



The Rules

Energy for Retail Stores

Version 1.0 — June 2024



NABERS is administered by the New South Wales Government.

Cover photo: A retail clothing store.

Published by
New South Wales Government
4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150

PO Box A290
Sydney South NSW 2000

T: (02) 9995 5000 (switchboard)
T: 131 555 (environment information and publications requests)
TTY: 133 677, ask for 131 555
Speak and Listen users: 1300 555 727 then ask for 131 555

Email: nabers@environment.nsw.gov.au

Website: www.nabers.gov.au

Published June 2024

©New South Wales Government 2024

Contents

1	Introduction	1
1.1	General	1
1.2	Interpretation of the Rules and Rulings	1
1.3	Situations not covered by the Rules	2
1.4	How to use this document	2
1.4.1	Purpose and overview	2
1.4.2	NABERS Energy for Retail Stores	2
1.4.3	Formatting conventions and referencing	3
1.5	Related documents	3
2	Terms and definitions	4
3	Key concepts and procedures	8
3.1	General	8
3.2	Eligibility criteria	8
3.2.1	General	8
3.2.2	Ineligible retail types	8
3.3	Rating period	9
3.4	Standards for acceptable data and acceptable estimates	10
3.4.1	General	10
3.4.2	Acceptable data	10
3.4.3	Acceptable estimates	11
3.5	Site visits	11
3.5.1	General	11
3.5.2	Delegating site visit to another Assessor	12
3.5.3	Situations where site visit cannot be conducted or delegated	12
3.6	Documentation and record-keeping	12
3.6.1	Required documentation	12
3.6.2	Record-keeping for auditing purposes	12
3.7	Alternative methodologies	13
4	Rated area	14
4.1	Summary	14
4.2	Process overview	14

4.3	Determining the site GLAR	14
4.4	Area exclusions	15
4.5	Calculating the rated area	16
5	Retail category	17
5.1	General	17
5.2	Process overview	17
5.3	Identify retail categories	17
5.4	Determining rated retail category	21
5.4.1	General	21
5.4.2	Sole retail category	21
5.4.3	Predominant retail category	22
5.4.4	Default retail category	22
6	Location type	23
6.1	General	23
6.2	Determining the location type	23
7	Servicing arrangement	24
7.1	Summary	24
7.2	Determining the servicing arrangement	24
7.2.1	General	24
7.2.2	Services to part of a retail store	24
7.2.3	Situations where there is insufficient information to determine the servicing arrangement	25
8	Weekly trading hours	26
8.1	Summary	26
8.2	Determining weekly trading hours	26
8.2.1	General	26
8.2.2	Retail store's advertised trading hours	26
8.2.3	Shopping centre's core hours of operation	27
8.2.4	Retail store with mixed operational hours	27
9	Minimum energy coverage	28
9.1	Summary	28
9.2	Minimum energy coverage	28
9.2.1	General	28
9.2.2	Retail store energy ratings	29
9.2.3	Energy use in unoccupied or disused spaces	29

9.2.4	Exclusions	29
10	Documentation required for accredited ratings	31
10.1	Summary	31
10.2	Documentation required for Chapter 4: Rated area	31
10.3	Documentation required for Chapter 5: Retail category	32
10.4	Documentation required for Chapter 6: Location type	32
10.5	Documentation required for Chapter 7: Servicing arrangement	33
10.6	Documentation required for Chapter 8: Weekly trading hours	33
10.7	Documentation required for Chapter 9: Minimum energy coverage	34
Appendix A	– Rating period	35
A.1	Allowance for lodgement	35
A.1.1	General	35
A.1.2	Scenario 1	35
A.1.3	Scenario 2	35
A.2	Allowance for responses	36
A.2.1	General	36
A.2.2	Scenario	36
A.3	Adjusting rating period	37
A.4	Lodging successive ratings	37
A.4.1	General	37
A.4.2	Option 1: Replace	37
A.4.3	Option 2: Renew	38
A.4.4	Scenario 1	38
A.4.5	Scenario 2	39
Appendix B	– Retail categories examples	40
Appendix C	– Servicing validation form	42

1 Introduction

1.1 General

The National Australian Built Environment Rating System (NABERS) is a performance-based rating system managed by the **National Administrator**.

NABERS ratings are expressed as a number of stars, as follows:

NABERS rating	Performance comparison
6 stars ★★★★★★	Market leading performance
5 stars ★★★★★	Excellent performance
3 stars ★★★	Market average performance

An accredited NABERS Energy rating is awarded when the **National Administrator** certifies a rating completed by an **Assessor**. The **National Administrator** may independently audit the rating and assist in resolving complex technical issues.

This document contains **Rules** for **Assessors** conducting an energy rating for **retail stores**.

Assessors are encouraged to provide feedback, as well as any concerns or queries, to the NABERS mailbox at nabers@environment.nsw.gov.au.

1.2 Interpretation of the Rules and Rulings

These **Rules** are to be read in conjunction with the relevant NABERS **Rulings**. **Rulings** are used to address specific issues that may arise after the publication of the **Rules**.

Note: **Rules** texts are amended as required by additional **Rulings** which are published on the NABERS website at www.nabers.gov.au.

Where a conflict between these **Rules** and existing **Rulings** is present, the requirements of the **Rulings** take precedence over the **Rules**.

Assessments for an accredited rating must comply with the version of the **Rules** and any relevant **Rulings** current on the day the rating application is lodged to NABERS, unless—

- a) the **National Administrator** has specifically approved otherwise in writing; or
- b) the assessment is conducted under the terms of a NABERS Commitment Agreement which specifies an earlier version of the **Rules**.

1.3 Situations not covered by the Rules

These **Rules** are intended to cover most situations. If an exceptional situation is encountered and the **Rules** are not easily applicable, the **Assessor** must contact the **National Administrator** for assistance.

Where an **Assessor** is unsure how to apply the **Rules**, the **National Administrator** may resolve the issue by making an interpretation of the **Rules** or by advising the use of a specific procedure that aligns with the intention of the **Rules**. Written correspondence from the **National Administrator** is required as evidence if this occurs.

Procedures not contained within these **Rules** may only be used for a particular rating with prior written approval from the **National Administrator**. Approval to use the same procedure must be sought from the **National Administrator** each time it is proposed to be used. Approval is entirely at the discretion of the **National Administrator**.

1.4 How to use this document

1.4.1 Purpose and overview

The purpose of this document is to give clear requirements for **Assessors** when they are evaluating **retail stores** for their energy usage with the goal of providing a NABERS rating.

This document provides the framework for assessing **retail stores** in relation to the following elements:

- a) Rated area, see Chapter 4.
- b) Retail category, see Chapter 5.
- c) Location type, see Chapter 6.
- d) Servicing arrangement, see Chapter 7.
- e) Weekly trading hours, see Chapter 8.
- f) Minimum energy coverage, see Chapter 9.

Documentation requirements for accredited ratings are given in Chapter 10.

Detailed requirements regarding energy and/or water sources and supply points, **metering systems**, validation of **metering systems** and other types of consumption can be found in *NABERS The Rules – Metering and Consumption*.

1.4.2 NABERS Energy for Retail Stores


Under the NABERS rating system, the number of stars awarded to a **retail store** is calculated by benchmarking energy consumption and comparing it against premises of the same category, using 12 months of actual data. Key factors that influence this consumption, such as retail category, **rated area**, location type, servicing arrangement, **weekly trading** hours, climate, etc., are considered in making this comparison.

1.4.3 Formatting conventions and referencing

The term '**Rules**' refers to a body of works produced by NABERS that specify what must be examined, tested and documented when an **Assessor** conducts a rating. Wherever the term is used in this document from Chapter 3 onwards, it refers to this particular document, *NABERS The Rules – Energy for Retail Stores*. Other **Rules** documents mentioned in the text are distinguished from the present document by the inclusion of their title.


Text appearing **teal** and **bold** is a defined term. Defined terms can be found in Chapter 2 of these **Rules** or in the terms and definitions chapter of the respective **Rules** document.

The following formatting conventions may appear in this text:

 Important requirements and/or instructions are highlighted by an information callout box.

Note: Text appearing with a grey background is explanatory text only and is not to be read as part of the **Rules**.

Example: Text appearing with a green background is intended to demonstrate a worked example of the respective **Rules** section or **Ruling** section.

 This is a documentation requirement callout box.

1.5 Related documents

The following documents have been referenced within these **Rules**:

NABERS The Rules – Metering and Consumption, v2.2, 2024

NABERS Ruling – Shared Services and Facilities, v1.0, 2022

NABERS Ruling – Treatment of Cogeneration and Trigenation Systems, v1.2, 2022

Building Owners and Managers Association (BOMA), *Method of Measurement*, 1989

Building Owners and Managers Association (BOMA), *Method of Measurement (Net Rentable Area)*, 1985

2 Terms and definitions

This chapter lists the key terms, and their definitions, that are integral to the proper use of this document.

