

The Rules

# Energy for Retail Stores

Version 1.1 — December 2024



Cover photo: A retail clothing store.

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# 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 building performance
5 stars ★★★★★	Excellent building performance
3 stars ★★★	Market average building 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 and/or water rating for a **retail store** and provides the framework for assessing **retail stores** as follows:

- Rated area, see Chapter 4.
- Retail category, see Chapter 5.
- Location type, see Chapter 6.
- Servicing arrangement, see Chapter 7.
- Weekly trading hours, see Chapter 8.
- Minimum energy coverage, see Chapter 9.
- Documentation requirements, see Chapter 10.

These **Rules** will supersede *NABERS The Rules – Energy for Retail Stores, v1.0, 2024*.

**Assessors** are encouraged to provide feedback, as well as any concerns or queries, to the NABERS mailbox at [nabers@environment.nsw.gov.au](mailto:nabers@environment.nsw.gov.au).

## 1.2 Interpretation of the Rules and Rulings

These **Rules** are to be read in conjunction with the respective NABERS **Rulings** as they apply to the specific building type. **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](http://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

**Assessors** must comply with these **Rules** unless prior approval has been sought and approved by the **National Administrator**.

Where appropriate, **Assessors** may contact the **National Administrator** to propose an alternative methodology, outlining the circumstances and rationale. Prior approval for use is required and may be granted conditionally, on a case-by-case basis and at the **National Administrator**'s discretion.


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**. All written correspondence is required as evidence and should be collected prior to lodging the rating.

### 1.4 How to use this document

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 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 What is new in this version

The following changes have been included in this current version:

- a) Additions to accommodate **co-assess** applications for Shopping Centres.
- b) Formatting and wording alignment with updated NABERS The Rules template and style guide.
- c) New definitions for **co-assess** and **not centrally serviced**.
- d) Minor clarifications to **centrally serviced** and **partially serviced** definitions.
- e) New eligibility requirement to account for vacant tenancies.
- f) Removal of requirement to exclude carpark areas from **GLAR**.
- g) New Appendix D to assist with understanding servicing arrangements.
- h) Updated evidence methods for shopping centre's core hours, in line with recent changes to *NABERS The Rules – Energy and Water for Shopping Centres*.

A detailed list of the main changes made between this version and the previous version is given in Appendix F.

## 1.6 Related documents

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

- a) *NABERS The Rules – Energy and Water for Shopping Centres*, v5.0, 2024.
- b) *NABERS The Rules – Metering and Consumption*, v2.4, 2024.
- c) *NABERS Ruling – Shared Services and Facilities*, v1.0, 2022.
- d) Building Owners and Managers Association (BOMA), *Method of Measurement*, 1989.
- e) Building Owners and Managers Association (BOMA), *Method of Measurement (Net Rentable Area)*, 1985.

**Assessors** must use the latest version of NABERS Rules and **Rulings** that have been referenced within this document.

## 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
<b>acceptable data</b>	Data which meets the applicable accuracy and validity requirements of these <b>Rules</b> .
<b>acceptable estimate</b>	<p>The values derived from an estimation method permitted by these <b>Rules</b> 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>
<b>Assessor</b>	An accredited person authorised by the <b>National Administrator</b> to conduct NABERS ratings.
<b>Auditor</b>	A person employed by or contracted to the <b>National Administrator</b> to perform audits of NABERS rating applications.
<b>centrally serviced</b>	<p>A <b>retail store</b> in a shopping centre or commercial building where all air conditioning services to the <b>retail store</b> are provided by the central plant.</p> <p>These services include heating, cooling, ventilation, and air movement. Where one or more of these services (serving spaces accessible to the public during trading hours) are present and provided within the energy metering of the <b>retail store</b>, the <b>retail store</b> is considered either <b>partially serviced</b> or <b>not centrally serviced</b> (see Appendix D).</p> <p><b>Note:</b> If some or all of the energy use of air-conditioning is provided by the <b>retail store</b>, the <b>retail store</b> can be only treated as <b>centrally serviced</b> if the affected energy use is sub-metered and excluded from the rated energy.</p> <p><b>Example:</b> If a <b>retail store</b> 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 <b>retail store</b>-controlled system, the <b>retail store</b> is considered <b>centrally serviced</b>.</p>



