.

## **C 2 RIGHTS OF AN RGI**

## **C 2.1 General Rights of an RGI**

- C 2.1.1** Only RGIs are entitled to use the title “Registered Gas Installer”.
- C 2.1.2** The RGI has the right to undertake gas works appropriate to the membership category to which his/her membership pertains.
- C 2.1.3** Each RGI who operates under company membership has the right to undertake gas works appropriate to the Registration category to which his/her membership pertains on behalf of the company.
- C 2.1.4** Each RGI has the right to receive membership information from the Body upon Registration. The format of presentation of such information will be set out in the Rules of Registration.
- C 2.1.5** In accordance with the Terms & Conditions outlined in the Rules of Registration, an RGI is entitled to use the logo of the Body and the Brand on business documentation and/or vehicles.

## **C 2.2 Rights with respect to the Body**

- C 2.2.1** The RGI has the right to a reasonable, fair, consistent, timely, efficient and effective service from the Body at all times.

## **C 2.3 Inspection of RGI’s Work by the Body**

- C 2.3.1** The Body will provide each RGI with a copy of its Inspection Procedure as part of the membership information set out in Section C 2.1.4.
- C 2.3.2** In the case of an *announced* inspection, the RGI is to be given prior notice of the inspection and the timeframe for its occurrence. This does not preclude the Body from having the authority to undertake unannounced inspections.
- C 2.3.3** The RGI is to be provided with a copy of the Inspection Report from the Body’s Inspector once the Inspection has been carried out. This Inspection Report will outline any non-conformances that have been identified and the corrective actions that may be required. The Inspection Report will also specify the timeframe in which these must be completed.

## **C 2.4 Audit of RGI by the Body**

- C 2.4.1** The Body will provide each RGI with a copy of its Audit Procedure as part of the start-up pack set out in Section C 2.1.4.

**C 2.4.2** In the case of an *announced* audit, the RGI is to be given prior notice of the Inspection and the timeframe for its occurrence. This does not preclude the Body from having the authority to undertake unannounced audits.

**C 2.4.3** The RGI is to be provided with an Audit Report from the Body's Auditor once the Audit has been carried out. This report will outline any non-conformances that have been identified and the corrective actions that may be required. The Audit Report will also contain the timeframe in which these must be completed.

## **C 2.5 Complaints on the Performance of the Body**

**C 2.5.1** After exhausting the Body's appeals process, the RGI will have the right to complain to the Commission on the performance of the Body.

**C 2.5.2** The RGI will have the right to refer any unresolved complaints between the RGI and the Body to the Commission regarding any aspect of operation and/or performance of the Body.

**C 2.5.3** Such complaints are required to be made in accordance with any requirements specified by the Commission for the making of such a complaint.

## **C 3 RESPONSIBILITIES OF AN RGI**

### **C 3.1 Responsibilities in relation to Compliance with Regulatory Arrangements & Legislation**

**C 3.1.1** The RGI is required to ensure he/she is in compliance with the Act, this Criteria Document and the Rules of Registration.

**C 3.1.2** An RGI found to be in breach of any of the provisions/conditions of this Criteria Document or the Rules of Registration may be subject to disciplinary proceedings by the Body under, and in accordance with, the provisions of the Disciplinary Procedure as set out in Section D.

**C 3.1.3** The RGI is to comply with the provisions of the Disciplinary Procedure as set out in Section D of this Criteria Document.

### **C 3.2 Responsibilities in relation to the certification of gas works**

**C 3.2.1** An RGI must undertake Gas Works in accordance with I.S. 813, I.S. EN 1949, I.S. 820 and any other relevant industry standard referenced therein.

Each RGI is to be conversant with the current edition of I.S. 813, I.S. EN 1949 or I.S. 820, as appropriate for the range of Gas Works being undertaken, including all published amendments to same, and any other relevant standard or publication as may be specified by the Body from time to time.

**C 3.2.2** An RGI is required to certify **all** gas works carried out for which they are responsible. An RGI must issue a Completion Certificate for all gas works. An RGI will only issue Completion Certificates provided to it by the Body. The conditions for issuing a Completion Certificate are outlined in the “Operational Procedure No.1 – Certification”.

**C 3.2.3** The RGI is to have the overall responsibility for ensuring that:

- (i) Completion Certificates are only used to certify gas works in accordance with the requirements specified;
- (ii) Completion Certificates are securely stored so as to prevent their loss, theft or misuse;
- (iii) a copy is properly recorded and maintained of each Completion Certificate issued by the RGI;
- (iv) all such records are kept in an appropriate manner and available for Audit and Inspection by the Body; and
- (v) copies of all Completion Certificates issued for Gas Works are returned to the Body within a specified period.

**C 3.2.4** Once a Completion Certificate has been issued for Gas Works, the person who requested the works to be carried out is to be furnished with the appropriate copy of the Completion Certificate.

### **C 3.3 Responsibilities in relation to the safety of unfinished gas works**

In accordance with I.S. 813, I.S. EN 1949, I.S. 820 and any other relevant industry standard referenced therein and the interests of safety, all RGI's are required to ensure that Gas Works which are in progress but not yet completed by them (unfinished works), are left in such a manner, so as to ensure they do not pose a danger to persons or property.

### **C 3.4 Responsibilities with respect to unsafe gas works encountered**

Where an RGI identifies an unsafe situation, the RGI shall apply the appropriate procedure for non-conforming installations, as set out in I.S. 813, I.S. EN 1949, I.S. 820 and any other relevant industry standard referenced therein, to ensure that the installation is left in a safe manner.

### **C 3.5 Responsibilities with respect to the Customer:**

In addition to such other requirements as set out in this Criteria Document, the RGI is responsible for the following with respect to the Customer:

- (i) Providing confirmation of the status of the RGI to the customer, including providing their Registration Number and the details for the Customer to independently verify these with the Body. The RGI must satisfy these requirements by presenting their RGI identification card to the customer for inspection;
- (ii) Providing copies of certification for the Gas Works carried out by the RGI to the Customer in accordance with I.S. 813, I.S. EN 1949, I.S. 820 and the Operational Procedure on Certification;
- (iii) Providing the Customer with all manufacturer's instructions relating to the appliances being installed;
- (iv) Informing the Customer of any safety concerns discovered during the course of their work and advising them of the appropriate measures taken; and
- (v) Informing the Customer on the safe use and maintenance of the installation concerned and relevant appropriate action that can be undertaken by the customer if the appliance ever poses a safety risk and must be made safe.

### **C 3.6 Responsibilities with respect to the requirement to use title of “Registered Gas Installer”, the brand and name/logo/brand of the Body**

**C 3.6.1** An RGI is required, at all times, to present/detail their Registration Number on business documentation where they present themselves as a Registered Gas Installer and/or uses the Name/Logo of the Body or the Brand.

**C 3.6.2** An RGI is required to furnish, to any party, confirmation of Registration and Registration details upon the request of any such party. Such confirmation is to be in the form specified by the Body.

### **C 3.7 Unsafe Gas Works/Inappropriate Certification**

**C 3.7.1** In addition to such other requirements as set out in this Criteria Document, the RGI is responsible for the following with respect to the Body:

- (i) Notifying the Body of any unsafe gas works encountered as a result of poor workmanship or negligence, but not as a result of normal appliance operation;

- (ii) Notifying the Body where certificates are issued by a Non-Registered Person; and
- (iii) Notifying the Body of any invalid gas works encountered whereby an RGI signs off on a Certificate for gas work in an inappropriate manner in contravention of the safety requirements of I.S. 813, I.S. EN 1949 or I.S. 820 as appropriate (the exception here is when an RGI signs off on work completed by a Trainee working under the RGIs supervision as set out in clause 1.2.2(2)).

### **C 3.8 Responsibilities with respect to inspections undertaken by the Body**

- C 3.8.1** Inspection refers to the Inspection of the Gas Work carried out to ensure its compliance with I.S. 813, I.S. EN 1949, I.S. 820 and any other relevant industry standard referenced therein.
- C 3.8.2** Any work carried out by an RGI is eligible for Inspection by the Body.
- C 3.8.3** The RGI is required to comply with any requirements of the Inspector during the carrying out of an Inspection and/or Audit.
- C 3.8.4** This includes being present if requested during an Inspection/Audit, answering any questions posed by the Inspector relating to the work and/or the provision of relevant documentation and/or records of relevant documentation.
- C 3.8.5** In the case of an *unannounced* Inspection, the RGI is to fully comply with the conditions of the Body with regard to the Inspection and/or Audit to be carried out.
- C 3.8.6** The RGI is required to carry out all corrective actions within the specified timeframe that have been identified in the course of an Inspection by the Body and as outlined in the Inspection report. The Body may carry out a follow up Inspection to ensure that corrective actions have been carried out. The RGI will be obliged to comply with the conditions for that inspection as would be the case for any other Inspection.
- C 3.8.7** The RGI is required to provide work for inspection in line with the requirements of the Criteria Document and the Body's Audit and Inspection Procedure. Failure to provide work for inspection may result in suspension of registration in line with the Body's Suspension Procedure. For the avoidance of doubt, suspension will result in the immediate removal of an RGI's entitlement to undertake Gas Works.

### **C 3.9 Responsibilities with respect to audits undertaken by the Body**

- 3.9.1** The RGI is required to comply with any requirements of the Body in carrying out an audit, including:

- (i) providing copies and/or originals, if appropriate, of requested documentation;
- (ii) making an appropriate person from the organisation available to answer any questions in relation to the documentation; and,
- (iii) giving details of third parties who may need to be contacted to verify relevant information.

**C 3.9.2** The RGI is required to carry out all corrective actions that have been identified in the course of an audit by the Body and as may be specified in the Audit Report.

**C 3.9.3** The Body may carry out a follow-up audit to ensure that all necessary corrective actions have been completed. The RGI will be obliged to comply with the conditions for that Audit as would be the case for any other audit.

**C 3.9.4** Disciplinary action may result where corrective actions have not been carried out within the specified timeframe.

### **C 3.10 Responsibilities in relation to qualification & competency assessment records**

**3.10.1** The RGI is to ensure that evidence of his/her qualifications and competency assessment records, as required under clause 1.2.1 of this section, are held at all times.

**3.10.2** An RGI is to undertake any course/training/instruction as specified by the Body (which may be deemed necessary in response to an inspection, Audit, a change in I.S. 813, I.S. EN 1949, I.S. 820 and any other relevant industry standard referenced therein, etc.).

### **C 3.11 Responsibilities in relation to Interaction with the Network Operator and LPG Undertaking**

**C 3.11.1** An RGI must report to the Network System Operator or LPG Undertaking, as the case may be any uncontrolled gas escapes/emergencies encountered.

**C 3.11.2** The RGI will operate in line with the Network System Operator's or LPG Undertakings procedures, as the case may be, in instances where the RGI requires interaction with the Network Operators or LPG Undertakings processes in dispatching his/her duties.

### **C 3.12 Responsibilities in relation to compliance with requirements of Authorised Officers**

**C 3.12.1** An RGI is required to give all reasonable assistance to an Authorised Officer in the exercise of his/her powers as prescribed under this Criteria Document (Section F) and/or pursuant to the provisions of the Act.

### **C 3.13 Responsibilities in relation to compliance with requirements of Appeals Officers**

**3.13.1** An RGI is required to comply with any request from an Appeals Officer in accordance with the provisions set out under Section F and/or pursuant to the provisions of the Act.

## **C 4 CONTINUANCE OF REGISTRATION**

### **C 4.1 Renewal of Registration**

C 4.1.1 An RGI will be eligible to renew its Registration by the Body, provided that the Rules of Registration continue to be met and the Body's annual Registration Renewal Procedure requirements adhered to. These requirements include:

- (i) Ensuring that his/her Certification of Persons DGA <sup>[FOOTNOTE 14]</sup> Certificate is up to date
- (ii) Renewing appropriate commercial insurance.
- (iii) Paying the appropriate membership fee to the Body.
- (iv) Ensuring that his/her membership is not suspended or revoked as set out in Section B 4.

### **C 4.2 Insurance**

**C 4.2.1** The RGI, is required to have in place and maintain the following insurance cover:

- (i) public liability insurance to a minimum level of indemnity as may be specified by the Body, the Network System Operator, the LPG Undertaking and/or the Commission;
- (ii) appropriate employer's liability insurance (if applicable).

---

<sup>14</sup> DGA must be issued by a Certification Body, accredited against ISO IEC 17024 by INAB or equivalent national accreditation Body, in accordance with centralised criteria approved by the Commission with respect to I.S. 813 and I.S. EN 1949.

- C 4.2.2** The onus to hold insurance cover over and above the specified minimum rests with the RGI in such cases where it is appropriate to the work being carried out.
- C 4.2.3** Such insurance policies will, as appropriate, indemnify (jointly and separately) the Body, the Commission and/or any party acting on either's behalf.
- C 4.2.4** The specified levels of insurance cover will be subject to review from time to time, as appropriate.
- C 4.2.5** Failure to maintain insurance and/or provide the Body with proof of such when requested to do so will result in automatic suspension of Registration, and, for the avoidance of doubt, this will result in the automatic and immediate suspension of the entitlement to undertake gas works.
- C 4.2.6** Such suspension and withdrawal of the entitlement to undertake Gas Works will continue in force until appropriate insurance is put in place, confirmed to the Body and same is acknowledged and the Body confirms suspension is lifted and full entitlement to undertake Gas Works rights are resumed.

### **C 4.3 Change in Registration Details**

- C 4.3.1** Any changes required to be notified to the Body shall be done in accordance with its procedure for notification of change in particulars of an RGI and on the "Change in Particulars Notification Form" as published by the Body. In the event that an RGI changes any particulars upon which its original Application for Registration was approved, it is required to inform the Body immediately by way of written notice.
- C 4.3.2** Any changes required to be notified to the Body regarding company Registration shall be completed by the company in accordance with its procedure for notification of change in particulars of an RGI and on the "Change in Particulars Notification Form" as published by the Body. In the event that a company changes any particulars upon which its original Application for Registration was approved, it is required to inform the Body immediately by way of written notice.
- C 4.3.3** The RGI will be responsible for updating the Body when his/her competency has been reassessed in accordance with the timeframe criteria set out in Section C 4.1.2.
- C 4.3.4** Following any change, continued Registration will be at the discretion of the Body, in accordance with its procedures for the evaluation of Applicants.