Term	Definition
acceptable data	Data which meets the applicable accuracy and validity requirements of these Rules .
acceptable estimate	<p>The values derived from an estimation method permitted by these Rules in place of incomplete or uncertain data.</p> <p>Estimates that do not satisfy the above specifications are deemed unacceptable and cannot be used in the rating.</p>
Assessor	An accredited person authorised by the National Administrator to conduct NABERS ratings.
Auditor	A person employed by or contracted to the National Administrator to perform audits of NABERS rating applications.
centrally serviced	<p>A retail store in a shopping centre or commercial building where all air conditioning services to the retail store are provided by the central plant.</p> <p>These services include heating, cooling, ventilation, and air movement. Where one or more of these services are present and provided within the energy metering of the retail store, the retail store is considered either partially serviced or non-centrally serviced.</p> <p>Note: If some or all of the energy use of air-conditioning is provided by the retail store, the retail store can be only treated as centrally serviced if the affected energy use is sub-metered and excluded from the rated energy.</p> <p>Example: If a retail store receives cooling, ventilation and air movement from the shopping centre central plant but does not receive any heating at all, either from the central plant or from a retail store-controlled system, the retail store is considered centrally serviced.</p>
end use	A purpose or activity (or a group of related purposes and activities) that energy is used for.

Term	Definition
Gross Lettable Area Retail (GLAR)	<p>The Gross Lettable Area Retail of the retail store determined in accordance with the Measurement Standard for Retail Store Area.</p> <p>Note: This is essentially the space within the permanent walls of the building that is designed for retail uses, excluding spaces for the following:</p> <ol style="list-style-type: none"> Public access and use (including stairs, escalators, lift lobbies and passageways). Building, mechanical, air conditioning, electrical and other utility services. Staff and cleaning facilities (including toilets, tea rooms and cleaners' cupboards) which are not part of a retail store's fit-out. <p>Storage areas not adjacent to the retail store are also excluded.</p>
kiosk	<p>A permanent structure, with point of sale facilities, located inside the common mall area of a shopping centre and leased for the duration of the rating period.</p> <p>Note: Retail merchandising units (i.e. moveable kiosk-type units), vending machines, ATMs and coin-operated amusement machines are not included in the definition.</p>
Measurement Standard for Retail Store Area	<p>The standard used for determining the Gross Lettable Area Retail (GLAR) as set out in the Property Council of Australia (PCA), Method of Measurement 2008.</p>
metering system	<p>A system of one or more devices providing an individual measurement.</p> <p>Note: For further information, refer to <i>NABERS The Rules – Metering and Consumption</i>.</p>
NABERS rating input form	<p>The rating input form provided by the National Administrator for use by Assessors in the calculation of accredited ratings.</p> <p>For NABERS ratings for retail stores, this is in the NABERS Perform application.</p>
National Administrator	<p>The body responsible for administering the NABERS scheme, and in particular, the following areas:</p> <ol style="list-style-type: none"> Establishing and maintaining the standards and procedures to be followed in all aspects of the operation of the system. Determining issues that arise during the operation of the system and the making of ratings.

Term	Definition
	<p>c) Accrediting Assessors and awarding accredited ratings in accordance with NABERS standards and procedures.</p> <p>The functions of the National Administrator are undertaken by the NSW Government.</p>
office	A workplace primarily used for administrative, clerical and similar information-based activities, including the associated office support facilities.
partially serviced	<p>A retail store in a shopping centre or commercial building where the heating, cooling and ventilation services are provided by the building's central plant, but the air movement is provided by the retail store.</p> <p>If any heating, cooling or ventilation is provided by the retail store, the retail store is considered non-centrally serviced.</p> <p>Note: The definition of a partially serviced retail store covers the scenario where the shopping centre or central plant provides the heating (where needed), cooling and ventilation. However, the Fan Coil Units (FCUs) within the store are served by the retail store's electrical distribution board.</p> <p>If any heating is provided by the retail store, it is non-centrally serviced, regardless of the configuration of the remaining HVAC.</p>
potential error	The total of all acceptable estimates (including assumptions, approximations, and unverified data) included in the rating assessment. The NABERS rating input form automatically calculates the potential error based on the data provided.
rated area	The GLAR of the retail store minus required exclusions.
rated premises	The facility and any services within Gross Lettable Area Retail , to be rated.
rated retail category	The final retail category assigned to the rated premises .
rating period	The 12-month base period for the rating, requiring at least 12 continuous months of acceptable data upon which the rating is based.
retail category	A category describing the type of product sold or service provided in the retail store , as defined in Table 5.3.
retail store	<p>A building or part of a building other than a kiosk where—</p> <p>a) the store has a front-of-house area (i.e. public-facing or customer-accessible space) within the rated premises; and</p>

Term	Definition
	<p>b) the main functions are—</p> <ol style="list-style-type: none"> 1) the sales of goods direct to the public, with stock arranged and displayed in the store premises; and/or 2) supplying personal services directly to consumers. <p>Note: Contact the National Administrator if unclear on whether the rated premises meets the definition of a retail store.</p>
Rules	<p>Authoritative document produced by the National Administrator that specifies what must be covered by an Assessor in order to produce a rating.</p>
Ruling	<p>An authoritative decision by the National Administrator which acts as an addition or amendment to this document.</p>
standalone	<p>The rated premises is standalone if and only if—</p> <ol style="list-style-type: none"> a) it is a free-standing retail store – that is, not located in the same building with other retailers or tenancies (regardless of occupancy); and b) the building does not have any shared walls with buildings adjacent. <p>Note: Retail stores that are in shopping centres, strip shops, semi-detached or terrace type shops are considered not standalone.</p>
utility	<p>An organisation or company that holds a licence to retail electricity, gas or water, and that sells energy or water as its primary business.</p> <p>This definition excludes—</p> <ol style="list-style-type: none"> a) landlords which on-sell electricity or water where they neither hold a licence nor have an exemption deemed valid by the National Administrator for needing a licence; and b) third party contractors, such as meter reading providers.
validity period	<p>The post-certification period during which the rating is valid for up to 12 months.</p> <p>Note: See Appendix A for further details.</p>
weekly trading hours	<p>The number of hours per week that the retail store is open for trading.</p>

3 Key concepts and procedures

3.1 General

As part of a NABERS rating system, **Rules** provide requirements within the specific rating tools. These **Rules** apply to any building type eligible for a NABERS rating using the NABERS energy rating tools.

3.2 Eligibility criteria

3.2.1 General

A premises is considered eligible for a NABERS Energy for Retail Stores rating if all of the following eligibility criteria are met:

- a) *Premises operation*: The premises operates as a **retail store**.
- b) *Retail type*: The predominant activity of the **retail store** is not listed as ineligible under Section 3.2.2.
- c) *Energy coverage of the premises*: The minimum energy coverage is met, as described in Chapter 9.
- d) *New buildings and major refurbishments*: **retail stores** or tenancies in new buildings or buildings undertaking major refurbishments are eligible for a NABERS rating as soon as 12-months of a rating period can be completed.

Note 1: Retail sites with significant goods transformation or processing (e.g. manufacturing, refrigeration, baking or cooking of meals for sale) should not be rated using this tool. The **retail store** rating tool is targeted at stores that primarily sell goods without significant goods transformation and/or supply services directly to the public.

Note 2: There is no size limit (based on **Gross Lettable Area Retail**) for retail shops that can be rated using this tool. However, the NABERS Energy rating for **retail stores** smaller than 30 m² may not accurately reflect the premises' performance, due to data availability at the time of rating tool creation.

3.2.2 Ineligible retail types

Certain **retail stores** can have very different operational characteristics and facilities compared to the data used to develop the NABERS Energy for Retail Stores tool. **Retail**

stores where the predominant activity is presented below, are not eligible to be rated using this tool:

- a) Aquatic centres.
- b) Automotive repair and maintenance garages/shops.
- c) Cinemas.
- d) Dry cleaners.
- e) Educational office facilities (e.g. tuition centres, test preparation centres, language schools).
- f) Entertainment and recreational centres (e.g. amusement arcades, indoor sports centres).
- g) Food outlets (e.g. cafes, restaurants, pubs and clubs).
- h) Fuel retailing (e.g. petrol stations).
- i) Gymnasiums.
- j) Hardware stores.
- k) Landscaping, gardening supplies and plants retailing.
- l) Laundromats.
- m) Liquor retailing/bottle shops.
- n) Medical centres/medical office facilities (e.g. doctors' surgeries, dentists' surgeries, optometrists, physiotherapists or other facilities operated by health professionals).
- o) Motor vehicle retailing/car dealerships.
- p) Supermarkets and grocery stores.