Term	Definition
<b>co-assess</b>	An application process that allows two or more ratings at the same premises to be conducted within the same application. Shopping centre <b>co-assess</b> applications must include a Shopping Centre energy rating and at least one Retail Store rating.
<b>end use</b>	A purpose or activity (or a group of related purposes and activities) that energy is used for.
<b>Gross Lettable Area Retail (GLAR)</b>	<p>The <b>Gross Lettable Area Retail</b> of the <b>retail store</b> determined in accordance with the <b>Measurement Standard for Retail Store Area</b>.</p> <p><b>Note:</b> This is essentially the space within the permanent walls of the building that is designed for retail uses, excluding spaces for the following:</p> <ul style="list-style-type: none"> <li>a) Public access and use (including stairs, escalators, lift lobbies and passageways).</li> <li>b) Building, mechanical, air conditioning, electrical and other utility services.</li> <li>c) Staff and cleaning facilities (including toilets, tea rooms and cleaners' cupboards) which are not part of a retail store's fitout.</li> <li>d) Storage areas not adjacent to the retail store are also excluded.</li> </ul>
<b>kiosk</b>	<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 <b>rating period</b>.</p> <p><b>Note:</b> Retail merchandising units (i.e. moveable kiosk-type units), vending machines, ATMs and coin-operated amusement machines are not included in the definition.</p>
<b>Measurement Standard for Retail Store Area</b>	The standard used for determining the <b>Gross Lettable Area Retail (GLAR)</b> as set out in the Property Council of Australia (PCA), Method of Measurement 2008.
<b>metering system</b>	<p>A system of one or more devices providing an individual measurement.</p> <p><b>Note:</b> For further information, refer to <i>NABERS The Rules – Metering and Consumption</i>.</p>
<b>NABERS rating input form</b>	The rating input form provided by NABERS for use by <b>Assessors</b> in the calculation of accredited ratings.

Term	Definition
	For NABERS Energy for Retail Stores ratings, this is in the NABERS Perform application.
<b>National Administrator</b>	<p>The body responsible for administering NABERS, in particular the following areas:</p> <ul style="list-style-type: none"><li>a) Establishing and maintaining the standards and procedures to be followed in all aspects of the operation of the system.</li><li>b) Determining issues that arise during the operation of the system and the making of ratings.</li><li>c) Accrediting <b>Assessors</b> and awarding accredited ratings in accordance with NABERS standards and procedures.</li></ul> <p>The functions of the <b>National Administrator</b> are undertaken by the NSW Government.</p>
<b>not centrally serviced</b>	A tenancy in a shopping centre that is neither <b>centrally serviced</b> nor <b>partially serviced</b> .
<b>office</b>	A workplace primarily used for administrative, clerical and similar information-based activities, including the associated office support facilities.
<b>partially serviced</b>	<p>A <b>retail store</b> 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 to spaces accessible to the public during trading hours is provided by the <b>retail store</b> (see Appendix D).</p> <p>If any heating, cooling or ventilation is provided by the <b>retail store</b> to spaces accessible to the public during trading hours, the <b>retail store</b> is considered <b>not centrally serviced</b>.</p> <div style="background-color: #f0f0f0; padding: 10px;"><p><b>Note:</b> The definition of a <b>partially serviced retail store</b> 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 <b>retail store's</b> electrical distribution board.</p><p>If any heating is provided by the <b>retail store</b> to spaces accessible to the public during trading hours, it is <b>not centrally serviced</b>, regardless of the configuration of the remaining HVAC.</p></div>
<b>potential error</b>	The total of all <b>acceptable estimates</b> (including assumptions, approximations, and unverified data) included in the rating assessment. The <b>NABERS rating input form</b> automatically calculates the potential error based on the data provided.
<b>rated area</b>	The <b>GLAR</b> of the <b>retail store</b> minus required exclusions.