## **C 4.4 On-going competency assessment - Domestic Gas Assessment (DGA)**

- C 4.4.1** The DGA is an assessment of competence. On successful completion RGIs receive a DGA certificate issued by a Certification Body accredited against ISO IEC 17024 by INAB or equivalent national accreditation Body, in accordance with centralised criteria approved by the Commission with respect to I.S. 813 and I.S EN 1949.
- C 4.4.2** The on-going competency assessment is an open book exam assessment consisting primarily of multiple choice and written questions together with a practical assessment. RGIs are not required to undertake training prior to completing the assessment but may do so as they wish.
- C 4.4.3** At a minimum, it will be a condition of membership that the RGI undertakes re-assessment of competency every five years thereafter. The RGI must undertake the assessment at an approved accredited assessment centre. A list of approved centres that offer the on-going competency assessment shall be made available on the Body's website.
- C 4.4.4** When an RGI has successfully completed the on-going competency assessment, a certificate (also known as a DGA certificate) shall be issued to the RGI. A valid on-going competency assessment certificate must be provided to the Body by an RGI (who is required to complete an on-going competency assessment DGA) to attain registration as an RGI with the Body.

## **C 5 CESSATION OF REGISTRATION**

### **C 5.1 De-Registration**

- C 5.1.1** Where the RGI is de-registered, either voluntarily or further to a decision by the Body or the Commission, the RGI is required to return all outstanding Completion Certificates and all documentation pertaining to the RGI brand. For the avoidance of doubt, this will include those Completion Certificates issued but not yet remitted to the Body. The RGI must also cease to display any logos on vehicles or letterheads pertaining to the RGI brand.
- C 5.1.2** Where the RGI is de-registered from performing Gas Works on behalf of a company, it is the responsibility of the company to satisfy the criteria set out in clause 5.1.1.
- C 5.1.3** The RGI is required to also return the form of confirmation of registration issued to it by the Body.

**C 5.1.4** Further clarification regarding the de-registration process will be set out in the Body's Rules of Registration and in Section D of this Criteria Document, the Disciplinary Process.

## **C 6 RE-INSTATEMENT OF AN RGI TO THE REGISTER**

**C 6.1.1** When an RGI's suspension period is completed, the Body shall re-instate his/her Registration and restore and all rights pertaining to his/her membership category.

**C 6.1.2** Re-instatement of an RGI who has had their membership revoked shall be at the behest of the Body as outlined below:

- (i) The RGI will have recourse to reapply for membership of the Body but he/she must follow in full the Body's Application procedure as set out in Section B 2.1.4 of this Criteria Document.
- (ii) The Body will then decide upon the RGI's instatement based upon its Registration & Evaluation Decision procedure as set out in Section B 2.3 of this Criteria Document.

# ***Section D***

## *Disciplinary Process*

---

## **D 1 GENERAL**

The Body shall ensure that its procedures with respect to disciplinary matters are in accordance with the requirements of this Section D.

## **D 2 DEFINITIONS**

The definitions in this section and as set out below apply specifically to this Section D of the document and shall be read in conjunction with, and are supplementary to, the definitions set out in Section A.

### **Appeal Committee of the Commission**

means the Committee that has been appointed to hear an appeal in accordance with Section 9F(7)(b) of the Act;

### **Appeals Officer**

means an officer who has been appointed under Section 9F(8)(a) of the Act to prepare a report to be furnished to the Appeal Committee of the Commission;

### **Appeals Panel**

means the Panel appointed by the Body further to the direction of the Commission, the purpose of which is to hear an appeal of the Order of the Disciplinary Committee by the RGI subject to that Order;

### **Complaint**

means any complaint, allegation, expression of concern, matter or event touching or apparently touching upon the conduct (whether by act or omission), behaviour, performance of any RGI, in respect of any matter relating to safety as set out in Clause 3 hereof or a contravention to the rules of registration of this document whether brought to the attention of the Body by Complainant or otherwise coming to the attention of the Body. The Body's complaint procedures are outlined in Section B 5.3;

<b>Complainant</b>	means a person who makes a Complaint to the Body concerning an RGI and who may be an Inspector of the Body. The Complainant shall not be appointed Complaints Officer with respect to any Complaint that he/she makes to the Body;
<b>Complaints Officer</b>	means the person appointed by the Body to investigate any Complaint;
<b>Disciplinary Body</b>	means the Complaints Officer, the Disciplinary Committee, the Appeals Panel, and the Appeals Committee of the Commission or any of them;
<b>Disciplinary Committee</b>	means the process and procedures applied by the Body and/or the Commission pursuant to this Section D;
<b>Inspector</b>	means a person appointed by the Body (including, where relevant, an Authorised Officer) or the Complaints Officer to inspect the work carried out by an RGI and to prepare and furnish a report for the Complaints Officer; and
<b>Order</b>	means any order of a Disciplinary Body made pursuant to this Disciplinary Process;

## **D 3      LIABILITY OF THE RGI TO DISCIPLINARY ACTION**

### **D 3.1    Disciplinary action circumstances**

**D 3.1.1** Any RGI shall be liable to disciplinary action(s) in accordance with this Section D in any of the following circumstances:

- (i) Furnishing incorrect, misleading or fraudulent information or documentation in an Application for Registration to the Body or at any subsequent renewal application.

- (ii) Any material breach of the Rules of Registration or any material breach of this Criteria Document, including, but not limited to, the following:
  - a. Any failure to carry out work in compliance with the requirements of this Criteria Document and specifically the industry standards set out therein;
  - b. Any failure to respond adequately to or at all to correspondence or other communications from the Body, the Commission, an Inspector, a Complaints Officer or from any Disciplinary Body, or failure to cooperate fully with any inquiry or investigation being conducted by or on behalf of the Body;
  - c. Providing a Completion Certificate in respect of Gas Work that has not been completed by the RGI (except in circumstances so permitted by the Body);
  - d. Failure to meet the Inspection Performance Criteria (as approved by the Commission and as per the arrangements pursuant to Section B 3.4); and
- (iii) Failure to provide work for inspection in line with the requirements of the Criteria Document and the Body's Audit and Inspection Procedure.

### **D 3.2 Resignation during Complaint/Disciplinary Process**

- D 3.2.1** If, following a Complaint being made to the Body, an RGI resigns from the Body or their registration otherwise expires prior to the determination of the Complaint/Disciplinary Process, any such resignation (purported or otherwise) shall not be considered effective until the conclusion of any Disciplinary Process and the Body shall be entitled to pursue the Disciplinary Process (to which the RGI would be subject) in absentia. The process of investigation, and any subsequent steps arising from that, as described in this Section D, shall be adhered to.

### **D 3.3 Suspension during Complaint/Disciplinary Process**

- D 3.3.1** The Body shall be entitled, where it considers it appropriate in the interests of safety, to suspend the RGI's entitlement to undertake Gas Works, where it undertakes a Disciplinary Process against an RGI.
- C 3.2.2** In particular, the Body may, at its discretion, order that the RGI's right to undertake Gas Works is withdrawn if and when a breach of the Criteria Document or Rules of Registration occurs. This includes, but is not limited to;

- (i) failure by an RGI to provide work for inspection in line with the requirements of the Criteria Document and the Body's Audit and
- (ii) Inspection Procedure;
- (iii) failure by an RGI to maintain public liability and/or employer liability insurance; and
- (iv) failure by an RGI to pay the Body's annual subscription fee in line with the requirements of the Rules of Registration.

In such cases, suspension will remain until the RGI is compliant with the Rules of Registration and the Criteria Document. Should an RGI fail to comply with the Rules of Registration and the Criteria Document within the timeframe set out in the Body's Suspension procedure the Body may take further disciplinary action, including termination of registration.

## **D 4 DUTIES OF THE RGI**

### **D 4.1 Disciplinary Process**

**D 4.1.1** Any RGI who is the subject of a Disciplinary Process must cooperate fully with every phase of the Disciplinary Process. Every RGI (including any RGI who is not subject to the Disciplinary Process) must provide such information, explanations, documents (electronic or otherwise) and other records as shall be required during every phase of the Disciplinary Process.

**D 4.1.2** Where an order is made pursuant to the Disciplinary Process for the imposition of the sanction of suspension or revocation of the registration of the RGI, he/she (in the case of a company the nominated person) shall return to the Body all unused Completion Certificates, all documentation pertaining to the RGI Brand and other such material as requested by the Body. The RGI shall comply with the requirements imposed by the Disciplinary Body as a consequence of the suspension or revocation or other such disciplinary action.

**D 4.1.3** Any RGI shall not purport to act as an RGI while imposed with the sanction of suspension or revocation.

## **D 5 ROLE OF THE COMPLAINTS OFFICER, THE INSPECTOR, THE DISCIPLINARY COMMITTEE AND THE APPEALS PANEL**

### **D 5.1 Appointments**

**D 5.1.1** The Body shall appoint from time to time:

- (i) A Complaints Officer or Complaints Officers;
- (ii) A Disciplinary Committee; and,
- (iii) An Appeals Panel.

In order to carry out the duties and procedures as laid out within this Section D. An employee of the Body may be appointed for such purposes. However, no person shall be a member of the Disciplinary Committee and the Appeals Panel at the same time.

**D 5.1.2** The Body shall have the power to pay and meet the reasonable expenses of the Inspector, the Complaints Officer, members of the Disciplinary Committee and members of the Appeals Panel.

**D 5.1.3** The Body, with respect to the activities and duties of the Complaints Officer, the Disciplinary Committee and the Appeals Panel, shall have the power to set out such rules/procedures as may be considered necessary for the proper performance of their respective functions under this Disciplinary Process.

**D 5.1.4** The Commission may direct the Body with regard to the establishment, constitution, operation and procedures to be adhered to by the Complaints Officer, Disciplinary Committee and/or Appeals Panel in the performance of their respective functions under this Disciplinary Process.

## **D 6 PROCESSING OF COMPLAINTS BY THE BODY**

### **D 6.1 Complaints**

**D 6.1.1** The Body may, where it considers it appropriate, attempt to resolve any Complaint in a way not involving disciplinary action under this process. The Body may only do so in accordance with any requirements specified by the Commission.

**D 6.1.2** Unless a Complaint has been resolved in accordance with the provisions of Clause 6.1, the Body shall remit each Complaint to the Complaints Officer.

**D 6.1.3** The Body may, if it deems it necessary in the interest of safety <sup>[FOOTNOTE 15]</sup>, order that the RGI's right to undertake gas works is withdrawn, pending the resolution of the Complaint. In particular, the Body may, at its discretion, order that the RGI's right to undertake gas works is automatically withdrawn if and when a breach of the Criteria Document or Rules of Registration occurs. This includes, but is not limited to;

- (i) Failure by an RGI to provide work for inspection in line with the requirements of the Criteria Document, the Body's Audit and of Inspection Procedure, Rules Inspection Plan:
- (ii) Failure by an RGI to maintain public liability and/or employer liability insurance;
- (iii) Failure by an RGI to pay the Body's annual subscription fee in line with the requirements of the Rules of Registration;

**D 6.1.4** In such cases suspension will remain until the RGI is compliant with the Rules of Registration and the Criteria Document or until such time as the Body deems it appropriate to take further Disciplinary action.

## **D 7 INVESTIGATION OF COMPLAINT BY THE COMPLAINTS OFFICER**

### **D 7.1 Complaints Officer**

**D 7.1.1** When a Complaint has been conveyed to the Complaints Officer, he/she shall carry out an initial inquiry to establish if the Complaint is one which is legitimate, non-vexatious and within the remit of the Body to deal with and, if so, shall furthermore establish if the Complaint involves a matter specified relating to Clause 3 hereof. If so, then it shall be dealt with pursuant to the remainder of this Section D.

**D 7.1.2** The Complaints Officer shall notify the RGI of the Complaint in writing and shall confirm that the Complaint is being dealt with pursuant to this Disciplinary Process.

---

<sup>15</sup> The Body's procedure for the discovery of unsafe work is set out in Section B, Clause 3.5

- D 7.1.3** The Complaints Officer shall be obliged to investigate the Complaint and to provide a factual report within 10 working days or such other period as may be specified by the Body.
- D 7.1.4** In preparing such a report, the Complaints Officer shall have the power to engage any technical or special expert (including an Inspector of the Body) to assist or to give any advice to them, to procure legal advice or assistance or to authorise an Inspector to do all such things as they may consider reasonable and necessary/conducive to carrying out their inspection and preparing their report (“Complaint Report”). The RGI will be required to comply with any requests by the Complaints Officer. This may include attendance at the site subject to inspection if deemed appropriate.
- D 7.1.5** The RGI is required to comply with any reasonable requests of the Complaints Officer (and such other party as may be engaged in assisting the Complaints Officer) in the preparation of their Complaint Report. This may include attendance at the site subject to inspection, if deemed appropriate.
- D 7.1.6** Where applicable, an Inspector shall indicate in their report whether or not, in their opinion, the works carried out by the RGI meet the standards and requirements of I.S. 813, I.S. EN 1949 or I.S. 820 as appropriate and any other relevant industry standard referenced therein and to the extent that they do not where, in their opinion, the deficiencies lie.
- D 7.1.7** The Complaints Officer shall furnish the RGI with a copy of the Complaint Report by registered post within 10 working days of its issue. The RGI will then have the opportunity (but will not be obliged) to provide a written response to the Complaints Officer within 10 working days from receipt of the Complaint Report.
- D 7.1.8** The Complaints Officer shall, having reviewed all relevant information and submissions pertaining to the investigation, present a final Complaint Report, setting out the facts and details of their investigation and any other such recommendation they may make with respect to competency and/or the Inspection Performance Criteria (further to the system established by the Body under Section B 3.4).
- D 7.1.9** The Complaints Officer may, if they deem it necessary in the interest of safety, make a recommendation to withdraw the RGI’s right to undertake Gas Works pending the conclusion of the Complaints/Disciplinary Process.

## **D 8 ADJUDICATION OF THE COMPLAINT BY THE DISCIPLINARY COMMITTEE**

### **D 8.1 Disciplinary Committee Procedures**

**D 8.1.1** Where the Disciplinary Committee decides to adjudicate on all or part of any Complaint referred to it, it shall send to the RGI the following:

- (i) A copy of any written communication received by the Disciplinary Committee in respect of the Complaint;
- (ii) A summary of the material that was considered by the Complaints Officer and/or Inspector in preparing the Complaint Report;
- (iii) A copy of any written representation made by the Complainant;
- (iv) A copy of the report prepared by the Complaints Officer;
- (v) A copy of any written representations made by the RGI; and
- (vi) A copy of any other documentation which was provided, and which the Disciplinary Committee considered relevant to the decision that it made.