Note: This list will be periodically reviewed and updated. The **National Administrator** may look to develop a more suitable rating methodology in future when demand for NABERS ratings of these types of retail stores is established. For further information contact the **National Administrator**.

3.3 Rating period

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for up to 12 months — this is called the **validity period**.

It takes time for the **Assessor** to complete a rating, so 120 days is given to lodge the rating after the end of the **rating period**. The **validity period** of a rating cannot extend past 485 days from the end of the **rating period**, to ensure all ratings are based on current data.

Ratings lodged after the 120 days will have a reduced **validity period** that cannot extend past 365 days from the end of the **rating period**.

More information on the **rating period**, **validity period** and time limits for submission can be found in Appendix A.

3.4 Standards for acceptable data and acceptable estimates

3.4.1 General

An assessment for an accredited NABERS Energy for Retail Stores rating must be based on the **acceptable data** or **acceptable estimates** specified in the **Rules** (including applicable **Rulings**) or as directed by the **National Administrator**.

Data and estimates must be of an acceptable standard. The decision process for determining **acceptable data** and **acceptable estimates** in Sections 3.4.2 and 3.4.3 must be followed, except where another process is specifically allowed by a provision of these **Rules**.

Note: Specific procedures related to standards for **acceptable data** and **acceptable estimates** in individual sections of these **Rules** take precedence over the standards in Sections 3.4.2 and 3.4.3. Where specific procedures are followed, the requirement for compliance with Sections 3.4.2 and 3.4.3 is deemed to be satisfied.

3.4.2 Acceptable data

If accurate and verifiable **acceptable data** is available, it must be used. Where a section of the **Rules** allows more than one type of data source to be used and no priority is specified, the following order of preference applies:

- a) Data obtained directly by the **Assessor**.
- b) Data provided by a third party without a significant interest in the operation or performance of the premises or its equipment (such as an energy **utility**), including one of the following:
 - 1) Documents or other records provided by a third party which can be verified by the source (e.g. **utility** bills).
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest.
 - 3) Written information provided by a credible and responsible person, which includes the full name, position and contact details of the person giving the information.
 - 4) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position and contact details of the person giving the information.
- c) Data provided by the owner commissioning the rating, or a third party with a significant interest in the operation or performance of the premises or its equipment (such as a facility manager, technical contractor or equipment supplier), including one of the following:
 - 1) Documents or other records provided by a party to an agreement or transaction which can be verified by another party to the same agreement or transaction (e.g. license to occupy, contracts or other legal agreements).
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest.

- 3) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position, and contact details of the person giving the information.

3.4.3 Acceptable estimates

If **acceptable data** is not available, estimates (including assumptions, approximations and unvalidated data) can be used if they are deemed to be **acceptable estimates** in accordance with these **Rules**.

Acceptable estimates must total to no more than $\pm 5\%$ of the overall rating greenhouse gas emissions, as calculated when using the **NABERS rating input form**. Where they are greater than 5%, the building cannot be rated until sufficient **acceptable data** and/or **acceptable estimates** have been obtained.

3.5 Site visits

3.5.1 General

For every rating application, **Assessors** must conduct a site visit to inspect the **rated premises**. The purpose of the site visit is as follows:

- a) Become familiar with the layout, services and features of the **rated premises**.
- b) Confirm that documentation provided for the assessment is accurate, complete and up-to-date.
- c) Check that all required spaces have been included in the **rated area**.
- d) Check for exclusions from the **rated area**.
- e) Check site configuration and tenant supplementary air conditioning.
- f) Check for inclusions in, and exclusions from, energy coverage (as appropriate).
- g) Confirm energy sources.
- h) Visit plant rooms and switch rooms to ensure that all relevant equipment is covered under the meters included in the rating.
- i) Resolve any other issues that arise as part of the rating process.

An **Assessor's** inspection of the **rated premises** is expected to include a physical check of the servicing arrangements provided to the **retail store** facilities.

There may be circumstances where access to part of the premises is refused due to safety or security concerns. If this occurs, the **Assessor** must explain why they could not access these spaces, and fully document this in the **NABERS rating input form**. Any known impacts on the quality of the information obtained for the assessment must also be fully described (e.g. an **acceptable estimate** must be used in the absence of **acceptable data**).

3.5.2 Delegating site visit to another Assessor

Only an **Assessor** can undertake a site inspection for a NABERS rating. If the **Assessor** cannot physically conduct the site visit, they may delegate this task to another **Assessor** accredited specifically for **retail stores**.

The **Assessor** lodging the rating is responsible for the accuracy of the data. The **Assessor** must obtain and retain all the evidence required to prove their assumptions for auditing purposes, including but not limited to the documentation requirements listed in Chapter 10.

3.5.3 Situations where site visit cannot be conducted or delegated

Where there are significant difficulties visiting the site, the **Assessor** cannot conduct a site visit or cannot delegate this task to another **Assessor**, guidance must be sought from the **National Administrator** prior to submission of the rating application.

3.6 Documentation and record-keeping

3.6.1 Required documentation

An assessment may be based on copies of original documents such as **utility** bills, signed leases and other records, as long as the **Assessor** is satisfied that they are, or can be verified to be, true and complete records of the original documents or files. Access to original documents is preferred if they are available. Partial copies of original documents must be sufficient to identify the original document including date, title and file name.

3.6.2 Record-keeping for auditing purposes

Assessors must keep all records on which an assessment is based.

The records kept by **Assessors** must be to such a standard that it would be possible for another **Assessor** or an **Auditor** to accurately repeat the rating using only the documents provided. This includes records of assumptions and all information and calculations used as the basis for **acceptable estimates**. The records kept must be the actual documents used for the assessment or verifiable copies. Summaries or other derivative documents that quote the original source documents are not acceptable, even if prepared by the **Assessor** from original documents.

Digital copies of documents are considered acceptable in all cases.

Records must be kept for seven years from the date the rating application was lodged and be made available for audit on request.

Note: **Assessors** remain responsible for ratings they have conducted, even if they move companies.

A list of the usual documentation for a rating is presented in Chapter 10, however, additional documentation may also be required to permit an **Auditor** to accurately repeat the rating using only the documents provided.

3.7 Alternative methodologies


Assessors may be required to use an alternative methodology for obtaining or interpreting data for an assessment where standard methods outlined in the NABERS **Rules** cannot be applied. At a minimum, the alternative methodology must be one of the following:

- a) Equivalent to the preferred method in terms of its results, accuracy and validity.
- b) Acceptable in place of the preferred method, subject to the data resulting from the alternative method being treated as an estimate in accordance with Section 3.4, or other specified conditions on the use of the data.
- c) All alternative methodologies must be approved by the **National Administrator** prior to use. For further information, please contact the **National Administrator**.

4 Rated area

4.1 Summary

In NABERS Energy for Retail Stores ratings, the **rated area** is used to provide a meaningful comparison of energy use among **retail stores** of different sizes.

 For documentation requirements, see Section 10.2.

4.2 Process overview

The process for determining the **rated area** is shown in Table 4.2.

Table 4.2: Determining rated area

Step		Reference
1	Determine the site GLAR .	4.3
2	Determine areas to be excluded.	4.4
3	Calculate the rated area .	4.5

4.3 Determining the site GLAR

The **GLAR** of the retail space must be verified by the **Assessor** to have been determined in accordance with the **Measurement Standard for Retail Store Area**, by one of the following methods (listed in order of preference):

- a) Reference to a third-party survey or to lease documentation that is explicitly based on the **Measurement Standard for Retail Store Area** or, alternatively, either the Building Owners and Managers Association (BOMA), *Method of Measurement*, 1989 or the BOMA, *Method of Measurement (Net Rentable Area)*, 1985; or, if not available
- b) Reference to a third-party survey or to lease documentation that is explicitly based on superseded documents considered to be the equivalent of the **Measurement Standard for Retail Store Area**; or, if not available
- c) Direct measurement from current site plans or scaled prints, measured to the **Measurement Standard for Retail Store Area**; or, if not available
- d) Site measurements verified by the **Assessor** to have been done to the **Measurement Standard for Retail Store Area**.

Regardless of the method used to determine the **GLAR**, the **Assessor** must ensure that the information accurately reflects the configuration of the **rated premises** and its uses during the **rating period**.

Some information may be out of date and must be checked to ensure the space has not been altered. **Assessors** should particularly check the accuracy of the **GLAR** listed in leasing documents, where there is no reference to the **Measurement Standard for Retail Store Area**. This is to ensure that the figure does not include any areas that are not considered to be **GLAR** under the **Measurement Standard for Retail Store Area** (e.g. loading docks or car parks that are not for exclusive use by the **retail store**).