Term	Definition
<b>rated premises</b>	The facility and any services within <b>Gross Lettable Area Retail</b> , to be rated.
<b>rated retail category</b>	The final <b>retail category</b> assigned to the <b>rated premises</b> .
<b>rating period</b>	The 12-month base period for the rating, requiring at least 12 continuous months of <b>acceptable data</b> upon which the rating is based.
<b>retail category</b>	A category describing the type of product sold or service provided in the <b>retail store</b> , as defined in Table 5.3.
<b>retail store</b>	<p>A building or part of a building other than a <b>kiosk</b> where—</p> <ol style="list-style-type: none"> <li>a) the store has a front-of-house area (i.e. public-facing or customer-accessible space) within the rated premises; and</li> <li>b) the main functions are— <ol style="list-style-type: none"> <li>1) the sales of goods direct to the public, with stock arranged and displayed in the store premises; and/or</li> <li>2) supplying personal services directly to consumers.</li> </ol> </li> </ol> <p><b>Note:</b> Contact the <b>National Administrator</b> if unclear on whether the <b>rated premises</b> meets the definition of a <b>retail store</b>.</p>
<b>Rules</b>	Authoritative document produced by the <b>National Administrator</b> that specifies what must be covered by an <b>Assessor</b> in order to produce a rating.
<b>Ruling</b>	An authoritative decision by the <b>National Administrator</b> which acts as an addition or amendment to the <b>Rules</b> .
<b>standalone</b>	<p>The rated premises is <b>standalone</b> if and only if—</p> <ol style="list-style-type: none"> <li>a) it is a free-standing <b>retail store</b> – that is, not located in the same building with other retailers or tenancies (regardless of occupancy); and</li> <li>b) the building does not have any shared walls with buildings adjacent.</li> </ol> <p><b>Note:</b> <b>Retail stores</b> that are in shopping centres, strip shops, semi-detached or terrace type shops are considered not <b>standalone</b>.</p>
<b>utility</b>	An organisation or company that holds a licence to retail electricity, gas or water, and that sells energy or water as its primary business. This definition excludes the following:

Term	Definition
	<ul style="list-style-type: none"><li>a) Landlords which on-sell electricity or water where they neither hold a licence nor have an exemption deemed valid by the <b>National Administrator</b> for needing a licence.</li><li>b) Third party contractors, such as meter reading providers.</li></ul>
<b>validity period</b>	The post-certification period during which the rating is valid for up to 12 months. <b>Note:</b> See Appendix A for further details.
<b>weekly trading hours</b>	The number of hours per week that the <b>retail store</b> is open for trading.

# 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.
- e) *Vacancy and extended closures*: The retail store was not vacant or closed to the public, during the rating period, for—
  - 1) more than 18 consecutive days; or
  - 2) for 1 normal trading week, at least 3 times during the rating period.



For documentation requirements, see Section 10.2.1.

**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 m<sup>2</sup> 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, therefore 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**.

**Assessors** may submit a NABERS energy rating and NABERS water rating for the same premises as a combined rating application. When submitting a combined rating application, both ratings must have the same **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 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 below 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 Section 3.4.2 and 3.4.3 below. 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 particular priority is given, 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 building or its equipment (such as an energy or water **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 their 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 building 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. 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 or water consumption, 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 to ensure that all relevant equipment is covered under the meters included in the rating.
- i) Resolve any other issues that arise.



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.

Site visits must occur during the **rating period** or during the 120 days period following the **rating period**.

A new site visit must be conducted as part of every NABERS rating application.

### 3.5.2 Delegating site visit to another Assessor

Where an **Assessor** cannot undertake a site visit to inspect the rated premises, **Assessors** 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, in accordance with the documentation requirements listed in Chapter 10.

### 3.5.3 Situations where site visit cannot be conducted or delegated

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** has been used in the absence of verified data).

It is the responsibility of the customer to provide sufficient access to the premises to allow a rating to be undertaken. The **National Administrator** should be contacted for assistance in situations where restrictions on carrying out a site visit are outside the control of both the **Assessor** and the customer (e.g. if travel can't be undertaken because of a declared natural disaster event).

## 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 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.

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 General

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 10.3.

## 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 <b>GLAR</b> .	Section 4.3
2	Determine areas to be excluded.	Section 4.4
3	Calculate the <b>rated area</b> .	Section 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):

- 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
- 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
- Direct measurement from current site plans or scaled prints, measured to the **Measurement Standard for Retail Store Area**; or, if not available
- 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.



For documentation requirements, see Section 10.3.1.

## 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) Cleaning facilities that are not dedicated to the **retail store** being rated.
- d) 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:

- 1) 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
- 2) 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 <b>retail store</b> .	Include
Back-of-house area with desks and office equipment used by <b>retail store</b> staff.	Include
Back-of-house area for exclusive use by the <b>retail store</b> (e.g. staff lunchrooms or locker).	Include

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

 For documentation requirements, see Section 10.3.2.

## 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.

**Note:** If a **retail store** receiving a rating as part of a **co-assess** application has areas that must be excluded from the **GLAR** according to Section 4.4, the **Assessor** should enter the included **GLAR** and excluded area into the **NABERS rating input form** as separate rows and assign only the **GLAR** that is to be included in the Retail Store rating to that tenancy.