**D 8.1.2** In adjudicating on all or part of the Complaint referred to it, the Disciplinary Committee shall hold a hearing. As soon as practicable after the Complaint is remitted to it, the Disciplinary Committee shall notify the RGI, the Complaints Officer and any Complainant of the time and place fixed for the hearing. The Disciplinary Committee shall give the RGI the opportunity of:

- (i) Attending and being heard at the hearing;
- (ii) Hearing the evidence against them;
- (iii) Providing for legal, trade or other representation at the hearing;
- (iv) Cross examining, through the Chair, witnesses called by the person or persons presenting and prosecuting the Complaint;
- (v) Adding to the documentary evidence;
- (vi) Calling witnesses to give evidence on their behalf;
- (vii) Making such submissions, as they wish, to the Disciplinary Committee.

**D 8.1.3** The Disciplinary Committee shall give the person or persons presenting and prosecuting the Complaint on behalf of the Body the opportunity of:

- (i) Attending and being heard at the hearing;
- (ii) Adding to the documentary evidence;

- (iii) Calling witnesses (including the Complainant or Inspector) to give evidence;
  - (iv) Cross examining witnesses, called by the RGI, through the Chairperson of the Hearing;
  - (v) Making such submissions as they wish to the Disciplinary Committee.
- D 8.1.4** The Complainant, as may be determined by the Disciplinary Committee, may be requested to attend the hearing and participate in the hearing as a witness but shall not have any right to otherwise participate in the hearing.
- D 8.1.5** At least 14 calendar days in advance of the hearing, the RGI will be furnished with a copy of any documents or materials the persons presenting and prosecuting the Complaint intend to rely on and/or a list of any witnesses to be called at the hearing.
- D 8.1.6** If any party seeks to rely on expert evidence, the report by such expert must be served on the other party at least 14 calendar days in advance of the hearing.
- D 8.1.7** If the RGI does not attend the hearing on the appointed day and time, the Disciplinary Committee may in its absolute discretion:
- (i) sit and hear the Complaint provided it is satisfied that the notice of the hearing was given to the RGI; or
  - (ii) adjourn the hearing to such other date, as it may in its absolute discretion, decide, and the Disciplinary Committee shall give to the RGI notice of its decision.
- D 8.1.8** The Body, in disciplining the RGI, may appoint legal representation to present the Complaint before the Disciplinary Committee as well as any appeal arising from same.
- D 8.1.9** The Disciplinary Committee shall adjudicate upon the Complaint fairly and impartially and in accordance with the requirements of natural justice. A decision by the Disciplinary Committee shall be by majority vote.
- D 8.1.10** Membership of the Disciplinary Committee shall comprise at least 3 members and shall always comprise an odd number in order to allow for a majority decision to be made. In the interest of transparency, the membership of the Disciplinary Committee must contain one independent member who is not a permanent employee of the Body.

## **D 9 FINDINGS AND ORDERS OF THE DISCIPLINARY COMMITTEE**

### **D 9.1 Disciplinary Committee decisions**

The Disciplinary Committee shall issue a written decision setting out its findings and setting out any Order to be made pursuant to its determination in respect of the Complaint.

**D 9.1.2** The standard of proof applicable shall be proof “on the balance of probability”. If the Disciplinary Committee makes a finding that the Complaint has been proved or upheld in whole or in part, it may make any one or more of the following Orders as it considers appropriate:

- (i) That the RGI be reprimanded by way of an oral warning;
- (ii) That the RGI be reprimanded by way of a written warning;
- (iii) That the RGI be required to give a written undertaking to the Body on the terms set out by the Disciplinary Committee;
- (iv) Requirement that the RGI undergo a formal competency assessment or attend specified courses;
- (v) Requirement that the RGI be subject to a higher frequency of inspection and/or fees and charges;
- (vi) Suspension of the RGI’s registration for a defined period and the terms upon which the suspension shall be lifted; and/or,
- (vii) Revocation of the RGI’s Registration with the Body.

**D 9.1.3** Any other such Order that may be made upon such terms and conditions as decided by the Disciplinary Committee in its absolute discretion.

**D 9.1.4** Such Order shall include specification by the Disciplinary Committee with respect to any further sanction or sanctions which may be imposed further to the failure of the RGI to comply with the order and its terms and conditions.

**D 9.1.5** In the case where the Order of the Disciplinary Committee is to suspend or revoke the Registration of the RGI, that Order shall be required to have immediate effect and the Disciplinary Committee (or the Body) shall immediately notify the Commission of its Order.

## **D 10 APPEALS TO THE APPEALS PANEL**

## **D 10.1 Appeals by an RGI**

- D 10.1.1** The RGI may appeal the Order of the Disciplinary Committee to the Appeals Panel on the following grounds:
- (i) The finding on which the Order was based was materially wrong;
  - (ii) The Order imposed a sanction that was excessive;
  - (iii) The Order should be set aside because of a serious procedural or other irregularity in the hearing before the Disciplinary Committee.
- D 10.1.2** The Order of the Disciplinary Committee shall stand pending the outcome of the appeal.
- D 10.1.3** If the RGI wishes to appeal an Order of a Disciplinary Committee, it must do so, to the Appeals Panel, within 28 calendar days of the date of the decision of the Disciplinary Committee being notified to the RGI.
- D 10.1.4** Any such notice of appeal shall state the grounds of appeal and enclose the legal submissions of the RGI (if any) together with a copy of all documents to be relied upon by the RGI including expert reports and witness statements.
- D 10.1.5** The Appeals Panel shall write to the RGI advising them of the time, date and venue for the Appeal Hearing. Such a date for the Appeal Hearing must be within 14 calendar days of receipt of the notice of appeal, if no new evidence as set out in Section D 11.10 is presented. If new evidence is presented the date for the Appeal Hearing must be within 28 calendar days of receipt of the notice of appeal, in accordance with Section D 11.10.
- D 10.1.6** No former member of the Disciplinary Committee or an Inspector who has been concerned with the Complaint which is the subject of the Appeal, shall be eligible for appointment to the Appeals Panel.
- D 10.1.7** Membership of the Appeals Panel shall comprise at least 3 members and shall always comprise an odd number in order to allow for a majority decision to be made. In the interest of transparency, the membership of the Appeals Panel must contain one independent member who is not a permanent employee of the Body.
- D 10.1.8** Where, in the grounds of appeal, the RGI is seeking a re-hearing of the matter, that re-hearing should be conducted and heard by the Appeals Panel, in which case the Complaints Officer or Inspector, as relevant, shall first present the case to the Appeals Panel with the same burden and standard of proof as applied before the Disciplinary Committee and the RGI may then present its case.

**D 10.1.9** If the grounds of appeal are in respect of procedural irregularities only, the appeal shall be heard in such manner as the Appeals Panel shall in its absolute discretion decide.

**D 10.1.10** The Appeals Panel may in its absolute discretion admit any evidence not presented at the hearing before the Disciplinary Committee. If either party wishes to introduce any new evidence not presented at the hearing before the Disciplinary Committee they shall give the other party notice, including the new evidence, at least 14 calendar days prior to the date set for the hearing of the appeal.

**D 10.1.11** The Appeals Panel shall give the RGI the opportunity of:

- (i) Attending and being heard at the hearing of the Appeal;
- (ii) If they so desire, being represented legally or otherwise before the Appeals Panel;
- (iii) Hearing evidence put forward by or on behalf of the Complaints Officer/the Body;
- (iv) Cross examining witnesses, through the Chair, called by the Complaints Officer;
- (v) Adding to the documentary evidence;
- (vi) Calling witnesses to give evidence on their behalf;
- (vii) Make such submissions as they wish to the Appeals Panel.

**D 10.1.12** The Appeals Panel shall give the person or persons representing the Disciplinary Committee the opportunity of:

- (i) Attending and being heard at the hearing of the Appeal;
- (ii) Adding to the documentary evidence;
- (iii) Calling witnesses (including, if desired any Complainant to give evidence);
- (iv) Cross examining witnesses, through the Chair, called by the RGI;
- (v) Making such submissions as they wish to the Appeals Panel.

**D 10.1.13** The Appeals Panel may invite the Complainant to attend the hearing of the Appeal as an observer. The Complainant shall have no right to participate, other than if called as a witness.

**D 10.1.14** On any Appeal, the Appeals Panel may affirm, vary or rescind any Order of the Disciplinary Committee in respect of which the Appeal was brought

and may substitute any other finding or Order (on such terms and conditions) as it, in its absolute discretion, considers appropriate.

- D 10.1.15** An Order of the Appeals Panel shall take effect as and from the date thereof, unless the Appeals Panel, in its absolute discretion, directs that it shall take effect from some other date (not being earlier than the date of the Order of the Disciplinary Committee which is subject to the Appeal) as shall be specified in the Order.
- D 10.1.16** Notice of any finding or Order of the Appeals Panel, together with the reasons thereof, shall be given to the RGI, the Complainant and to the Body as soon as practicable. In the case where the Order of the Appeals Panel is to suspend or revoke the Registration of the RGI then the Body shall immediately notify the Commission.
- D 10.1.17** The Order of the Appeals Panel will be final unless the Order is for the revocation or suspension of the Registration of the RGI. If the order of the Appeals Panel is the suspension or revocation of the Registration of the RGI, the RGI may appeal the matter to the Commission, but not otherwise.
- D 10.1.18** Any RGI who appeals the Order of the Disciplinary Committee may be required to pay an administration fee to the Appeals Panel of a reasonable amount specified by the Appeals Panel (and approved by the Commission).
- D 10.1.19** In the event that the appeal of the RGI is successful, the administration fee will be returned in full to the RGI.

## **D 11 APPEAL TO THE APPEALS COMMITTEE OF THE COMMISSION**

### **D 11.1 RGI right to appeal**

- D 11.1.1** The RGI may appeal against the finding or Order of an Appeals Panel to the Commission only in such circumstances where the sanction imposed/confirmed by the Appeals Panel is for the suspension or revocation of the Registration of the RGI.
- D 11.1.2** The RGI must submit its appeal in accordance with the requirements of Section E (Appeals to the Commission).

## **D 12 APPLICATION OF DISCIPLINARY SANCTIONS BY THE BODY**

### **D 12.1 Application by the Body**

**D 12.1.1** The Body shall apply any decision of the Disciplinary Committee or the Appeals Panel with respect to sanctions to be imposed on the RGI further to the completion of the Disciplinary Procedure and in accordance with the Order of the Disciplinary Committee and/or the Appeals Panel (as the case may be).

# ***Section E***

## *Appeals Process*

---

## **E 1 APPEAL BY THE RGI**

### **E 1.1 Entitlement to Appeal**

**E 1.1.1** An RGI may appeal against the finding or Order of an Appeals Panel to the Commission only in such circumstances where the sanction imposed/confirmed by the Appeals Panel is for the suspension or revocation of the registration of the RGI.

### **E 1.2 Form of Appeal**

**E 1.2.1** The appeal shall be in writing ("Notice of Appeal").

**E 1.2.2** In order to be valid, the Notice of Appeal shall include:

- (i) the details of the RGI;
- (ii) the specific grounds of the appeal;
- (iii) any legal submissions, if any, in respect of the appeal which the RGI intends to rely on;
- (iv) all documentation and evidence the RGI intends to rely on;
- (v) all witness statements and expert reports the RGI intends to rely on; and,
- (vi) copies of the notifications by the Body (including its Complaints Officer, Disciplinary Committee, or the Appeals Panel of the Body) relating to the disciplinary proceedings.

**E 1.2.3** In order to be valid, the Notice of Appeal must be lodged with the Commission within 28 calendar days from the date of the notification of the decision of the Appeals Panel of the Body.

**E 1.2.4** The Commission reserves the right to consider only a Notice of Appeal which meets all of the above requirements.

## **E 2 COMMISSION APPEALS OFFICER AND PROCEDURES**

### **E 2.1 Appointment of Commission Appeals Officer**

**E 2.1.1** The Commission, in considering an Appeal for the purposes of this Section, shall appoint one or more persons to act as an Appeals Officer (Commission Appeals Officer). The Commission Appeals Officer(s) shall be responsible for the handling of the appeal within the Commission and in line with the provisions set out in this section and under the Act.

**E 2.1.2** The RGI and the Body will be notified by the Commission of the appointment of the Commission Appeals Officer(s) within 10 calendar days of the receipt of the valid Notice of Appeal.

## **E 2.2 Procedures of Commission Appeals Officer**

- E 2.2.1** The Commission Appeals Officer(s) shall review all documentation submitted as part of the Notice of Appeal by the RGI together with all submissions made (if any) and all expert reports and witness statements provided (if any) with the RGI's Notice of Appeal.
- E 2.2.2** Having reviewed all of the documentation and all submissions, the Commission Appeals Officer(s) will evaluate the factual, legal and procedural issues raised by the RGI and will prepare a Report for the Commission's approval (Commission Appeals Report).
- E 2.2.3** The Commission's Appeals Officer(s) will forward the Commission Appeals Report to the Commission within such timeline as is agreed with the Commission.
- E 2.2.4** The Commission Appeals Report will set out whether or not, in the opinion of the Commission Appeals Officer(s), a prima facie case has been established against the RGI and a recommendation as to whether or not the Commission should confirm, vary or set aside the decision of the Body's Appeals Panel.
- E 2.2.5** The RGI will comply with any requirements or procedures specified by the Commission or the Commission Appeals Officer relating to the Appeal.

## **E 2.3 Commission's Decision on Appeal**

- E 2.3.1** Further to its consideration of the Commission Appeals Report, the Commission will, in accordance with the procedures to be determined by the Commission, make a decision to confirm, vary or set aside the decision of the Body's Appeals Panel.
- E 2.3.2** The Commission shall advise the Body, the Commission Appeals Officer(s), the RGI and the Complainant of its decision to confirm, vary or set aside the decision of the Body.
- E 2.3.3** The Commission may furnish, in addition to a written copy of its decision, a copy of the Commission Appeals Report to the Body, the RGI and the Complainant.
- E 2.3.4** The Commission's decision on the Appeal shall be final.

# ***Section F***

*Authorised Officer*

---

## **F 1 AUTHORISED OFFICER**

### **F 1.1 Appointment of Authorised Officer**

- F 1.1.1** The Commission shall appoint an Authorised Officer in accordance with the Act.
- F 1.1.2** The Commission shall specify the procedure and requirements for the appointment of an Authorised Officer. The Body, in applying for an Authorised Officer to be appointed, shall comply with such procedures and requirements as specified.
- F 1.1.3** The Commission shall furnish a Certificate of Appointment to the Authorised Officer.
- F 1.1.4** The Certificate of Appointment shall be for a period of time prescribed by the Commission. Upon the expiration of the Certificate of Appointment the Authorised Officer will no longer have the Powers of an Authorised Officer.
- F 1.1.5** The Commission may at its discretion withdraw or cancel the Certificate of Appointment issued to an Authorised Officer.