Note: Where a **retail store** occupies multiple shop tenancies or floors in a shopping centre/complex, the **GLAR** for each floor or **retail store** can be added together for the rating.

4.4 Area exclusions

The following spaces and occupancy types are to be excluded from the **GLAR** of a **retail store** to calculate the **rated area**:

- a) **Offices** that exist to serve purposes unrelated to the direct activities of the **retail store**.
- b) Data centres, other than required to support the activities of the **retail store**.
- c) Carpark areas leased to, or dedicated to the **retail store**.
- d) Cleaning facilities that are not dedicated to the **retail store** being rated.
- e) Storage areas for the **retail store** that are not adjacent to the **retail store**.

If the **GLAR** includes such areas, the **Assessor** must exclude those areas using one of the methods below:

- a) If the third-party documentation using the method in Section 4.3(a) shows the **GLAR** associated with the boundary identified by the **Assessor**, then use the area listed on the third-party documentation to determine the area to be excluded; or if not available
- b) Using direct measurement from current plans or scaled prints, measure the area that is outside the boundary as determined in Table 4.4.

Table 4.4: Examples of area exclusions

Type of area	Include or exclude
Cleaning area/storage within the retail store .	Include
Back-of-house area with desks and office equipment used by retail store staff.	Include
Back-of-house area for exclusive use by the retail store (e.g. staff lunchrooms or locker).	Include

Storage areas not adjacent to the retail store's main retail store .	Exclude
Staff and cleaning facilities (including toilets, tea rooms and cleaners' cupboards) that are part of a retail store's fit-out.	Include (considered back-of-house)


4.5 Calculating the rated area

The **Assessor** must determine the **rated area**. This is calculated by subtracting the exclusions (Section 4.4) from the **GLAR** determined in Section 4.3.

5 Retail category

5.1 General

For NABERS Energy for Retail Stores ratings, adjustments are made based on the type of product or service the **retail store** provides.

 For documentation requirements, see Section 10.3. For examples for each category, see Appendix B.

5.2 Process overview

The process for determining the **rated retail category** is shown in Table 5.2.

Table 5.2: Determining retail category

Step		Reference
1	Identify the retail categories that apply to the rated store.	5.3
2	Determine the rated retail category using one of the following methods (in priority order): <ol style="list-style-type: none"> 1. Sole retail category. 2. Predominant retail category. 3. Default retail category. 	5.4 5.4.2 5.4.3 5.4.4

5.3 Identify retail categories

The **Assessor** must identify the **retail categories** applicable to the store based on the goods sold or service provided in the **rated premises**. The process for identifying the **retail categories** present in the **rated premises** is shown in Figure 5.3. The **retail categories** are shown in Table 5.3. Note that more than one **retail category** may be identified for a **retail store**.

Note 1: The categories presented in Table 5.3 were determined through statistical validation, type of service provided/products sold and peer-group data analysis.

Note 2: Retail categories R1 to R4 are relevant where the main activity is providing personal services (e.g. service shopfronts), while categories R5 to R8 are applicable where the main activity is the sale of physical goods/products. Refer to Appendix B for examples of **retail stores** that can be allocated to each **retail category**.

Figure 5.3: Identifying all retail categories

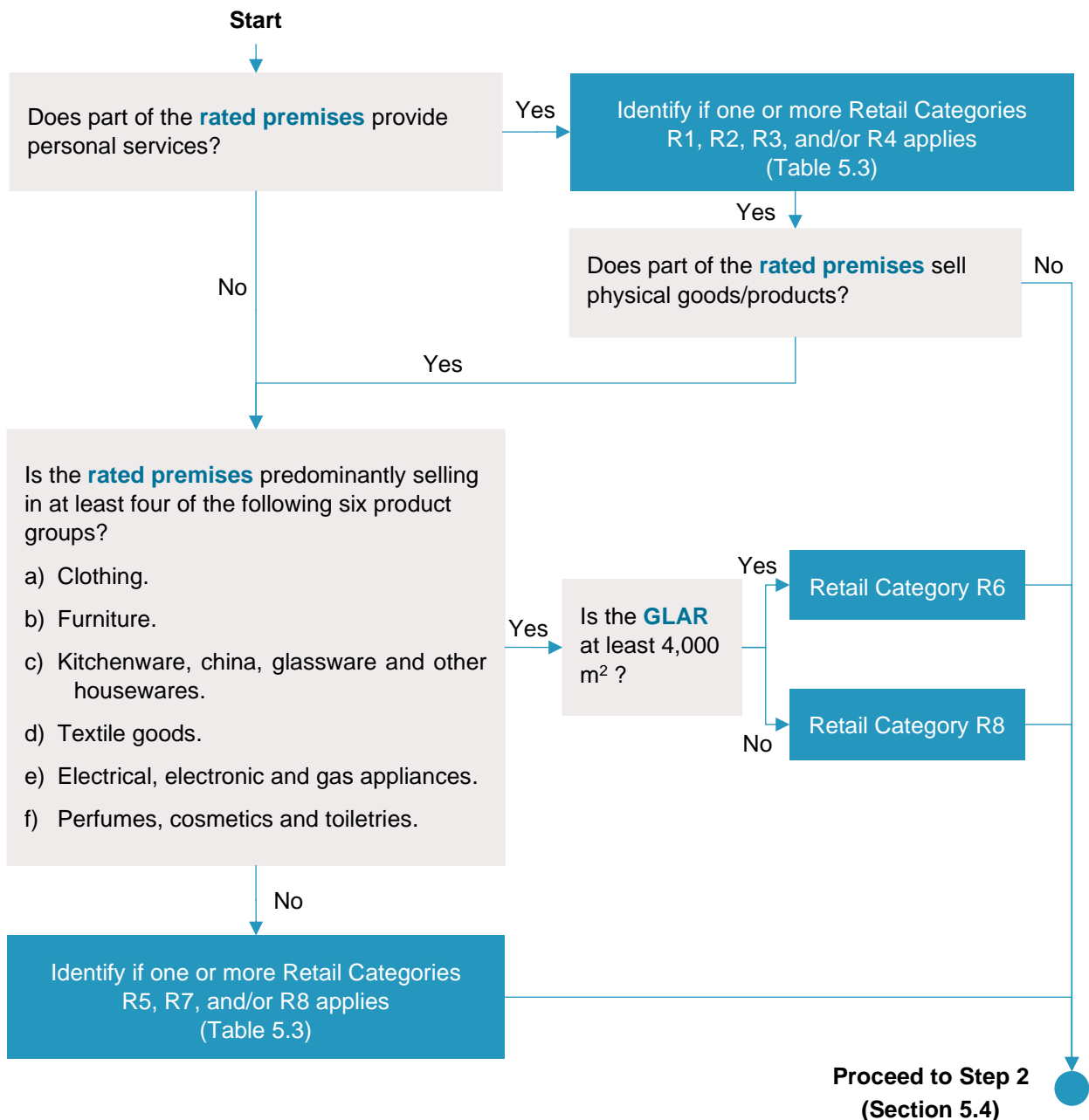


Table 5.3: Retail category definitions

Retail Category	Definition
R1	Bank branches with in-person customer services.
R2	<p>Retail store that provides hair and beauty services.</p> <p>Note: This includes massage parlours.</p>
R3	<p>Retail store that provides/sells any of the following services:</p> <ul style="list-style-type: none"> a) Telecommunications retailing. b) Internet retailing.
R4	<p>Retail store that provides/sells any of the following services:</p> <ul style="list-style-type: none"> a) Health and general insurance. b) Travel agency. c) Postal services. d) Other services^{Notes 1,3}.
R5	<p>Retail store that sells:</p> <ul style="list-style-type: none"> a) Electrical and/or electronic equipment^{Note 2}; or b) Office supplies/stationery and electronic equipment. <p>Stores that sell only office supplies/stationery and not electronic equipment must be allocated to Retail Category R8.</p>
R6	<p>Medium-large departmental store. This is a retail store where the GLAR is at least 4,000 m², and the predominant retail sales is in at least four of the following six product groups:</p> <ul style="list-style-type: none"> a) Clothing. b) Furniture. c) Kitchenware, china, glassware and other housewares. d) Textile goods. e) Electrical, electronic and gas appliances. f) Perfumes, cosmetics and toiletries. <p>Note: For departmental stores, the Assessor does not need to identify if categories R5, R7, and R8 are applicable. A retail store that has a GLAR less than 4,000 m², that sells a similar range of products must be allocated to Retail Category R8.</p>