### **F 1.2 Powers and Duties of an Authorised Officer**

- F 1.2.1** The Commission may direct the Authorised Officer with respect to the carrying out of the Authorised Officer's powers and duties.
- F 1.2.2** The Authorised Officer shall have the following powers:
- (i) to attend at and enter onto any land where the Authorised Officer believes work is being or has been carried out by an RGI and/or work for which a Completion Certificate has issued;
  - (ii) inspect all the gas work which is subject to the inspection and which they believe is necessary to assist them in the carrying out of the inspection;
  - (iii) obtain such information, documentation, computer and/or electronic records as they consider necessary for the carrying out of the inspection;
  - (iv) inspect and copy documents that they consider necessary to assist them in the carrying out of the inspection;
  - (v) take such photographs and make such drawings of the gas works and the premises as they consider necessary;
  - (vi) require any person(s) who carried out the Gas Work at the premises and the person who owns and/or occupies the premises on which the work was carried out to assist them in their inspection and investigation of the Gas Works;

- (vii) require the person who issued the Completion Certificate in respect of the Gas Work to assist them in the carrying out of the inspection; and,
- (viii) require that documents relating to the Gas Work are produced and explained to them (and where they deem necessary, require responses and explanations in writing).

**F 1.2.3** The Authorised Officer shall present the Certificate of Appointment for inspection to any party affected by the actions of the Authorised Officer in their capacity as Authorised Officer.

**F 1.2.4** The Authorised Officer in the carrying out of the inspection shall be required at all times to act in a reasonable manner.

## **F 2 INSPECTION CARRIED OUT BY AN AUTHORISED OFFICER**

### **F 2.1 Notice of Inspection**

**F 2.1.1** Where the Authorised Officer has been appointed to carry out an inspection of work by an RGI, the Body (or the Commission, as appropriate) may notify the RGI in writing two (2) working days prior to the Inspection.

**F 2.1.2** The owner and/or occupier of such premises shall not obstruct the Authorised Officer in carrying out their duties.

### **F 2.2 Co-operation with Authorised Officer**

**2.2.1** An RGI and every employee or other party engaged by that RGI shall provide all reasonable assistance to the Authorised Officer and shall provide all documentation, records and information he or she requires.

**2.2.2** It shall be an offence for a person to obstruct an Authorised Officer performing any function he or she is authorised to perform pursuant to the Act and the Certificate of Appointment.

### **F 2.3 Carrying out of the Inspection**

**F 2.3.1** The Body shall have documented procedures (which shall be subject to approval by the Commission) for the Authorised Officer in the carrying out of the functions associated with their appointment. These procedures shall include those matters and requirements relating to:

- (i) the entry onto premises or land by the Authorised Officer;
- (ii) the Inspection of Gas Works;
- (iii) interviewing relevant parties and requesting information from them to assist in their investigation/inspection;
- (iv) the documenting of evidence and facts further to the carrying out of the investigation/Inspection; and/or,

- (v) the preparation of a report on the investigation (the Authorised Officer's Inspection Report as set out in Section 3 hereunder).

**F 2.3.2** These procedures shall be made available to any party upon request during or prior to an inspection by an Authorised Officer.

## **F 3 AUTHORISED OFFICER INSPECTION REPORT**

**F 3.1** The Authorised Officer shall complete a Report on the Inspection (Authorised Officer's Report).

**F 3.2** The Authorised Officer's Report shall:

- (i) set out the details of the investigation and circumstances leading up to the investigation;
- (ii) set out the Authorised Officer's findings of fact;
- (iii) confirm whether or not the gas installation, the Gas Works and the certification associated with such works comply with I.S. 813, I.S. EN 1949 or I.S. 820 as appropriate and any other relevant industry standard referenced therein and/or sections of the Criteria Document and the Act. This shall include any other requirements/procedures relating to the RGI and their gas works and certification (for example, storage of Completion Certificates, insurance, etc.).

**F 3.3** The Body may (if appropriate and according to the case in question) forward a copy of that Report within such timeline as is specified by Commission to:

- (i) the RGI;
- (ii) the owner and/or occupier of the premises where the Gas Work was carried out;
- (iii) the Commission;
- (iv) any other party as requested by the Commission.

# **APPENDIX 1**

## **OPERATIONAL PROCEDURES**

<b><u>Operational Procedure 1</u></b>	Procedure for Declaration of Conformance
<b>Operational Procedure 2</b>	Modifications Procedure
<b><u>Operational Procedure 3</u></b>	Inspection Criteria and Performance Marking Scheme for New, Upgraded and Existing Domestic, Non-Domestic and LAV Gas Installations.
<b>Operational Procedure 4</b>	Change of Installer

# Operational Procedure 1: Procedure for Declaration of Conformance

---

## SUMMARY OF REQUIREMENT

### The Energy (Miscellaneous Provisions) Act 2006

“Where a Registered Gas Installer carries out any “Gas Work”, the Registered Gas Installer (RGI) concerned shall issue the appropriate Completion Certificate to the person who requested the work to be carried out”.

The CRU Definition for the Scope of “Gas Works” is set out in its final decision papers CER/09/083 and CER/15/244 and has been given legal effect in the Regulations signed by the CRU pursuant to section 9G of the Electricity Regulation Act 1999, as amended by the Energy (Miscellaneous Provisions) Act. **These “Gas Works” Regulations were enacted on XX 2026 and are defined in section 9G(1) of the Act.**

The “Gas Works” final decision documents and associated documentation relating to the regulatory system for gas installers may be viewed at [www.cru.ie](http://www.cru.ie)

The 2006 Act makes it mandatory for an RGI to issue a Completion Certificate for all “Gas Work” carried out. All reference to Declaration of Conformance Certificates throughout this document shall be construed as meaning Completion Certificates for the purpose of the 2006 Act.

There are three different types of Domestic Declaration of Conformance Certificates:

1. CERT 1: For NEW GAS INSTALLATIONS OR EXISTING INSTALLATIONS REQUIRING A NEW METER FIT i.e. requiring a connection to the gas network (Pre and or Post Construction)
2. CERT 2: For BOILER REPLACEMENT on existing gas installations with a gas meter already fitted
3. CERT 3: For EXISTING GAS INSTALLATIONS with a gas meter already fitter to cover additional “Gas Work” i.e. new appliance fit,(except boilers) repair work, safety check and /or service

There are three different types of Non-Domestic Declarations of Conformance Certificates:

1. CERT A: For NEW GAS INSTALLATIONS OR A NEW METER FIT i.e. requiring a new connection (Pre and or Post Construction)

2. CERT B: For APPLIANCE INSTALLATION / REPLACEMENT on existing gas installations with a gas meter already fitted / gas already supplied
3. CERT C: For EXISTING INSTALLATIONS WITH A GAS SUPPLY/GAS METER FOR REPAIR, SAFETY CHECK AND/OR SERVICE

## DESCRIPTION

This procedure is for all RGI's regarding Declaration of Conformance Certificates for "Gas Work".

## RESPONSIBILITY

All RGI's must issue the appropriate Declaration of Conformance for all "Gas Work" to the person who requested the works to be carried out.

It is an offence under the 2006 Act for a person to:

- (a) Describe oneself as an RGI or in a manner likely to suggest he/she is an RGI unless that person is an RGI; and
- (b) Carry out "Gas Work" if you are not an RGI, a Gas Transmission System Operator, a Gas Distribution System Operator, a Gas Emergency Officer or a Gas Safety Officer.

Any person who contravenes A or B above is guilty of an offence and liable –

- (a) On summary conviction to a fine not exceeding €5,000 or a term of imprisonment not exceeding 6 months or to both, or
- (b) On conviction on indictment to a fine not exceeding €15,000 or a term of imprisonment not exceeding 3 years or both.

## DEFINITIONS

**DOC Certificates** – Declaration of Conformance Certificates (Completion Certificate for the purposes of The Electricity Regulation Act 1999, and the Energy (Miscellaneous Provisions) Act 2006).

**RGI** - A Registered Gas Installer with the RGI scheme.

**GSSB** - Gas Safety Supervisory Body. The body appointed by the CRU to operate the RGI scheme.

**CRU** - Commission for Regulation of Utilities

**"Gas Works"** - as defined in S.I. No. xxx of 2026 ELECTRICITY REGULATION ACT 1999 (GAS WORKS) REGULATIONS 2025

## PROCEDURE

The following is an important part of the safety procedures for Domestic "Gas Works". Failure to comply with these requirements will be deemed as a breach of the rules of registration and may lead to a review of the RGI's registration status.

## REGISTERED GAS INSTALLER NUMBER

Each RGI will be issued with a unique RGI number. An RGI number is essential to the smooth running of this procedure. This RGI number is issued to all RGI's at time of registration with the RGI scheme.

## **1.1 DECLARATION OF CONFORMANCE (DOC) 1 (CERT 1) DOMESTIC NEW GAS INSTALLATIONS OR EXISTING INSTALLATIONS REQUIRING NEW METER FIT i.e. requiring a connection to the gas network**

When a customer requests an RGI to carry out “Gas Works”, for which a gas meter will be required (connection to the network), the RGI carrying out the “Gas Works” must issue a DOC Certificate (CERT 1) “Pre Construction” and/or Post Construction. This DOC Certificate (CERT 1) must be purchased from the RGI scheme.

When an RGI requires a new connection to a gas network for one of his/her customers (a meter fit) at a premise, he/she must contact the customer’s Natural Gas/ LPG Supplier.

The RGI must provide his/her name and RGI number to the Natural Gas/ LPG Supplier. The RGI name and number will be logged against the fit meter job.

If the RGI does not provide their RGI number to the Natural Gas/ LPG Supplier, the meter will not be fitted.

The RGI must complete the Declaration of Conformance, provide all details required on the DOC Certificate and sign the declaration.

NOTE: An RGI is only permitted to certify their own work or that of another RGI, registered Trainee or other competent person such as a welder working in conjunction with the certifying RGI under their supervision. Details of the RGI/Trainee/competent person must be recorded on the DOC Certificate

If the RGI has not completed the DOC Certificate, the connection will not be made.

If, at any time following the meter fit request, the RGI is not in a position to complete the “Gas Works” they must inform the RGI Scheme and the Natural Gas Supplier/ LPG Supplier/Network Operator so that the meter fit and DOC Certificate records can be amended.

### **Use of DOC Certificates (CERT 1)**

For NEW GAS INSTALLATIONS OR EXISTING INSTALLATIONS REQUIRING A NEW METER FIT i.e. requiring a connection to a gas network.

CERT 1 may only be completed by an RGI who is registered with the RGI scheme. The RGI must complete CERT 1 while at the customer’s premises either “Pre Construction” and/or “Post Construction” .

### **Care must be taken when completing the DOC Certificate**

- Ensure that the relevant appliance boxes are marked on the DOC Certificate for the “Gas Work” carried out i.e. Central Heating, Fire, Cooker, Other, etc. (Post Construction)
- Ensure that the four test boxes are marked on the DOC Certificate. (Post Construction)

- **Note: Even where a room-sealed boiler is fitted, the adequate permanent ventilation test box needs to be marked.**

## **2.1 DOC CERTIFICATE 2 (CERT 2) DOMESTIC**

**For BOILER REPLACEMENT on existing gas installations with a gas meter already fitted**

When a gas customer requests an RGI to replace a boiler (“Gas Works”) and there is a gas meter already fitted at the premises, the RGI carrying out the “Gas Works” must issue a DOC Certificate (CERT 2) on completion of the “Gas Works”. This DOC Certificate (CERT 2) must be purchased from the RGI scheme operator.

The RGI must, upon completion of the boiler installation, provide all details required on the DOC Certificate and sign the declaration.

**NOTE:** An RGI is only permitted to certify his/her own work or that of a Registered Trainee working under their supervision.

### **Use of DOC Certificates (CERT 2)**

For BOILER REPLACEMENT on existing gas installations with a gas meter already fitted.

CERT 2 may only be completed by an RGI who is registered with the RGI scheme. The RGI must complete CERT 2, while at the customer’s premises, upon completion of the “Gas Works”, commissioning and testing.

### **Care must be taken when completing the DOC Certificate**

- Ensure that the relevant appliance detail is completed on the DOC Certificate for the “Gas Works” carried out i.e. boiler replacement.
- Ensure that the four test boxes are marked on the DOC Certificate.
- **Note: Even where a room-sealed boiler is fitted, the adequate permanent ventilation test box needs to be marked.**

## **3.1 DECLARATION OF CONFORMANCE 3 (CERT 3) DOMESTIC**

**For existing installations with a gas meter to include APPLIANCE FIT (EXCEPT A BOILER WHERE A DOC CERTIFICATE 2 IS REQUIRED) REPAIR, SAFETY CHECK AND/OR SERVICE i.e. all other “Gas Works”**

When a gas customer requests an RGI to fit an appliance, (except a boiler where CERT 2 is required) carry out a repair, safety check and/or service where there is a gas meter already fitted at the premises, the RGI carrying out the “Gas Works” must issue a DOC Certificate (CERT 3) on completion of the “Gas Works”. This DOC Certificate (CERT 3) must be purchased from the RGI scheme operator.

The RGI must, upon completion of the “Gas Works”, provide all details required on the DOC Certificate and sign the declaration.

**NOTE:** An RGI is only permitted to certify his/her own work or that of a Registered Trainee working under their supervision.

### **Use of DOC Certificates (CERT 3)**

For new appliance fit, (except Boilers) repair, service and/or safety check i.e. any “Gas Works” on existing installations

CERT 3 may only be completed by an RGI who is registered with the RGI scheme. The RGI must complete CERT 3 while at the customer’s premises on completion of the “Gas Works” and testing.

### **Care must be taken when completing CERT 3**

- Ensure that the relevant appliance boxes are marked on the DOC Certificate i.e. Oven, Hob, Fire, Cooker, Other. Etc.
- Ensure the “Gas Works” to which the DOC Certificate applies is clearly marked i.e. Repair, Install, Service, and Safety Check.
- Ensure that the four test boxes are marked on the DOC Certificate. **Note: Even where a room-sealed boiler is fitted, the adequate permanent ventilation test box needs to be marked.**

### **When completing Certificates in hard copies:**

- Ensure writing is legible. ‘Print’ writing at all times.
- The Company number, Trainee number (where applicable) and the RGI number must be provided.
- The Gas Point Registration Number (GPRN) must be entered
- When writing the customer’s address provide the full address **e.g. 2 Main Street, Drogheda, Co. Louth**
- Fill in the ‘Date of Test’ and the ‘Date of Issue’. (Post Construction”)
- Care should be taken when tearing the DOC Certificate out of the book. Ensuring that the DOC Certificate number is not removed or destroyed
- Only the RGI responsible for the “Gas Works” may sign off the DOC Certificate  
See [rgi.ie](http://rgi.ie) for an example of a correctly completed CERT 1

Check that the duplicate / carbon copies of the DOC Certificate are legible. Use a ball point pen when filling in the DOC Certificate.

### **Use of DOC Certificates (CERT 1,2 & 3) continued**

**The white copy** - It is a requirement of the Electricity Regulation Act 1999, as amended that an RGI leave a copy (white) of the DOC Certificate (after completing construction and commissioning) with the customer for their records.

**The yellow copy (CERT 1 Only)** fully completed (Pre and or Post Construction) by the RGI must be available on site for the gas supplier/ network operator in order for the gas meter to be fitted.

**Note:** *The gas supplier /network operator may refuse to fit the gas meter, invalidate the certificate and return it to the RGI scheme operator if the declaration is incorrect and /or fails any tests (see reverse of yellow copy).*

**The green copy** must be returned by the RGI to the RGI scheme Hazel House, Millennium Park, Naas, Co. Kildare, W91 PXP3, within **twenty**<sup>16</sup> working days of issue (or meter fit).

**The blue copy** of the DOC Certificate must be retained on file by the RGI for his/her own records and for possible audit by the RGI scheme at a later date.

## **NON-DOMESTIC CERTIFICATES**

### **4. DECLARATION OF CONFORMANCE A (CERT A) NON-DOMESTIC**

#### **New gas installations or existing installations requiring a supply of gas and or a new gas meter fit.**

When a Non-Domestic gas customer/duty holder/operator requests an RGI to carry out Gas Works, for which a new gas supply and or new gas meter will be required, the RGI carrying out the Gas Work must issue a DOC Certificate (CERT A. This DOC Certificate (CERT A) must be purchased from the RGI scheme.

When an RGI requires new connection for one of their customers (a new supply / meter fit) at a premise they must contact the customer's Natural Gas / LPG Supplier to make an appointment.

The RGI must provide their name and RGI number to the Natural Gas / LPG Supplier. The RGI name and number will be logged against the job.

If the RGI does not provide their RGI number to the Natural Gas / LPG Supplier, supply will not be connected and or the meter will not be fitted.

The RGI must complete the Declaration of Conformance, provide all details required on the DOC Certificate and sign the declaration.

**NOTE:** An RGI is only permitted to certify their own work or that of an employee RGI, registered employee/Trainee or other competent person such as a welder working in conjunction with the principal RGI under their direction. Details of the RGI/employee/trainee/competent person must be recorded on the DOC Certificate.

If the RGI has not completed the DOC Certificate, the gas supply will not be connected and or the meter will not be fitted.

If, at any time following the meter fit request, the RGI is not in a position to complete the Gas Work he/she must inform the RGI scheme and the Natural Gas / LPG Supplier/ Network Operator so that the meter fit and DOC Certificate records can be amended.

#### **Use of DOC Certificates (CERT A)**

##### **New gas installations or existing installations requiring a supply of gas and or a new gas meter fit.**

---

<sup>16</sup> The return time has been increased from 10 to 20 working days

CERT A may only be completed by an RGI who is registered with the RGI scheme with the Non-Domestic notified category. The RGI must complete CERT A while at the customer's premises.

### **Care must be taken when completing the DOC Certificate**

- The principal RGI has overall responsibility for ensuring all details (including those provided by other persons such as designer or welder) are correct.
- The RGI Company number, employee/Trainee RGI numbers (where applicable) and the principal RGI number must be provided.
- Details of the designer must be provided.
- Details of other competent person (e.g. welder) working on installation must be provided.
- Ensure that the relevant appliance boxes are marked on the DOC Certificate for the Gas Works carried out i.e. Central Heating, Fire, Cooker, Other, etc.

## **5. DECLARATION OF CONFORMANCE B (CERT B) NON-DOMESTIC**

### **For installation modifications including pipework alterations and appliance installation / replacement where a gas meter is already fitted/gas is already supplied**

Where a Non-Domestic gas customer/duty holder/operator requests an RGI for any installation modifications including pipework alterations and or appliance installation / replacement and there is an existing gas meter fitted / gas already supplied at the premises, the RGI carrying out the Gas Works must issue a DOC Certificate (CERT B) on completion of the "Gas Works. This DOC Certificate (CERT B) must be purchased from the RGI scheme.

The RGI must, upon completion of the modification, provide all details required on the DOC Certificate and sign the declaration.

**NOTE:** An RGI is only permitted to certify their own work or that of an employee RGI, registered employee/Trainee or other competent person such as a welder working in conjunction with the principal RGI under their direction. Details of the RGI/employee/Trainee/competent person must be recorded on the DOC Certificate.

### **Use of DOC Certificates (CERT B)**

### **For installation modifications including pipework alterations and appliance installation / replacement where a gas meter is already fitted/gas is already supplied**

CERT B may only be completed by an RGI who is registered with the RGI scheme, with the Non-Domestic notified category. The RGI must complete CERT B, while at the Non-Domestic gas customer/duty holder/operator premises, upon completion of the Gas Works and testing.

## Care must be taken when completing the DOC Certificate

- A separate certificate must be filled out for each appliance.
- The RGI Company number, employee/Trainee RGI number (where applicable) and the principal RGI number must be provided.
- Ensure that the relevant appliance detail is completed on the DOC Certificate for the Gas Work carried out i.e. boiler replacement.
- Ensure that the test check boxes are marked on the DOC Certificate.
- **Note: Even where a room-sealed boiler is fitted, the adequate permanent ventilation test box needs to be marked.**

## 6. DECLARATION OF CONFORMANCE C (CERT C) NON-DOMESTIC

**For repair, safety check and/or service of existing gas installations i.e. all other Gas Work.**

Where a Non-Domestic gas customer/duty holder/operator requests an RGI repair / safety check / service an appliance, where there is an existing gas meter fitted / gas already supplied at/ the premises, the RGI carrying out the Gas Works must issue a DOC Certificate (CERT C) on completion of the Gas Works. This DOC Certificate (CERT C) must be purchased from the RGI scheme.

The RGI must, upon completion of the Gas Works, provide all details required on the DOC Certificate and sign the declaration.

**NOTE:** An RGI is only permitted to certify their own work or that of an employee RGI, registered employee/Trainee or other competent person such as a welder working in conjunction with the principal RGI under their direction. Details of the RGI/employee/Trainee/competent person must be recorded on the DOC Certificate.

***NOTE: Where a Non-Domestic appliance is either serviced, and or repaired a Certificate C must be issued for each individual appliance. Where a safety check is conducted, an RGI must issue a Certificate C which can cover up to a maximum of 10 appliances. Additional certificates are required for additional appliances which are incorporated in the safety check.***

### Use of DOC Certificates (CERT C)

**For repair, safety check and/or service of existing gas installations i.e. all other Gas Work.**

CERT C may only be completed by an RGI who is registered with the RGI scheme with the Non-Domestic notified category. The RGI must complete CERT C while at the customer's premises on completion of the Gas Works and testing.

### Care must be taken when completing CERT C

- A separate certificate must be filled out for each appliance that is serviced and or repaired.

- A certificate for a safety check can be issued for up to a maximum of 10 appliances. Additional appliances covered by the same safety check will require additional certificates.
- The RGI Company number, employee/Trainee RGI number (where applicable) and the principal RGI number must be provided.
- Ensure that the relevant appliance type is filled out on the DOC Certificate i.e. Oven, Hob, Fire, Cooker, Other. Etc.
- Ensure the Gas Work to which the DOC Certificate applies is clearly marked i.e. Repair, Install, Service, and Safety Check.
- Ensure that the test boxes are completed on the DOC Certificate. **Note: Even where a room-sealed boiler is fitted, the adequate permanent ventilation test box needs to be completed.**

#### **Responsibilities in relation to DOC Certificates (CERT A, B & C) record keeping.**

- In addition to retaining copies of certificates of conformance, the RGI is responsible for ensuring that all relevant work records are retained, complete and accurate. Regardless of the format chosen, the records must clearly record all relevant details and results which relate to the works conducted so that they are available for inspection, audit, or investigation if required.
- Relevant records may consist of the following: non-exhaustive,
  - Purging calculations, records and results
  - Certificates
  - Flue operational checks
  - Provision of ventilation
  - Operating pressure and/or heat input
  - Safe and correct installation and operation of the appliance/installation
  - Combustion analysis readings
  - Strength and soundness test records and results
  - Ambient air test results
  - Records as required by relevant standards
  - Results of tests as required by manufacturer's instructions.
  - Design calculations
- Records are required to be kept in accordance with the relevant industry standard, manufacturer's instructions and as determined by the GSSB.
- Records must be retained for a minimum of six years. These records must be provided to the customer, the GSSB or the CRU upon request.

#### **When completing Certificates (CERT A, B & C) in electronic format.**

- Ensure that all test boxes are marked on the DOC Certificate.
- Fill in the 'Date of Test' and the 'Date of Issue'.
- Only the principal RGI responsible for the Gas Work may sign off the DOC Certificate.
- See [rgi.ie](http://rgi.ie) for examples of a correctly completed CERT A, B & C.

**Note:** *The gas supplier /network system operator may refuse to fit the gas meter, invalidate the certificate and return it to the RGI scheme if the declaration is incorrect and /or fails any tests.*

## **7. RECORD OF DE-COMMISSIONING NON-DOMESTIC (PURGING)**

**For decommissioning of existing gas installations i.e. all Gas Works.**

Where a Non-Domestic gas customer/duty holder/operator requests an RGI to decommission a gas installation the RGI carrying out the Gas Works must retain relevant records relating to the decommissioning and purging of the non-domestic gas installation.  
**END NON-DOMESTIC CERTIFICATE SECTIONS.**

**Failure to comply with the requirements of Operational Procedure 1 will be deemed as a breach of the rules of registration and the Criteria document which may lead to disciplinary action been taken against the RGI, in line with the Disciplinary Procedure as outlined in Section D of this Criteria Document.**

### **Digital Certificates**

Digital Certificates are available on The Electronic Certification System (ECS).  
Access to the ECS via the RGI scheme website. [rgi.ie](http://rgi.ie).

### **Paper Certificates**

#### **Ordering New Books of DOC Certificates**

When ordering new books of DOC Certificates (CERTS), RGI's must contact the RGI scheme office.

The RGI scheme  
HAZEL HOUSE,  
MILLENNIUM PARK,  
NAAS,  
CO. KILDARE,  
W91 PXP3

**Contact details and office hours available on [rgi.ie](http://rgi.ie)**

# Operational Procedure No. 2

## Modifications Procedure

### TABLE OF CONTENTS

PREAMBLE.....

1. DEFINITIONS AND INTERPRETATION .....

2. THE MODIFICATION COMMITTEE .....

3. TERMS OF REFERENCE .....

4. MODIFICATION COMMITTEE MEETINGS .....

5. MODIFICATION PROPOSALS.....

6. MODIFICATION PROCEDURE .....

7. MODIFICATION OF THE CRITERIA DOCUMENT.....

8. COSTS .....

9. GENERAL .....

**ADDENDUM: CRITERIA MODIFICATION PROPOSAL FORM**

## PREAMBLE

On the 24<sup>th</sup> December 2006, the Energy (Miscellaneous Provisions) Act 2006 was signed into law. Under the 2006 Act, the CRU was given the legal function “to regulate the activities of natural gas installers with respect to safety”.

Section 9F(5)a of the Electricity Act 1999 inserted by Section 13 of the 2006 Act sets out that the CRU shall publish criteria relating to:

- Gas safety supervision;
- The safety standards to be achieved and maintained by gas installers; and,
- The procedures to be operated by a person appointed as the designated body.

On 18th December 2007, the CRU published the decision paper “***Vision for the Regulation of Gas Installers with Respect to Safety***” (ref. CER/07/225) outlining its high level approach to the regulation of gas installers with respect to safety.

Further to the requirements of the legislation and the Vision Document, the CRU published a Criteria Document, which establishes the rules governing the Regulatory System, and the obligations bestowed on participants operating within the system including RGIs, the Body and the Network Operator.

The aim of the Criteria Document is to facilitate the achievement of a stable and robust regulatory system that adheres to legislative requirements and sets out clear and transparent rules for the Registered Gas Installer, the Gas Safety Supervisory Body and other relevant parties under the Regulatory System.

In this regard, the CRU has committed to on-going stakeholder involvement in the review of the Criteria Document and its operation and this review and modification process will be formalised through the Criteria Review Panel for the Regulation of Natural Gas Installers, as described in the Vision Document.

The purpose of this document is to outline the modifications process by which any amendment of the Criteria Document is to take place.

## 1. DEFINITIONS AND INTERPRETATION

**“Act”**: the Electricity Regulation Act 1999 (and any amendment thereto);

**“Alternate ”**: any person selected by a Member to represent the views of the Member’s Appointing Body in the Member’s place at Modification Committee meetings;

**“Appointing Body”**: any person or persons selected by the CRU, to appoint a Member to the Modifications Committee;

**“Body”**: any person or persons appointed by the CRU, pursuant to the Act, to act as the Gas Safety Supervisory Body (GSSB);

**“Business Day”**: any day other than (a) any Saturday or Sunday or (b) any other day that is a public holiday in Ireland;

**“CRU”**: the Commission for Regulation of Utilities;

**”CRU’s Representative”**: the individual (if any) for the time being appointed by the CRU to the Modifications Committee in accordance with these Rules;

**“Criteria Document”**: the document which is specified and published by the CRU pursuant to the Act and as may be amended from time to time;

**“Criteria Modification Proposal Form”**: the document that must be filled out in order to request a modification of the Criteria Document. See Appendix;

**“Invitee(s)”**: the organisation(s) or, where the context allows, the individual(s) who are not Member(s) and who are nominated or appointed from time to time by the CRU to sit as parties on the Modification Committee;

**“IRP”**: the Installer Representative Panel

**“Meeting Papers”**: documentation circulated to the Modification Committee Members before a meeting of the Modification Committee in order to allow them to familiarise themselves with the items to be discussed at that meeting.