Retail Category	Definition
<p>R7</p>	<p>Retail store that sells:</p> <ul style="list-style-type: none"> a) Furniture; or b) Books; or c) Tobacco; or d) Party supplies^{Note 3}; or e) Pet supplies^{Note 3}; or f) Baby equipment and accessories^{Note 3}.
<p>R8</p>	<p>Small departmental store^{Note 4} or a retail store that sells one, or a combination, of the following goods types:</p> <ul style="list-style-type: none"> a) Automotive parts. b) Body care products. c) Clothing/footwear/sportswear. d) Kitchenware. e) Homecare. f) Home décor/styling products. g) Bedding/bed linen/manchester. h) News agency. i) Stationery. j) Jewellery and fashion accessories. k) Lighting. l) Outdoor camping. m) Toys/games. n) Pharmacy. o) Tea vendor. p) Other products^{Notes 3,5}. <p>Note: For departmental stores, the Assessor does not need to identify if categories R5 and R7 are applicable.</p>
<p>Note 1: The Assessor must allocate this category when the type of service(s) provided are not covered elsewhere in this table and are not listed as ineligible (Section 3.2.2).</p> <p>Note 2: Excludes sale of lighting fixtures. Stores that sell lighting fixtures belong to the R8 category.</p>	

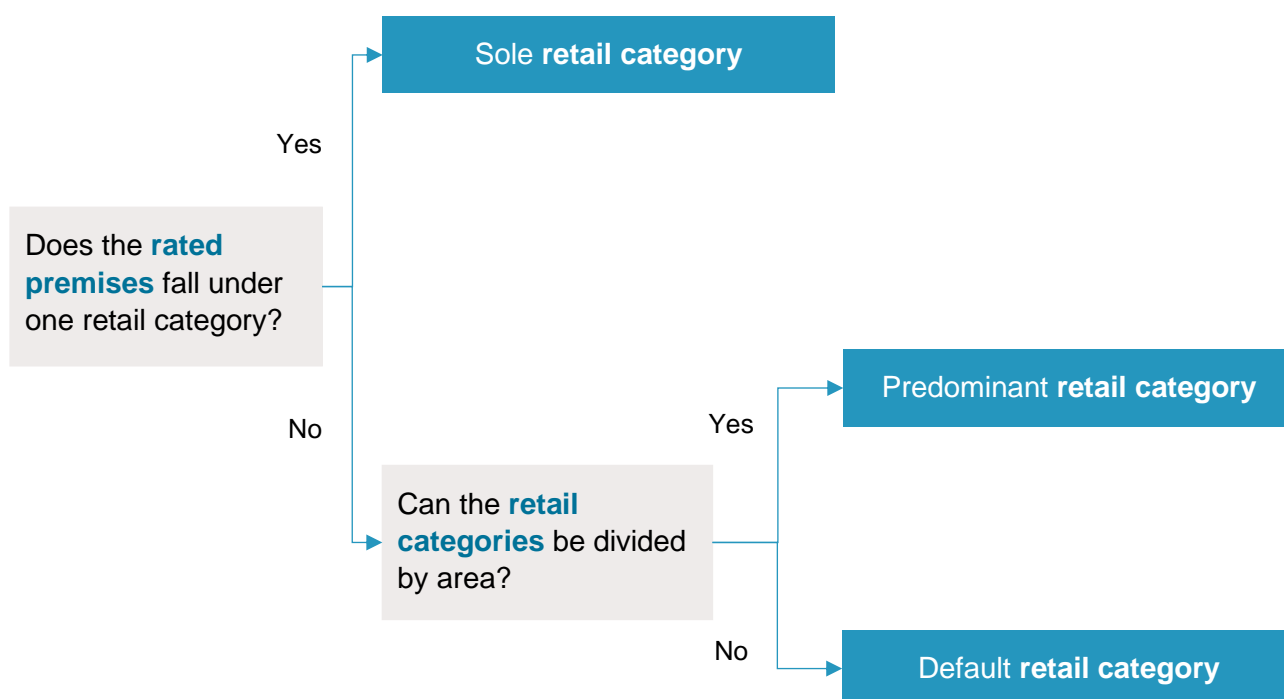
Retail Category	Definition
<p>Note 3: Note that the resulting rating may not accurately reflect the premises' performance due to data availability at time of rating tool creation.</p> <p>Note 4: Retail stores that are smaller than 4,000 m² (GLAR), that sell at least four of the product groups described in the R6 definition.</p> <p>Note 5: The Assessor must allocate this category when the type of goods sold is not covered elsewhere in this table and is not listed as ineligible (Section 3.2.2).</p>	

5.4 Determining rated retail category

5.4.1 General

Once the **retail categories** applicable to the **rated area** are identified, there are several methods for determining the **rated retail category**. This is shown in Figure 5.4, and detailed in Sections 5.4.2 to 5.4.4.

Figure 5.4: Determining rated retail category



5.4.2 Sole retail category

If only one retail category applies to the **rated premises**, the **Assessor** must use that as the **rated retail category**.

5.4.3 Predominant retail category

This method assigns the **retail category** that occupies the largest **rated area** as the **rated retail category**.

This method can only be used if multiple **retail categories** were identified and the categories can be separated by area. In such cases, the **Assessor** must:

- a) Subdivide the total **rated area** by **retail category**.
- b) Identify the **retail category** with the largest **rated area**.
- c) Use the **retail category** identified in step 2 as the **rated retail category**.

Note: The accuracy of the **retail category** subdivision is not as critical as the overall **rated area**. For example, a **retail store** might be verified to the **Measurement Standard for Retail Store Area**, but for convenience of **retail category** allocation, it might have several **retail category** spaces measured from not-to-scale layouts. This is permitted since the overall area is verified.

Example: A **retail store** uses 80 % of its **rated area** to provide hair cutting and barber services. 20 % of the **rated area** is used to display shampoo and conditioners that it sells. The **rated retail category** is Retail Category R2 as the **rated premises** is predominantly used to provide beauty services.

5.4.4 Default retail category

In cases where the predominant retail category method cannot be used, the default retail category is applied. The **Assessor** must set the default retail category as follows, listed in order of priority:


- a) use Retail Category R7, if one of the **retail categories** identified is R7; otherwise,
- b) use Retail Category R8.

Example: A **retail store** sells furniture and kitchenware, and the kitchenware is sometimes displayed on the furniture being sold. The **Assessor** is unable to clearly divide the **rated area** based on the products sold. Using the default retail category method, the **rated retail category** is Retail Category R7.

6 Location type

6.1 General

For NABERS Energy for Retail Stores ratings, adjustments are made based on the location type of the **rated premises**. This categorises the **retail store** based on its physical characteristics, into **standalone** or not **standalone**.

 For documentation requirements, see Section 10.4.

6.2 Determining the location type


The **Assessor** must determine the location type of the **rated premises** by confirming if it is a **standalone** store or not.

Note: **Retail stores** that are in shopping centres, strip shops, semi-detached or terrace type shops are considered not **standalone**.

7 Servicing arrangement

7.1 Summary

In NABERS Energy for Retail Stores ratings, the **Assessor** must determine the servicing arrangement for the **retail store**. The servicing arrangement is used to ensure that a fair comparison can be made between **retail stores** with different servicing arrangements.

 For documentation requirements, see Section 10.5.

7.2 Determining the servicing arrangement

7.2.1 General

Retail store that are in a shopping centre or part of a shopping complex may be provided with varying levels of air conditioning by a central plant that is outside the energy metering coverage of the **retail store**. The **Assessor** must confirm the servicing arrangement (**centrally serviced**, **partially serviced** or non-**centrally serviced**) of the **retail store** to ensure the servicing information provided by the customer is correct.

Note 1: For a list of factors to consider when determining the servicing arrangement of a **retail store**, see Appendix C.

Note 2: **Standalone retail stores** are usually non-**centrally serviced**. If you are rating a **standalone retail store** that is either **partially serviced** or **centrally serviced**, please contact the **National Administrator**.

7.2.2 Services to part of a retail store

In some cases, the **retail store** may provide some supplementary air conditioning services, which may consist of full servicing or some servicing to parts of a **retail store**. In such cases, the following rules apply:

- a) If the space receiving the **retail store** supplied services is normally accessible to the public during retail opening hours, then the **retail store** must be considered non-**centrally serviced**.
- b) If the space receiving the **retail store** supplied services is not normally accessible to the public during retail opening hours, then the **retail store** is considered either:
 - 1) **centrally serviced**, if all public spaces within the **retail store** are **centrally serviced**
 - 2) **partially serviced**, if all public spaces within the **retail store** are considered **partially serviced**

7.2.3 Situations where there is insufficient information to determine the servicing arrangement


There may be circumstances where access to certain parts of the premises is refused, or there is a lack of data to determine the servicing arrangement of the **retail store**. If this occurs, the **Assessor** must assume the following servicing arrangement for the **retail store** being rated:

- a) **centrally serviced** for **retail stores** that are not **standalone**; and
- b) **non-centrally serviced** for **standalone retail stores**.