**“Member”**: any individual for the time being appointed to the Modification Committee who for the avoidance of doubt, is treated at all times and for all purposes in connection with these Rules as a representative of his/her Appointing Body;

**“Modify”**: modify, revise, amend, vary, suspend (in whole or in part), supplement, extend or replace and **“Modification”** shall be construed according;

**“Modification Committee”**: the Modification Committee for the time being in place and constituted pursuant to and in accordance with these rules;

**“Modification Committee Chairman”**: the person appointed by the CRU to chair the Modification Committee pursuant to Rule 2.4;

**“Modification Committee Secretary”**: the individual for the time being appointed as Modification Committee Secretary pursuant to Rule 2.5;

**“Modification Procedures”**: the procedures relating to Modifications and Modification Proposals set out in these Rules;

**“Modification Proposal”**: a proposal made by a member of the IRP or a party nominated by the CRU;

**“Network System Operator”** means the Body licensed to exercise the functions of the Network System Operator by the CRU;

**“NSAI”** means the National Standards Authority of Ireland;

**“Publish”**: the release and distribution to the industry and the general public of documentation and information in the form approved by the CRU, which shall include the presentation of the documentation and information through the website of the Body and the email distribution list (and/or postal distribution list) of all RGIs registered with the Body;

**“RGI”**: a registered gas installer who is registered by the Body further to the requirements of the Criteria Document;

**“Rules”**: the rules contained herein, as the same may, from time to time, be modified; and

**“Rule”** shall be construed accordingly;

## **2. THE MODIFICATION COMMITTEE**

### **2.1 Purpose**

The Modification Committee shall advise the CRU on proposed modifications to the Criteria Document. However, the CRU, as owner of the Criteria Document, shall at all times reserve the right to make a final determination on a modification.

### **2.2 Membership**

- (a) The Modification Committee may be composed of the membership of relevant CRU-led committees that have relevance to the specific modification(s) proposed <sup>[FOOTNOTE 17]</sup> and any such Invitee(s) as the CRU may at its complete discretion appoint to the Modifications Committee; and
- (b) Members will, as appropriate, represent the interests of and inform the Modification Committee of the views of that Member's Appointing Body in relation to Modification Proposals.

### **2.3 Appointment of Chairman**

- 2.3.1 The CRU shall appoint one individual, as the Chairman for the Modification Committee meetings and may remove and replace any individual so appointed;
- 2.3.2 If the person appointed as Chairman is unable to attend, the CRU shall appoint another individual under Rule 2.3.1;

### **2.4 Appointment of Modification Committee Secretary**

The CRU shall appoint an individual (being an individual other than a Member) as the Modification Committee Secretary, and may remove and replace any individual so appointed. The Modification Committee Secretary will attend all meetings of the Modification Committee.

### **2.5 Invitees**

- 2.5.1 The CRU may invite where appropriate an Invitee(s) to sit on the Modification Committee. The Invitee(s) shall have the same rights as Members pursuant to these Rules, at meetings of the Modification Committee. If such Invitee(s) accept an offer by the CRU to sit on the Modification Committee, the Modification Committee Secretary shall notify all the Members of the Modification Committee of the name of the Invitee(s), the organisation that the Invitee(s) represents, and any other information the CRU deems it is appropriate to furnish to the Modification Committee.
- 2.5.2 The CRU reserves the right to remove and replace Invitee(s) from the Modification Committee as it deems appropriate.

### **2.6 Retirement and removal of Members**

- 2.6.1 Each Member shall serve a one year term from the 1<sup>st</sup> of September of each year.

---

<sup>17</sup> CRU-led committees include but are not limited to the Domestic Gas Award Scheme Committee and the Gas Safety Committee

- 2.6.2 In respect of each individual who is a Member, the Appointing Body shall, not later than the 15<sup>th</sup> of August each year, notify the Modification Committee Secretary, who is to represent them for the following year.
- 2.6.3 The CRU reserves the right to remove a Member or Invitee from the Modification Committee due to a misbehaviour, which may warrant removal. Without prejudice to the right of the CRU to immediately furnish a Member or Invitee with particulars of misbehaviour warranting removal, where a Member or Invitee behaves in a manner that might, if continued, warrant his or her removal from the Modification Committee, the CRU shall issue a written warning to that Member or Invitee. The letter shall state that any further incidence of the behaviour concerned or any other misbehaviour will result in him or her having to answer a charge of misbehaviour warranting removal.
- 2.6.4 Where the CRU has issued a warning and identified further occurrences of misbehaviour, or identified sufficiently serious occurrences of a particular misbehaviour, the CRU may remove a Member or Invitee from the Modification Committee. The CRU shall then furnish to the Member or Invitee in writing, the particulars of the misbehaviour alleged to have occurred, and invite such a Member or Invitee to provide a written response within a timeframe specified by the CRU.
- 2.6.5 The CRU shall consider any such responses in deciding whether or not to proceed with the removal of the Member or Invitee in question.
- 2.6.6 The CRU shall also inform the Member or Invitee of its decision regarding his/her future attendance at the Modification Committee. In the event of the Member or Invitee response not satisfying the CRU, his or her proposed removal will be notified to the Appointing Body without further notice to him or her. The Appointing Body shall have a period of ten (10) Business Days, but not later than five (5) Business Days before the next Modification Committee meeting, within which to notify the Modification Committee Secretary of the identity of the replacement Member to be appointed, and upon the appointment of such a replacement (which shall take effect immediately upon receipt of the relevant notice by the Modification Committee Secretary), his or her period of appointment shall cease.
- 2.6.7 It should be noted that full attendance is not required for the Modification Committee to operate. If a replacement is not nominated by the Appointing Body in question, the work of the Modification Committee may continue without the involvement of that Appointing Body's Members or Invitee(s).
- 2.6.8 Examples of misbehaviour warranting removal from the Modification Committee include, but are not limited to, persistent non-attendance, abusive behaviour and consistent failure to represent the views or interests of the Appointing Body.

## 2.7 **Ceasing to be a Member**

A Member will cease to be a Member if:

- (a) he or she resigns; or
- (b) the relevant Appointing Body notifies the Modification Committee Secretary that he/she is to be replaced in which event that Appointing Body shall appoint a replacement member as its representative and shall notify the Modification

Committee Secretary of the replacement no less than five (5) business days before the next Modifications Committee meeting.

## **2.8 Alternates**

Each Member may, from time to time, by notice to the Modification Committee Secretary appoint (or revoke the appointment of) an Alternate. The appointment (and revocation of the appointment) of any Alternate shall be conditional, and shall only be effective, upon receipt of notice by the Modification Committee Secretary and upon approval by the CRU.

An Alternate may attend any meeting of the Modification Committee which is not also attended by the Member (in his capacity as a Member) who appointed him or her and shall be able to exercise and discharge any and all of the functions, powers and duties of the Member who appointed him/her.

If a Member ceases to be a Member of the Modification Committee, the appointment of any Alternate of the Member shall also cease.

## **3. TERMS OF REFERENCE**

The CRU shall from time to time set the Terms of Reference for the Modification Committee. The Terms of Reference for the Modification Committee shall include but not be limited to making or considering, as the case may be, in accordance with these Rules, Modification Proposals;

- (a) taking into account the provisions of the Act;
- (b) taking into account the need to review the Criteria Document on a regular basis;
- (c) taking into account the likely cost implications of the Modification proposed;
- (d) taking into account representations made pursuant to a process of consultation in respect of Modification Proposals;
- (e) taking into account any other issue or matter which the CRU shall, from time to time or at any given time, direct shall be a relevant consideration for the Modification Committee.

## **4. MODIFICATION COMMITTEE MEETINGS**

### **4.1 Scheduling of meetings**

Modification Committee Meetings shall be convened by the Modification Committee Secretary who shall give Members seven (7) business days' (or such shorter notice as the CRU may in any particular case specify) written notice thereof. Every notice convening a meeting of the Modification Committee shall specify the place, day and time of the meeting and enclose an agenda, all Modification Proposals received by the Modification Committee Secretary before the date of the Notice, and all relevant materials. Supplementary meetings may be called by the CRU, as and when the CRU determines necessary.

### **4.2 Location and form of meetings**

4.2.1 Meetings of the Modification Committee will take place in a venue specified by the CRU.

4.2.2 Meetings of the Modification Committee may take place by means of any audio, audio-visual or interactive communication - provided that each Member shall be able to communicate to each of the other Members and be heard by each of the other Members simultaneously.

#### 4.3 **Minutes**

The Modification Committee Secretary shall take minutes of every meeting of the Modification Committee and shall circulate copies of the minutes to every Member.

### 5. **MODIFICATION PROPOSALS**

5.1 A Modification Proposal shall be submitted to the Modification Committee Secretary.

5.2 A Modification Proposal may be made by:

(b) members of the Modification Committee

(c) or any party nominated by the CRU.

#### 5.3 **Form of Modification Proposals:**

5.3.1 Each Modification Proposal shall:

(i) be submitted electronically to the Modification Committee Secretary using the “**Criteria Modification Proposal Form**”, appended to this document. Modifications Proposals shall not be accepted by any means other than email, except in exceptional circumstances, at the discretion of the CRU.

(ii) be completed fully before submission.

5.3.2 The submission should outline:

(i) which section(s) of the Criteria Document the proposed Modifications relate to;

(ii) the proposed alternative wording of the section(s) in question;

(iii) a high-level description of the proposed Modification and the justification for it;

(iv) the impact of not adopting the proposed Modification;

(v) what further action needs to be taken before the Modification is workable (e.g. industry consultation, legal advice, etc.)

### 6. **MODIFICATION PROCEDURE**

6.1 Upon receipt of a Modification Proposal from a party as set out in Section 6.2, the Secretary will enter a vetting and evaluation process.

## 6.2 **Initial Evaluation of the Modification Proposal**

The CRU shall:

(a) confirm that the proposal was submitted by a Member or a nominee of the CRU.

(b) evaluate whether the “**Criteria Modification Proposal Form**” has been filled out correctly in full.

6.3 The CRU shall, within two (2) working days of receiving the proposal, shall acknowledge receipt of the proposal electronically.

## 6.4 **Evaluation of the Proposal on basis of Merit**

If the CRU finds the proposal meets the criteria outlined in Section 6.2 (a) and 6.2 (b), it will then evaluate the merit of the proposal. In doing so the merit of the proposal will be considered in terms of Section 3 of this document (Terms of Reference) as well as any other criteria the CRU deems relevant.

The CRU shall, within five (5) working days of receiving the proposal, reply to the party that has submitted the proposal. The reply shall confirm acceptance/non-acceptance of the proposal for the consideration.

## 6.5 **Non-Acceptance of a Modification Proposal**

In the case of a Modification Proposal not meeting the criteria of Sections 6.2-6.4, the CRU will return the proposal to its author, stating why it has decided not to accept the Modification Proposal.

The CRU reserves the right of non -acceptance of proposals which it believes are not within the scope of the Criteria Document.

## 6.6 **Acceptance, Recording and Circulation of a Modification Proposal**

Once a Modification Proposal has been accepted for consideration by the CRU, it shall be recorded and filed by the CRU, and allocated an individual identification number.

The Secretary shall circulate the Modification Proposal(s), as part of the Meeting Papers, six (6) working days (or such shorter notice as the CRU may in any particular case specify) before the next Committee Meeting.

A meeting agenda shall be included within the Meeting Papers. It will specify which proposals shall be discussed at the next meeting, and which shall be carried over for future discussion or otherwise.

It is at the discretion of the CRU to decide which proposals it wishes to include for discussion at Committee Meetings, taking into consideration the relative importance and/or urgency of such proposals and the resources available to it.

## 6.7 Discussion of Modification Proposals at Committee Meetings

Where proposals are included for discussion at a Modifications Committee meeting, the CRU shall give a brief presentation on the proposal at hand. The matter will then be left open for general discussion with the Committee.

The Modifications Committee shall seek to arrive at an agreed position on the Modification Proposal, which shall be finalised and presented to the CRU for consideration.

The CRU shall consider issues raised by Committee Members when making its final decision in relation to the proposal, and may request that any Committee Member make a written submission to the CRU subsequent to the meeting, outlining his/her comments on the proposal.

The CRU may re-table a proposal for discussion in subsequent meetings as it sees fit.

The CRU may also, at its discretion present the proposed Modification to individual Members in order to obtain their opinions.

## 6.8 CRU Decisions in relation to Modification Proposals

All decisions relating to the Modification of the Criteria Document shall be made by the CRU.

The CRU reserves the right to adopt a Modification Proposal without calling a meeting of the committee. Reasons as to why this might happen include, but are not limited to, the Modification Proposal being of a minor nature, for the safety reasons or if time were a critical factor in adopting a Modification.

The CRU may withhold its decision on a Modification Proposal at its discretion.

The CRU shall communicate the outcome of its Modifications decisions to the Members at the earliest possible convenience.

A meeting agenda shall be included within the Meeting Papers. It will specify which proposals shall be discussed at the next meeting, and which shall be carried over for future discussion or otherwise.

It is at the discretion of the CRU to decide which proposals it wishes to include for discussion at Committee Meetings, taking into consideration the relative importance and/or urgency of such proposals and the resources available to it.

## 6.7 Discussion of Modification Proposals at Committee Meetings

Where proposals are included for discussion at a Modifications Committee meeting, the CRU shall give a brief presentation on the proposal at hand. The matter will then be left open for general discussion with the Committee.

The Modifications Committee shall seek to arrive at an agreed position on the Modification Proposal, which shall be finalised and presented to the CRU for consideration.

The CRU shall consider issues raised by Committee Members when making its final decision in relation to the proposal, and may request that any Committee Member make a written submission to the CRU subsequent to the meeting, outlining his/her comments on the proposal.

The CRU may re-table a proposal for discussion in subsequent meetings as it sees fit.

The CRU may also, at its discretion present the proposed Modification to individual Members in order to obtain their opinions.

## **6.8 CRU Decisions in relation to Modification Proposals**

All decisions relating to the Modification of the Criteria Document shall be made by the CRU.

The CRU reserves the right to adopt a Modification Proposal without calling a meeting of the committee. Reasons as to why this might happen include, but are not limited to the Modification Proposal being of a minor nature, for the safety reasons or if time were a critical factor in adopting a Modification.

The CRU may withhold its decision on a Modification Proposal at its discretion.

The CRU shall communicate the outcome of its Modifications decisions to the Members at the earliest possible convenience.

## **7. MODIFICATION OF THE CRITERIA DOCUMENT**

### **7.1 Internal CRU Review and Approval**

All draft Modifications shall be subject to review by the CRU. The CRU may direct that changes be made to draft Modifications with specific reference to the Terms of Reference of the committee (see Section 3). Final approval of all draft Modifications is at the discretion of the CRU.

### **7.2 Presentation to the Committee**

The Criteria Document shall be updated with respect to all approved draft Modifications and a new version of the Criteria Document drawn up. This version shall be circulated to all Members along with the Meeting Papers, including minutes.

### **7.3 Publication**

Once a new version of the Criteria Document has been presented at a Meeting, the CRU will publish the new version of the Criteria Document on the CRU website. This new version shall be clearly numbered and the Document History updated to outline which sections have been changed.

However, the CRU reserves the right to publish updated versions of the Criteria Document before presenting it to the IRP. The reason as to why this might happen

include, but are not limited to time being a critical factor in adopting a Modification due to an emergency.

Changes made to the Criteria Document should be communicated by Members to their constituents and by the Gas Safety Supervisory Body (GSSB) to its registered members as soon as is practicably possible.

## **8. COSTS**

- 8.1 Each Member shall pay all of his or her costs and expenses and those of its consultants and advisor, unless otherwise determined by the CRU.
- 8.2 Should the Modification Committee need to consult any party who wishes to be remunerated, that party should only be retained and remunerated in accordance with the prior written permission of the CRU.
- 8.3 On a date no later than 5<sup>th</sup> January each year, the Modification Committee Secretary shall submit a list of all expenses incurred by the Modification Committee for the previous calendar year to the CRU.

## **9. GENERAL**

- 9.1 The CRU is the sole owner of this Modification Procedure and reserves the right to change its content at its discretion.
- 9.2 The CRU is the sole owner of the Criteria Document and reserves the right to change its content at its discretion.

## ADDENDUM: CRITERIA MODIFICATION PROPOSAL FORM

### CRITERIA MODIFICATION PROPOSAL FORM

<b>SECTION A: CONTACT DETAILS</b>	
Name of Requesting Organisation	
Contact Name	
Telephone Number	
E-mail Address	
Date Modification Request Raised	

<b>SECTION B: MODIFICATION DETAILS</b>	
Modification Title	
Sections affected by Modification Proposal	e.g. sections 1.2.3 to 1.2.5

<b>Proposed Alternate Wording</b>
Clearly show your proposed alternate wording to the above stated sections.
<b>Modification Proposal Justification</b>
Clearly state the reason for the Modification and how it affects the Criteria Document.
<b>Implication of not Implementing the Modification</b>
Clearly state the possible outcomes should the Modification not be made, or how the Criteria Document Objectives would not be met. If appropriate please include any further action to be taken before the modification becomes workable (i.e. industry consultation, etc.)

**Please return this form to Secretary by e-mail to [sbteam@cru.ie](mailto:sbteam@cru.ie)**

<b>SECTION C: (FOR CRU USE ONLY)</b>	
Submitted by	
Date Proposal Received by Secretary	
Type of Proposal (Urgent/Standard)	
Tracking Number	

# Operational Procedure No 3

## Inspection Criteria and Performance Marking Scheme for New, Upgraded and Existing Domestic, Non-Domestic Gas and LAV gas Installations

---

### Scope

This document defines the Inspection Criteria and Performance Marking Scheme to be applied by the Gas Safety Supervisory Body i.e. The RGI scheme operator when inspecting “Gas Works<sup>18</sup>” carried out by Registered Gas Installers (RGIs), for new, upgraded or existing Domestic, Non-Domestic and Leisure Accommodation Vehicles (LAV) gas installations. The requirements placed on an RGI in rectifying non-conformances are also outlined.

All inspections are carried out to ensure compliance with:

- Domestic Gas Installations” Irish Standard 813,
- I.S. EN 1949, “Specification for the installation of LPG systems for habitation purposes in leisure accommodation vehicles and accommodation purposes in other vehicles” (Including Irish National Annex);
- I.S. 820, Non-Domestic gas installations; and
- manufacturer’s instructions, where applicable.

and manufacturer’s instructions, where applicable. Information contained in this document is intended to comply with I.S. 813, I.S. EN 1949 and I.S. 820 the contents of it cannot either conflict with or supersede the requirements of I.S. 813, I.S. EN 1949 and I.S. 820,

### Application

Representatives of the RGI scheme are required to apply this criteria and performance marking scheme, when carrying out an inspection for safety and compliance of a domestic gas installation using inspection/audit report form (G10) A copy of this document and related forms is available on [www.rgi.ie](http://www.rgi.ie)

### **Gas works carried out by an installer who is not a Registered Gas Installer (RGI)**

In the event of an inspector discovering that a person not registered as an RGI has carried out *gas works*, where applicable, a “Notice of Hazard” shall be issued to the consumer. If the gas supply is being isolated the Network Operator or LPG Undertaking must be informed. Every effort shall be made by the Inspector to establish the identity of the person who carried out the gas work and that this information is returned to the Gas Safety Manager at the RGI scheme.

---

<sup>18</sup> As defined by Gas Works Regulations 2025 - S.I. XXX

Information regarding the safety of the installation should be confirmed to the consumer by the RGI scheme inspector.

### **Identifying, coding and performance marking non-conformances**

To assist in the task of Risk Monitoring and Safety Inspection reporting to the RGI scheme, this document sets out the method of identifying, coding and performance marking non-conformances by relating them to the risk. The inspector should apply performance marking based on the safety risks identified. (See Appendix A)

### **Code definitions and performance marking points**

**Code Red:** A non-conformance, with a performance mark of **10 points**

Very serious; this applies to an installation, or aspect thereof, not conforming to I.S. 813, or I.S. EN 1949 or I.S. 820 where the immediate or direct result of its intended use would be extremely likely to cause a hazard to persons or property.

**Code Orange:** A non-conformance, with a performance mark of **5 points**

Serious: this applies to an installation, or aspect thereof, not conforming to I.S.813 or I.S. EN 1949 or I.S. 820 where its intended use would have the potential to cause a hazard to persons or property.

**Code Lemon:** A non-conformance, with a performance mark of **1 point**

Minor; this applies to an installation, or aspect thereof, not conforming to I.S. 813 or I.S. EN 1949 or I.S. 820 where its intended use would be highly unlikely to cause a hazard to persons or property.

**Code Green:** No non-conformances with a performance mark of **0 points**

This applies to an installation conforming to I.S. 813 or I.S. EN 1949 or I.S. 820.

Risks with corresponding defect codes and performance marking points are listed in **Appendix A** of this document

### **Inspections Undertaken on New, Upgraded Domestic Gas Installation**

**As a general rule the inspection consist of two aspects:**

**1) Pipe-Work and Gas Soundness:** This should include visual inspection of visible pipe-work between gas supply valve and appliance valve(s) throughout the premises and soundness testing of same. Results shall be recorded by the RGI scheme inspector on inspection/audit form (G10).

**2) Appliances:** As each appliance has specific requirements relating to its safe installation and use, each appliance should be inspected in all aspects for compliance with I.S.813, I.S. EN 1949 or I.S. 820 and manufacturers guidelines, where applicable. Results shall be recorded by the RGI scheme inspector on inspection/audit form (G10).

### **Actions on completion of Inspection on New, Upgraded and Existing Installations**

Safety and other actions to be taken by appropriate persons on assignment of a defect code for non-conformance with the standard I.S.813 or I.S. EN 1949 or I.S. 820 are described briefly as follows.

**Code Red: A non-conformance, with a performance mark of 10 points**

**The RGI scheme Inspector** will issue a 'Notice of Hazard' to the customer, isolate the gas installation, or part thereof as appropriate, and inform the user. If the gas supply is being isolated at the meter, the Network Operator Natural Gas / LPG supplier must be informed. The RGI scheme inspector will notify the RGI immediately, requesting rectification. The inspector then furnishes a report (i.e. the G10 form) to the RGI scheme Inspections Manager for consideration. The RGI scheme Inspector will input the results of the inspection and points accrued into the RGI scheme database where it will be held on the file of the RGI concerned. This data will be utilised for risk monitoring purposes. An RGI may be subject to additional ongoing inspections as a result of the accumulation of non-conformance points.

**The RGI** is required to rectify the non-conformance, issue a Declaration of Conformance (if appropriate) and confirm rectification to the RGI scheme within 24 hours. The RGI must explain in writing the reason for the non-conformance, as well as completing the Installer Evaluation (G22) part of inspection/audit form (G10).

**The RGI scheme Inspections Manager** will consider the inspectors report and the RGI response. If appropriate, the Inspections Manager will submit a complaint to the Disciplinary Committee for consideration. This complaint is then dealt with through the "Disciplinary Procedure."

### **Code Orange: A non-conformance, with a performance mark of 5 points**

**The RGI scheme Inspector** will issue a 'Notice of Hazard' to the customer, isolate the gas installation, or part thereof as appropriate, and inform the user. If the gas supply is being isolated at the meter, the Network Operator must be informed. The inspector will notify the RGI immediately, requesting rectification. The inspector then furnishes a report (G10) to the RGI scheme Inspections Manager for consideration. The Inspector will input the results of the inspection and points accrued into the RGI scheme database where it will be held on the file of the RGI concerned. This data will be utilised for risk monitoring purposes. An RGI may be subject to additional ongoing inspections as a result of the accumulation of non-conformance points.

**The RGI** is required to rectify the non-conformance within three working days, issue a Declaration of Conformance (if appropriate) and confirm rectification to the RGI scheme within 14 days. The RGI must explain in writing the reason for the non-conformance, as well as completing the Installer Evaluation (G22) part of inspection/audit form (G10).

**The RGI scheme Inspections Manager** will consider the inspectors report and the RGI response. If appropriate, the Inspections Manager will submit a complaint to the Disciplinary Committee for consideration. This complaint is then dealt with through the "Disciplinary Procedure"

### **Code Lemon: A non-conformance, with a performance mark of 1 point**

**The RGI scheme Inspector** will issue a 'Notice of Hazard' (if appropriate) and inform the user. The inspector then furnishes a report (G10) to the RGI scheme Inspections Manager for consideration. The Inspector will input the results of the inspection and points accrued into to the RGI scheme database where it will be held on the file of the RGI concerned. This data will be utilised for risk monitoring purposes. An RGI may be subject to additional ongoing inspections as a result of the accumulation of non-conformance points.

**The RGI** is required to rectify the non-conformance within 14 days, issue a Declaration of Conformance (if appropriate) and confirm rectification to the RGI scheme within 21 days. The RGI must explain in writing the reason for the non-conformance, as well as completing the Installer Evaluation (G22) part of inspection/audit form (G10).

**The RGI scheme Inspections Manager** will consider the inspectors report and the RGI response. If appropriate the Inspections Manager will submit a complaint to the Disciplinary Committee for consideration. This complaint is then dealt with through the “Disciplinary Procedure”

**Code Green: No non-conformances, with a performance mark of 0 points**

**The RGI scheme Inspector** will input the results of the inspection into the RGI scheme database where it will be held on the file of the RGI concerned. This data will be utilised for risk monitoring purposes.

### **Inspection of Registered Gas Installers (RGI) working on Existing Domestic and Non-Domestic Gas Installations**

This section of the Inspection Criteria and Performance Marking scheme sets out a method by which existing Domestic gas installations already constructed and commissioned shall be inspected by a Registered Gas Installer (RGI) to ensure that the installation is safe for continued operation.

This “Annex E” (I.S.813 or I.S. 820) or I.S. EN 1949 inspection **must** be carried out by an RGI, when working on an existing installation, at the time of Inspection /audit by the RGI scheme inspector. (This “Annex E” inspection may or may not be carried out on existing installations at other times by the RGI depending on the customer’s requirements).

### **Inspections Undertaken on Existing Domestic or Non-Domestic Gas Installations**

Inspection for safety by an RGI of existing Domestic gas installations should always be carried out in accordance with the recommendations contained in “Annex E” of the current edition of I.S. 813 or I.S. EN 1949 or I.S.820.

#### **The following (at a minimum) shall be checked:**

- 1) Gas soundness of the complete installation and connected appliances;
- 2) Visible condition of accessible gas pipe work and flexible connectors;
- 3) Adequacy of fixed air supply (all appliances),
- 4) Effectiveness of any flue or chimney (all appliances),
- 5) Appropriateness of appliance location (all appliances).

#### **NOTE**

Failure by the RGI to note non-conformances and/or take corrective action, i.e. issue a Notice of Hazard, will result in the RGI scheme inspector applying the same coding and performance marking points as for new installations above e.g. Code Red non-conformance will carry a performance mark of 10 points etc. (See Appendix A)

### **Actions on completion of Inspection on Existing Installations**

**The RGI** Will issue a Declaration of Conformance for *gas works* carried out e.g. service /repair, safety inspection etc. The RGI will also issue a Notice of Hazard to the customer, if appropriate, and return a copy to the RGI scheme. If the gas supply is being isolated at the meter, the Network Operator must be informed. If it was appropriate to issue such a notice, but the RGI failed to do so, he shall explain in writing the reason for not doing so, as well as completing the Installer Evaluation (G22) part of inspection/audit form (G10).

**The RGI scheme Inspector** will, if the RGI should have done but has failed to do so, issue a 'Notice of Hazard' to the customer, isolate the gas installation, or part thereof as appropriate, and inform the user. If the gas supply is being isolated at the meter, the Network Operator must be informed. The inspector will immediately notify the RGI who carried out the original work, requesting rectification. The inspector then furnishes a report (G10) to the RGI scheme Inspections Manager for consideration. The Inspector will input the results of the inspection and points accrued into the RGI scheme database where it will be held on the file of the RGI concerned. This data will be utilised for risk monitoring purposes. An RGI may be subject to additional ongoing inspections as a result of the accumulation of non-conformance points.

**The RGI scheme Inspections Manager** will consider the inspectors report and the RGI response. If appropriate, the Inspections Manager will submit a complaint to the Disciplinary Committee for consideration. This complaint is then dealt with through the "Disciplinary Procedure".

# Operational Procedure 3 Appendix A

The following is a sample list of risks with corresponding defect codes and performance marking non-conformance points. **This list is neither exhaustive nor exclusive** and all Domestic gas installations shall conform to the Irish Standard 813 (I.S.813) or Leisure Accommodation Vehicles (LAV) I.S. EN 1949 / Non-Domestic installations to I.S. 820, and manufacturer's instructions.

## **Risk from Oxygen Depletion**

### **Code Red: a non-conformance, with a performance mark of 10 points**

Any non-conformance resulting in a risk of oxygen depletion where the immediate or direct result of the installations intended use would be extremely likely to cause a hazard to persons or property shall be assigned a Code Red, including but not limited to:

- **Any open-flued/flueless appliance showing incomplete or incorrect combustion due to:**
  - o Insufficient supply of combustion air,
  - o Incorrect gas rate setting,
  - o Blockage or restriction of flue or incorrect flue geometry.
  