8 Weekly trading hours

8.1 Summary

For NABERS Energy for Retail Stores ratings, the **weekly trading hours** is used to ensure that a fair comparison can be made between **retail stores** with different hours open to the public.

 For documentation requirements, see Section 10.6.

8.2 Determining weekly trading hours

8.2.1 General

The **weekly trading hours** must be obtained from publicly available records such as the hours detailed on the **retail store's** website, the associated shopping centre's website, shop entrance or shopping centre entrance.

The **weekly trading hours** can be determined using one of the following methods (in order of preference):

- a) The **retail store's** advertised trading hours as described in Section 8.2.2; or
- b) The shopping centre's core hours of operation as described in Section 8.2.3.

The **Assessor** can choose the most appropriate methodology based on the information available. If the **rated premises** has different weekly operational hours in different areas, the **Assessor** must refer to the details in Section 8.2.4.

Note 1: There are instances where advertised hours are out of date. For example, web search engine hours may be outdated and not reflect the actual trading hours of the **retail store**. The **Assessor** must ensure that the **weekly trading hours** reflect the trading hours during the **rating period**.

Note 2: Stocktake hours must not be included in the **weekly trading hours**.

8.2.2 Retail store's advertised trading hours

The trading hours must be based on publicly advertised records showing the hours of trade of the specific **retail store**. These hours can be advertised—

- a) on the **retail store's** website;
- b) at the store entrance;
- c) in promotional materials.

Assessors must ensure that the advertised hours represent the following a normal week of operation, rather than special sales periods such as the end of the calendar or financial year.

For **retail stores** in shopping centres, where there is no documentation to prove these hours, the **Assessor** must assume the **retail store** operates during shopping centre's core hours only.

Example: The trading hours of a retail shop advertised on the retailer's website are Monday to Saturday from 9:30 am to 5:30 pm and Sunday from 10:00 am to 5:00 pm. The advertised hours were confirmed by the shop manager. The **weekly trading hours** for the premises is 55 hours per week, based on the following calculation:

Monday to Saturday: 8 hours x 6 days = 48 hours

Sunday: 7 hours

Weekly trading hours = 48 hours + 7 hours = **55 hours/week**.

8.2.3 Shopping centre's core hours of operation

For **retail stores** in shopping centres, the **weekly trading hours** can also be determined using the shopping centre's core hours of operation.

Note: The core hours of operation represent the hours in which most tenancies in a shopping centre are open for trading. All **retail stores** are assumed to operate during these hours only, except where it can be proven that the store's **weekly trading hours** are higher than the shopping centre core hours.

The shopping centre's core hours of operation must be obtained from publicly available records, such as the trading hours listed on the shopping centre website or in the shopping centre entrance. **Assessors** must ensure that the advertised hours represent the following:

- a) The times when most tenancies are open for trade, as opposed to the trading hours of individual **retail stores** operating for hours longer than the shopping centre's core hours; and
- b) A normal week of shopping centre operation, rather than special sales periods such as the end of the calendar or financial year.

8.2.4 Retail store with mixed operational hours

If the **rated premises** has different weekly operational hours for different areas of the **retail store**, the **Assessor** must use:

- a) the **weekly trading hours** that applies to the majority of the store's **rated area**; or
- b) the **weekly trading hours** for the part of the store that corresponds to the **rated retail category**.


9 Minimum energy coverage

9.1 Summary

Assessors will need to determine the energy a premises uses for a NABERS rating. This must be done in compliance with Chapter 4 of *NABERS The Rules – Metering and Consumption* as well as this chapter.

This chapter summarises the minimum energy coverage for NABERS Energy for Retail Stores ratings that must be considered in these calculations.

For minimum energy requirements in relation to shared services and facilities, refer to *NABERS Ruling – Shared Services and Facilities*.

 For documentation requirements, see Section 10.7.

9.2 Minimum energy coverage


9.2.1 General

Assessors must ensure that all the required energy **end uses** as listed in this chapter are covered by the sources and supply points identified in accordance with Chapter 4 of *NABERS The Rules – Metering and Consumption*.

If an **end use** is required to be included in the rating but is not covered by one of the supply points identified, then the **Assessor** must use one of the alternative allowable methods listed in Chapter 7 of *NABERS The Rules – Metering and Consumption* to ensure the minimum energy coverage requirements can be met.

Any exclusion must only cover the specific item being excluded. This means that every item to be excluded must be assessed separately and the justification for its exclusion included in the documentation. The **Assessor** must examine available single-line diagrams, electrical circuit schedules, and visit the plant rooms to ensure that all relevant equipment is covered under the meters included in the energy rating.

Note: Alternative allowable methods include small **end use** estimations. See Section 8.2 of *NABERS The Rules – Metering and Consumption*.

 For documentation requirements, see Section 10.7.1.

9.2.2 Retail store energy ratings

The required minimum energy coverage for **retail store** ratings is energy consumed by the occupant in the **rated premises** during the **rating period**. This energy coverage includes:

- a) All lighting and power in the **retail store**, such as:
 - 1) Front of house areas.
 - 2) Back-of-house areas (e.g. staff rooms).
- b) Lifts and escalators solely for use by customers and staff of the **rated premises**.
- c) Power to equipment (including computers, tills, signage and power to retail stock on display or for demonstration).
- d) For non-**centrally serviced** or **partially serviced** premises, air conditioning and ventilation equipment within the energy coverage of energy metering for the premises.
- e) Generator fuel for a generator that is solely for the **retail store**'s usage.

For **standalone retail stores**, in addition to Section 9.2.2 a – e, additional **end uses** that must be included in the energy coverage include:

- a) Car park ventilation and lighting, where internal or external car parks within the legal boundaries of the site are solely for use by customers and staff of the **rated premises**.
- b) Exterior signage that—
 - 1) is primarily used for identifying or advertising the building owners; or
 - 2) displays the **rated premises**' name.
- c) Sump pits and hydraulic pumping which serve the rated premises.
- d) Exterior lighting.

9.2.3 Energy use in unoccupied or disused spaces

The energy use of unoccupied or disused spaces (within the scope of the required minimum energy coverage of the rating) must always be included.

9.2.4 Exclusions

9.2.4.1 General

Energy use may only be excluded from a rating if—

- a) the energy is not part of the minimum energy coverage of the rating; and
- b) there is a methodology within the **Rules** that permits the exclusion; and
- c) the coverage, accuracy and validation requirements for the metering of the exclusion are met.

The metering for any exclusion must not include any **end uses** that are required under the minimum energy coverage.



For documentation requirements, see Section 10.7.2.

9.2.4.2 Electric vehicle charging points

The energy associated with electric vehicle charge points does not form part of the minimum energy coverage and is not required to be included. Emissions associated with moving vehicles are not included in the scope of ratings.

Note: This section applies specifically to electric cars and not mobility transports, such as electric carts or buggies, that are only used within the site area.

9.2.4.3 Transmission towers

The energy used by antennas/transmission towers that provide service to the locality/suburb does not form part of the minimum energy coverage and is not required to be included. Typically, this would be where a premises leases roof space to a telecommunications company to operate their telecommunications equipment for servicing of the locale.

9.2.4.4 In-store cafes and restaurants

Energy use associated with in-store cafes or restaurants, such as cooking and drinks preparation, does not form part of the minimum energy coverage and is not required to be included.

Note: Energy use associated with staff kitchenette appliances (such as microwaves, kettles and toasters in the staff tearoom), and cooking as part of in-store cooking demonstrations must be included in the rated energy. See Section 9.2.2 a and c.

9.2.4.5 Refrigeration

The energy associated with three-phase commercial/industrial refrigeration units such as blast chillers, refrigerated rooms does not form part of the minimum energy coverage and is not required to be included. Single phase refrigeration equipment (such as refrigerated display cabinets) must be included.

10 Documentation required for accredited ratings

10.1 Summary

The information in the tables in this section is required for a rating. Information may be contained in many different formats. The purpose of the documentation is to provide an acceptable, credible source of the required information. In some instances, specific document types may be unnecessary for an individual rating. Or, under different rating circumstances, the specific document types may carry multiple items of information required for the rating. The qualifying factor is not the type of document but that the documentation contains the required information in an acceptable format.

The tables in Section 10.2 onwards are organised based on the divisions of previous chapters (Chapter 4 through to Chapter 9). All the required information should be obtained from the owner/manager of the premises before a site visit, and then confirmed during the site visit and subsequent assessment. A site inspection helps to verify that the information provided is accurate, current and complete. It is highly recommended to store records in a file structure laid out similarly to the **Rules** to facilitate ready provision for audit.