- **Any open-flued boiler, DFE or flueless fire which does not have a ventilation air vent to provide combustion air (as per Table 7 of I.S. 813 and Annex C I.S. 820)**
- **Any leakage or spillage of combustion products from appliance, fireplace/builders opening or flue (as per Annex E, Section E.6.2).**
- **Any open-flued or flueless appliance fitted in a location not permitted (see Table 3 & 4 of I.S. 813 and clause 11.5 and/or 11.6 of I.S. 820).**
- **Flueless instantaneous water heater in a location not permitted (as per I.S.813 amendment, Section E.6.6, and clause E.6.6 or clause 11.5 and 11.6 of I.S. 820).**  
**Air provision taken from or through rooms/spaces not permitted in I.S. 813 (as per Section 12.1.7) or clause 11.9 of I.S. 820:**
  - o Flueless appliances – as per I.S. 813, Table 4 or I.S. 820, clause 11.9
  - o Open-Flued appliances – as per I.S. 813, Table 3 3 or I.S. 820, clause 11.9
  - o Gas fire closure plate not fitted or not sealed to builders opening.

### **Code Orange: a non-conformance, with a performance mark of 5 points**

Any non-conformance resulting in a risk of oxygen depletion where the intended use would have the potential to cause a hazard to persons or property shall be assigned a Code Orange, including but not limited to:

- Combustion air provision insufficient for stated requirement in I.S. 813 or I.S. 820:
- Flueless appliance – I.S. 813, Table 9 or I.S. 820, clause 11.9
- Open-Flued appliance – I.S. 813, Table 9 or I.S. 820, clause 11.9
- Flue termination in contravention of I.S. 813, Table 7, Figures 5, 6 & 7 or I.S. 820, clause 11.8
- Open-flued boiler/water heater not fitted with or incorrectly fitted with draught diverter.
- Open-flued/flueless appliance installed after 01/01/1996 not fitted with automatic device, which shuts down the appliance in the event of flue failure (e.g. TTB or ASD or Oxystop.)
- Flue liner not fitted to existing brick or masonry chimney where required by I.S. 813. or Annex C of I.S. 820.

- Flue liner not constructed as shown in Figure 4 of I.S. 813 or Annex C I.S. 820.
- Catchment space below flue not provided where required by I.S. 813 and manufacturer's instructions.

**Code Lemon: a non-conformance, with a performance mark of 1 point**

Any non-conformance resulting in a risk of oxygen depletion where the intended use would be highly unlikely to cause a hazard to persons or property shall be assigned a Code Lemon, including but not limited to:

- Flue pipe not jointed, clipped, supported or adequately protected from impact as required by I.S. 813 or I.S. 820 not assembled to manufacturer's instructions.
- Accessible low-level flue terminal not fitted with terminal guard. (Generally accessible area, flue less than 2 meters above walkway)
- Gas rate incorrectly set to appliance with natural draught burner. (Minor – not causing incomplete combustion - see also Red Coding above)
- Combustion not properly set on forced draught burner. (Minor – not causing incomplete combustion - see also Red Coding above)

**Risk from Escaping Gas**

**Code Red a non-conformance, with a performance mark of 10 points**

Any non-conformance resulting in a risk from escaping gas where the immediate or direct result of the installations intended use would be extremely likely to cause a hazard to persons or property shall be assigned a Code Red, including but not limited to:

Any leak from an installation pipe-work or appliance when tested in accordance with relevant requirement of I.S. 813 or I.S. 820.

Note: Where an appliance is supplied via an appliance valve more than 1 meter away from the appliance, then the supply pipe should be isolated at the appliance and pipe-work between remote valve and isolation point included in the soundness test.

**Code Orange a non-conformance, with a performance mark of 5 points**

Any non-conformance resulting in a risk from escaping gas where the intended use would have the potential to cause a hazard to persons or property shall be assigned a Code Orange, including but not limited to:

- Gas pipework not supported at correct intervals – see I.S. 813 Tables 2 & 3 or I.S. EN 1949, clause 8.7. or I.S. 820, Tables 6 & 7
- Gas pipework exposed to possibility of accidental damage, as required by I.S. 813 or I.S. 820.
- Pipe sleeving not provided or applied correctly where required by I.S. 813 or I.S. 820.
- Pipe coating not provided or applied correctly where required by I.S. 813 or I.S. 820.
- New cooker installed, not incorporating flame supervision device / auto re-ignition device on all burners including hotplates, as required by I.S. 813 or I.S. 820.

**RISK FROM FIRE**

**Code Red a non-conformance, with a performance mark of 10 points**

Any non-conformance resulting in a risk from fire where the immediate or direct result of the installations intended use would be extremely likely to cause a hazard to persons or property shall be assigned a Code Red, including but not limited to:

- Immediate risk of combustion arising from appliance flame impingement or proximity

**Code Orange a non-conformance, with a performance mark of 5 points**

Any non-conformance resulting in a risk from fire where the intended use would have the potential to cause a hazard to persons or property shall be assigned a Code Orange, including but not limited to:

- Combustion risks arising from flue proximity on through or near combustible materials, as per I.S. 813 or I.S. 820.
- Flue assembly not carried out as required by I.S. 813 or manufacturer's instructions.
- Open flued appliance fitted in a space opening to route of egress as follows (as per I.S. 813 and I.S. 820):
  - o under stairs opening into a hallway or on to a landing.
  - o in a cupboard or a compartment opening onto a hall, stairway or landing.
- Room sealed appliance fitted in space under stairs or in space opening to hallway or stairs, not protected by a smoke/fire alarm, as per I.S. 813 or I.S. 820.
- Length of flexible flue, accessible but not thermally insulated, as per I.S. 813.
- Appliance not adequately secured in accordance with Manufacturers recommendations.
- Anti-tilt device not fitted to cooker with 'drop down' main oven door and connected by flexible connection, as per I.S. 813 or I.S. 820.
- Appliance flexible connection incorrect material, routing or fixing, as per I.S. 813 or I.S. 820.
- Where gas meter location is remote from installation or in multi occupancy buildings - Gas isolation valve for premises not fitted or not clearly marked showing its purpose and off position, as per I.S. 813 or I.S. 820.

#### **Code Lemon a non-conformance, with a performance mark of 1 point**

Any non-conformance resulting in a risk from fire where the intended use would be highly unlikely to cause a hazard to persons or property shall be assigned a Code Lemon, including but not limited to:

- Boiler fitted in compartment, where air-cooling required but not provided – see I.S. 813 Figure 8 and Table 6 or I.S. EN 1949 Section 10, I.S. 820, clause 11.9.
- Boiler fitted in compartment, required clearances from combustible materials not observed, as per I.S. 813 or I.S. EN 1949 or I.S. 820.
- Open flued boiler fitted under stairs, not opening to a route of egress (eg. under-stairs compartment opening to outside through outside wall) with the stairs not protected from fire, as per I.S. 813 or I.S. EN 1949 or I.S. 820.
- Premises isolation valve remote from area supplied through that valve (e.g. apartments, as per I.S. 813) or I.S. EN 1949 or I.S. 820.
- Appliance valve:
  - o Not fitted
  - o Incorrect type
  - o Inaccessible to user
  - o Fitted remote (more than one metre) from appliance but not clearly marked showing its purpose and off position.

### **Risk from Electrical Energy**

#### **Code Red a non-conformance, with a performance mark of 10 points**

Any non-conformance resulting in a risk from electrical energy where the immediate or direct result of the installations intended use would be extremely likely to cause a hazard to persons or property shall be assigned a Code Red, including but not limited to:

- Any gas appliance or control connected to mains voltage and fitted in bath or shower room, where a person standing in or on a bath or shower tray could touch the electrical control handle, button or knob.

- Any exposed conductors, terminals or connectors forming part of the installation

### **Code Orange a non-conformance, with a performance mark of 5 points**

Any non-conformance resulting in a risk from electrical energy where the intended use would have the potential to cause a hazard to persons or property shall be assigned a Code Orange, including but not limited to:

- Wiring cable/flex not suited to installation loading or location (see Informative I.S. 813 Annex K)
- Double pole fused isolator not provided or fuse rating too high.
- When required by manufacturer's instructions, no 'permanent live' provided to appliance for operation of safety device.

### **Risk From Over Pressurisation of Hot water**

#### **Code Red a non-conformance, with a performance mark of 10 points**

Any non-conformance resulting in a risk from over pressurisation of hot water where the immediate or direct result of the installations intended use would be extremely likely to cause a hazard to persons or property shall be assigned a Code Red, including but not limited to:

- No expansion route for heating system – see I.S. 813 Paragraph 8.7.3.
- Pressure vessel only, provided as an expansion route for system incorporating a solid fuel boiler – see I.S. 813 Paragraph 8.7.5.
- Safety/Pressure Relief Valve: not fitted on sealed system.

#### **Code Orange a non-conformance, with a performance mark of 5 points**

Any non-conformance resulting in a risk from over pressurisation of hot water where the intended use would have the potential to cause a hazard to persons or property shall be assigned a Code Orange, including but not limited to:

- Open, manually operable valve(s) on expansion route or upstream of safety valve.
- Obstruction/diameter reduction on water expansion pipe.
- Safety/Pressure Relief Valve:
  - o Not fitted on open system
  - o Incorrect type
  - o Incorrect rating

#### **Code Lemon a non-conformance, with a performance mark of 1 point**

Any non-conformance resulting in a risk from over pressurisation of hot water where the intended use would be highly unlikely to cause a hazard to persons or property shall be assigned a Code Lemon, including but not limited to:

- Safety/Pressure Relief Valve:
  - o Not positioned where it can operate correctly.
  - o Provision not made for safe discharge. (Eg. discharge could cause scalding or cause short circuit/failure of appliance electronic controls).
  - o Not located/assembled/fitted in accordance with manufacturer's recommendations
- Expansion tank overflow discharging into another tank likely to cause contamination.

### **User Safety Information**

**Code Orange a non-conformance, with a performance mark of 5 points**

(Any of the following shall be assigned Code Orange.)

- Declaration of Conformance Certificate not supplied to user.
- Information regarding location of gas isolation valve and/or gas pipework not advised (in writing) to user.

**Code Lemon a non-conformance, with a performance mark of 1 point**

(Any of the following shall be assigned Code Lemon.)

- Manufacturer's user instruction leaflet/booklet not supplied to user

**NOTE: CONSUMER PROTECTION INFORMATION**

The consumer should be advised in writing if any of the following (non safety issues) are noted during

Safety Inspection of premises where gas central heating has been newly installed:

- Fill/vent arrangements operational but design or materials used in water circuit likely to lead to accelerated corrosion or 'pitching'.
- High-Limit (Pump Overrun) Thermostat or flow bypass not fitted where recommended by boiler manufacturer.
- Pressure gauge not visible or not fitted or located correctly on sealed system.
- Filling loop on sealed system not accessible.

# OPERATIONAL PROCEDURE NO. 4 - APPLICATION FOR CHANGE OF INSTALLER

---

## PREAMBLE

Under the Act, the Commission is required to specify certain gas works for which a Completion Certificate must be issued (i.e. Gas Works”).

Only gas installers who are registered with the Body (i.e. RGIs) will have the right to issue a Certificate. Furthermore, an RGI may only issue a Certificate for Gas Works which he/she has carried out.

An Operational Procedure is required to facilitate the situation where a Customer requires a change of installer to complete and/or certify Gas Work which was partially or totally carried out, by a different installer.

This situation can arise for many reasons including:

- workload pressure on the first installer, business difficulties, loss of staff, illness, etc;
- a dispute where the gas installer refuses to complete the work or issue a Certificate thereby frustrating a connection to the network or the use of the installation; or

The objective in developing this Operational Procedure is to ensure a common and consistent approach is implemented by the Body to enable an RGI to be authorised to carry out Gas Works where the original RGI is unable to do so, thus ensuring that the Customer will receive a Certificate and can be connected/reconnected to the gas network if required.

## **1 APPLICATION FOR CHANGE OF INSTALLER**

- 1.1 A person who seeks approval for a change of installer is obliged to request the Body its written approval to the change of installer.
- 1.2 The application for this approval (Change of Installer Application) will be made on the form available on the Body’s website (and through such other means as may be specified by the Commission). The Change of Installer Application must be accompanied by all requested documentation and other requirements as may be specified by the Body.

- 1.3 The Body shall publish a procedure for processing applications for a change of installer which shall specify the eligibility criteria to be applied by the Body in evaluating a Change of Installer Application.
- 1.4 The Change of Installer Application Procedure, the fees for that service payable by the Customer and the eligibility criteria to be applied by the Body in evaluating a Change of Installer Application shall be subject to the approval of the Commission.
- 1.5 The Body shall provide a change of installer approval to the customer for any requests meeting the eligibility criteria specified in the Change of Installer Application Procedure within 14 calendar days of the date of receipt of the Change of Installer Application.
- 1.6 The Body should write to, or try to contact, the original installer to give him/her an opportunity to confirm his/her reasons for not completing the Gas Work in question. The Body may, if requested by the Customer or the new RGI and for a fee, carry out an inspection and report on the work carried out on the installation to date. This inspection shall be carried out as soon as reasonably possible.
- 1.7 The nominated RGI shall not commence Gas Works until the Body approves the Change of Installer Application and the Customer receives the Change of Installer Approval.
- 1.8 The Body's Inspector will inspect the Gas Works after it has been commissioned by the nominated RGI. A fee will be charged by the Body for this inspection.
- 1.9 The nominated RGI will be responsible for issuing a Certificate for the Gas Works and will ensure that the Gas Works meet the requirements for Certification.

## **2 RECORDS TO BE MAINTAINED**

- 2.1 The Body shall maintain records of all Change of Installer Applications received and change of installer approvals granted and copies of associated documentation generated.

## **3 FORCE MAJEURE**

- 3.1 The above procedure is intended to cover the majority of cases likely to arise where a change of installer is necessary to complete Gas Works.
- 3.2 However, there are likely to be a number of cases arising, particularly in the transition period to the new Certification System where, for genuine reasons it will not be possible to comply fully with the above procedure, resulting in failure to have the Gas Works completed and certified. If there are extenuating circumstances likely to cause undue hardship, the Customer (or

the Body where the necessity for a change of installer arises from failure of an RGI to complete Gas Works or rectify unsafe Gas Work) can appoint a nominated RGI to carry out and certify the Gas Works at all times keeping the safety needs of the Customer as a priority. Any costs associated with the change of installer procedure should be fully explained to the Customer, who has requested the change of contractor.

- 3.3 The application of a force majeure clause must be specifically authorised by the Body, it having considered all the circumstances and made whatever investigations it deems appropriate. The installation should in such cases be inspected by the Body and if the Inspector is satisfied that the installation complies with the Technical Rules, then the nominated RGI can issue a Certificate.
- 3.4 A special record of such instances will be kept by the Body and reported to the Commission on a quarterly basis.