Note: **Assessors** are expected to collect and store complete evidence to support the rating *prior to lodging the rating*, and to have this available to be provided for audit. Complete evidence required for audit should be provided upon request.

Individual ratings may require additional information or documentation depending on the individual circumstances of the **rated premises**.

10.2 Documentation required for Chapter 4: Rated area

Topic	Source	Documentation
10.2.1 Site GLAR	Chapter 4.3	<p><i>Required information</i></p> <p>Assessors must retain evidence of validation of the GLAR of retail stores, to the Measurement Standard for Retail Store Area.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ol style="list-style-type: none"> Surveys. Leases (including information about the measurement standard or equivalent). Other third-party documentation. Direct measurement from drawings, plans or prints (to-scale).

		<p>e) Site measurement verified by the Assessor identifying the rated premises.</p> <p>All of the documentation listed above must be made to/based on the Measurement Standard for Retail Store Area.</p>
10.2.2 Rated area exclusion	Chapter 4.4	<p><i>Required information</i></p> <p>Assessors must retain evidence that the area exclusion has been correctly calculated and verified.</p> <p>For an excluded area, the following is required:</p> <ol style="list-style-type: none"> Written information and/or Assessor's notes relating to the usage of the space. The grounds for their exclusion from the rated area calculation. Documentation regarding the area to be excluded from rated area calculation. (See Chapter 10.2.1 for documentation examples.)

10.3 Documentation required for Chapter 5: Retail category

Topic	Source	Documentation
10.3.1 Retail category	Chapter 5	<p><i>Required information</i></p> <p>Assessors must retain evidence that shows how the retail category was determined.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ol style="list-style-type: none"> Site photos. Video recordings. Assessor site notes, including the proportion of rated area allocated to each retail category, and other relevant documentation.

10.4 Documentation required for Chapter 6: Location type

Topic	Source	Documentation
10.4.1 Location type	Chapter 6	<p><i>Required information</i></p> <p>Assessors must retain evidence that shows how the location type was determined.</p> <p><i>Documentation examples</i></p>

		<p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Photographic evidence of the retail store's exterior. b) Satellite imagery of the retail store.
--	--	---

10.5 Documentation required for Chapter 7: Servicing arrangement

Topic	Source	Documentation
10.5.1 Servicing arrangement	Chapter 7	<p>Assessors must retain evidence of the retail store's servicing arrangements.</p> <p>Note: Appendix C contains an example Servicing Validation Form that can be used as a record of these checks.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Drawings that identify servicing arrangements for the premises. b) Site photos. c) Video recordings. d) Assessor site notes and other relevant documentation.

10.6 Documentation required for Chapter 8: Weekly trading hours

Topic	Source	Documentation
10.6.1 Weekly trading hours	Chapter 8	<p><i>Required information</i></p> <p>Assessors must retain evidence that shows how the weekly trading hours were determined.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Copies of publicly available written notifications (either physical or electronic). b) Photographic evidence of publicly advertised hours of operation. c) Written confirmation of the trading hours during the rating period from a person that meets Section 3.4.2 of the Rules. d) Where applicable, written confirmation that the advertised trading hours are outdated from a person that meets Section 3.4.2 of the Rules.

10.7 Documentation required for Chapter 9: Minimum energy coverage

Topic	Source	Documentation
10.7.1 Minimum energy coverage	Chapter 9	<p><i>Required information</i></p> <p>The documentation requirements contained within Section 11.2 of <i>NABERS The Rules – Metering and Consumption</i> apply.</p> <p>Where an existing single-line diagram is unavailable, a progressive confirmation of coverage over several ratings is permitted. This confirmation must be completed as part of a site visit and documented on the existing single-line diagram in sufficient detail.</p>
10.7.2 Exclusions	Chapter 9	<p><i>Required information</i></p> <p>Assessors must retain evidence that supports any exclusions used as part of the rating application, including:</p> <ol style="list-style-type: none"> information confirming any consumption to be excluded from the rating; calculations; and documentation substantiating the grounds for the exclusion.

Appendix A – Rating period

A.1 Allowance for lodgement

A.1.1 General

A NABERS rating is based on 12 months of **acceptable data**, called the **rating period**. Once certified, the rating is valid for up to 12 months, called the **validity period**.

It can take time for an **Assessor** to complete a rating. Therefore, a period of 120 calendar days is given to lodge the rating after the end of the **rating period**. Ratings lodged after the 120 calendar days will have a reduced **validity period** to ensure all ratings are based on current data.

Sections A.1.2 and A.1.3 provide examples of this principle.

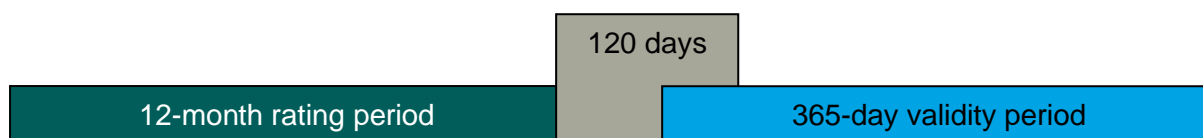
A.1.2 Scenario 1

A NABERS rating is lodged with the **National Administrator** within 120 calendar days of the end of the **rating period**. It will be valid for 365 days from the date of certification: see Figure A.1.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 February 2025, and the **National Administrator** certifies it on 5 February 2025. This is before the due date.
- The rating will therefore be valid for 365 days from the date of certification (5 February 2025).
- The validity period will be 5 February 2025 to 4 February 2026.

Figure A.1.2: Rating lodged within 120 days of end of rating period



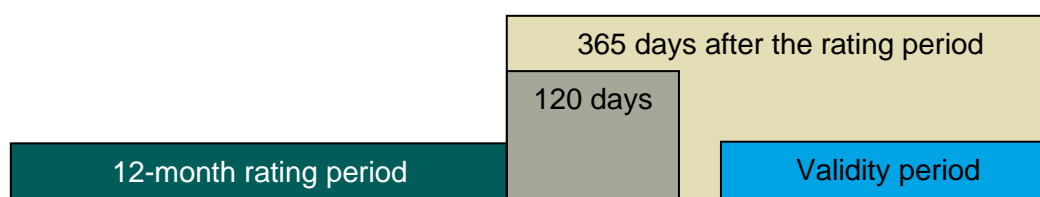
A.1.3 Scenario 2

A NABERS rating is lodged with the **National Administrator** more than 120 calendar days after the end of the **rating period**. It will be valid for 365 days from the end of the **rating period**: see Figure A.1.3.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 June 2025, and the **National Administrator** certifies it on 6 June 2025. The rating was lodged after the due date.
- The rating will therefore be valid for 365 days from the end of the **rating period** (31 December 2024).
- The validity period will be 6 June 2025 to 31 December 2025.

Figure A.1.3: A rating lodged after 120 days from end of rating period



A.2 Allowance for responses

A.2.1 General

Assessors are given 120 days after the **rating period** to lodge ratings with the **National Administrator**. The **Assessor** should allow 10 working days within this 120-day period for a response from the **National Administrator**.

As ratings are based on current data, the **validity period** cannot not exceed 485 days from the end of the **rating period**. This means that if an **Assessor** lodges a rating towards the end of the 120-day period and it is certified after the due date because of processing and response time, the **validity period** may be less than 365 days.

Section A.2.2 provides an example of this principle.

A.2.2 Scenario

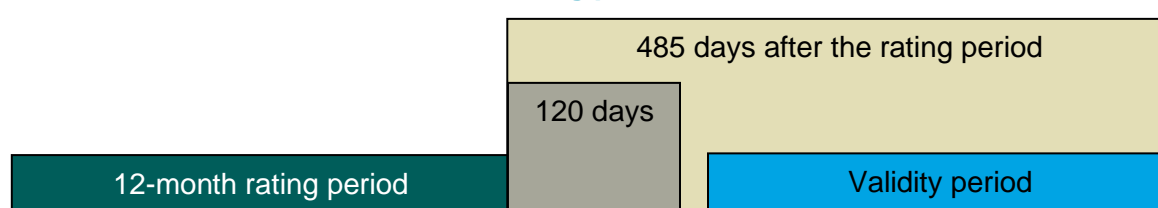
A NABERS rating is lodged with the **National Administrator** one day before the lodgement due date (120 days from the end of the **rating period**). The **National Administrator** takes 7 calendar days to complete quality assurance checks, and the **Assessor** takes 6 calendar days to respond to queries that arose from the quality assurance checks. The rating will be valid for 485 days from the end of the **rating period**: see Figure A.2.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 29 April 2025, 119 days after the end of the **rating period**. This is before the due date.

- c) The **National Administrator** responds on 6 May 2025 requesting further clarification.
- d) The **Assessor** responds on 12 May 2025 and the rating is certified the same day on 12 May 2025.
- e) The **validity period** cannot extend past 485 days from the end of the rating period (30 April 2026).
- f) The **validity period** will therefore be 12 May 2025 to 30 April 2026 (353 days from the date of certification).

Figure A.2.2: A rating lodged before, but certified after 120 days from the end of the rating period



A.3 Adjusting rating period

After the rating has been lodged, the **Assessor** may require the **rating period** to be changed. The **rating period** may only be adjusted by a maximum of 62 days from the first lodgement. A new rating will need to be created if the **Assessor** would like to adjust the **rating period** by more than this.

Note: A rating is required to comply with the **Rules** that are current at the time of lodgement. **Assessors** are advised to seek advice and request a **Ruling** (if needed) prior to lodging ratings that may require one.

Requests to adjust the **rating period** for a NABERS rating after lodgement will be considered by the **National Administrator** on a case-by-case basis.

A.4 Lodging successive ratings

A.4.1 General

For a premises which already has a current rating, there are two options to complete another rating of the same type: replace or renew.

Note: The **Assessor** will be prompted to select “replace” or “renew” when creating a rating. This selection can be changed just before the rating is lodged but not after.

A.4.2 Option 1: Replace

The replace option allows the new certified rating to replace the existing rating immediately upon certification.

There will be loss of the existing rating’s remaining **validity period**. This option might be chosen if the new rating is better than the existing rating, see Figure A.4.2.

Figure A.4.2: Existing rating replaced by new rating



A.4.3 Option 2: Renew

The renew option allows the new certified rating to begin its **validity period** immediately after the existing rating **validity period** expires. This option is often chosen when a site is most concerned with maximising the **validity period**.

As ratings are based on current data, the new **validity period** cannot not exceed 485 days from the end of the **rating period**. To ensure the new rating maximum **validity period** is achieved, the **validity period** must start within 120 days after the end of the **rating period**.

Section A.4.4 provides an example of this principle.

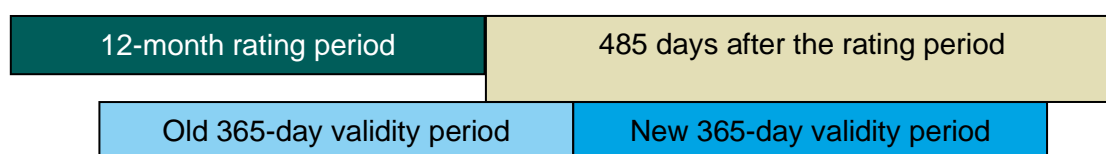
A.4.4 Scenario 1

A NABERS rating is lodged with the **National Administrator** and the renew option has been selected. The new rating begins its **validity period** within 120 days after the end of the **rating period**. See Figure A.4.4.

Example: The process for date of certification will be as follows:

- a) The current rating’s **validity period** expired on 31 December 2024.
- b) The **rating period** is 1 October 2023 to 30 September 2024 for the renewal rating.
- c) The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** 7 November 2024.
- d) The **validity period** for the renewal will be 1 January 2025 to 31 December 2025.

Figure A.4.4: Validity period for new rating begins once old rating expires and new validity period is 365 days



If the new rating’s **validity period** begins more than 120 days after the end of the **rating period**, the validity will be reduced as the **validity period** will exceed 485 days from the end of the **rating period**.

Note: An expired rating can be renewed. The **validity period** will begin on the date of certification, rather than the date the previous rating expired.

Section A.4.5 provides an example of this principle.

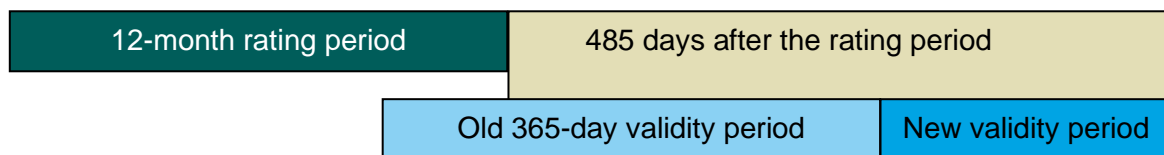
A.4.5 Scenario 2

A NABERS rating is lodged with the **National Administrator** and the renew option has been selected. The new rating begins its **validity period** over 120 calendar days after the end of the **rating period**, see Figure A.4.5.

Example: The process for date of certification will be as follows:

- e) The current rating’s **validity period** expired on 31 December 2024.
- f) The **rating period** is 1 August 2023 to 31 July 2024 for the renewal rating.
- g) The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** on 7 November 2024.
- h) The **validity period** for the renewal will be 1 January 2025 to 28 November 2025, 485 days after the end of the **rating period**.

Figure A.4.5: Validity period for new rating begins once old rating expires and new validity period is less than 365 days



Appendix B – Retail categories examples

Table B.1 is intended as a guide for **Assessors**, providing examples of organisations that may fall into each **retail category**. Note that the allocation of **retail category** may differ between **retail stores** even if they belong to the same organisation.

Table B.1: Examples of organisations in each retail category

Retail category	Organisation names examples
R1	(Bank branches) ANZ Bank, Bank SA, Bankwest, Bendigo Bank, Commonwealth Bank, HSBC, St George Bank, Suncorp Bank, Westpac
R2	(Hair and beauty services) Barber Industrie, BP Nail, Fantasy Nails, Hairhouse Warehouse, Just Cuts, Pearl Nails, Professional Nails
R3	(Telecom and internet services) Optus, Telstra, Vodafone
R4	(Other services) Australia Post, Bupa, Flight Centre, H&R Block, Medibank
R5	(Electrical and electronics) Apple, Camera Warehouse, Officeworks, Shaver Shop, Good Guys Warehouse, Winning Appliances
R6	(Department stores – medium to large) David Jones, Kmart, Myer, Target
R7	(Specific goods) Amart, Dymocks, Fantastic Holdings Limited, Gillin Pty Ltd, King Furniture Pty Ltd, Nick Scali Limited, TSG
R8	(Small department stores and all other goods) 2XU, Amcal Pharmacy, Bath & Body Works, Beacon Lighting, Bed Bath N Table, Body Shop, Bonds, Calvin Klein, Chanel, Chemist Warehouse, Country Road, Daiso, EB Games, Footlocker, H&M,

Appendix B | Retail categories examples

	House, Kathmandu, Kikki.K, Kitchen Warehouse Pty Ltd, Lucky Charm, Macpac, Mecca Maxima, Miniso, Priceline, Prouds Jewellers, Rebel Sport, Red Dollar, Smiggle, Strandbags, Sunglass Hut, Super Cheap Auto, T2 Tea, Tarocash, The Athlete's Foot
--	--

Appendix C – Servicing validation form

The following template is an example of a validation form that an **Assessor** may use for a **retail store** tenancy to validate its servicing arrangement in accordance with Section 7.

Written evidence confirming servicing arrangement, whether using this template, an altered template or other appropriate documentation, must be completed and kept on file for auditing purposes.

Inspection date: _____ Inspected by: _____

Store Name: _____ Store location: _____

Heating: Circle items applicable:

- Not provided to this retail store/tenancy by any services.
- Provided by services within the energy metering of the retail store.
(please specify details: _____)
- Provided by hot air from the central services.
- Provided by electric/heat pump heating powered from central service energy supply.
- Provided by hot water from central services.
- Other, please specify: _____

Cooling: Circle items applicable:

- Not provided to this retail store/tenancy by any services.
- Provided by services within the energy metering of the retail store.
(please specify details: _____)
- Provided by cool air from central services.
- Provided by chilled water from central services.
- Provided by DX cooling on the central services power supply.
- Other, please specify: _____

Ventilation air:
(i.e. provision of outside air) Circle items applicable:

- Not provided to this retail store/tenancy by any services.
- Provided by services within the energy metering of the retail store.
(please specify details: _____)
- Provided by central services air supply.
- Provided by retail store/tenant specific central services powered from the central services power supply.
- Other, please specify: _____

Air movement:
(i.e. provision of movement of air within the space) Circle items applicable:

- Not provided to this retail store/tenancy by any services.
- Provided by fan/air supply within the energy metering of the retail store.
(please specify details: _____)
- Provided by fan/air supply powered from central services.
- Other, please specify: _____

Note: “Central services” refers to the central services provided by the shopping centre or commercial building. The energy use here is not included within the energy metering of the retail store.

Contact us

**NABERS is administered by the
New South Wales Government**

4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150

T (02) 9995 5000

E nabers@environment.nsw.gov.au

W nabers.gov.au