# 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 10.4.1. 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 <b>retail categories</b> that apply to the rated store.	Section 5.3
2	Determine the <b>rated retail category</b> using one of the following methods (in priority order): <ul style="list-style-type: none"> <li>a) Sole retail category.</li> <li>b) Predominant retail category.</li> <li>c) Default retail category.</li> </ul>	Section 5.4  Section 5.4.2 Section 5.4.3 Section 5.4.4

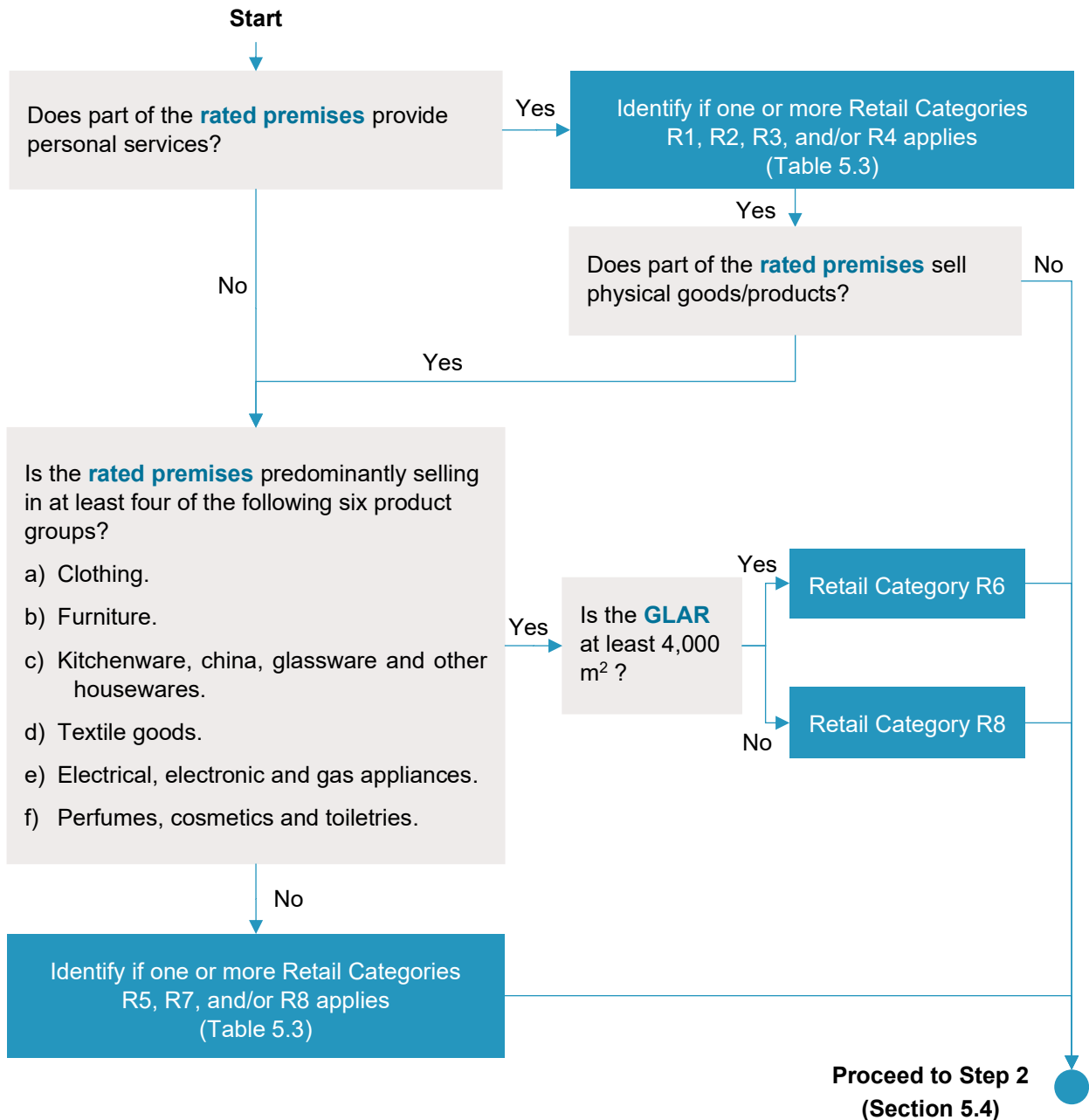
## 5.3 Identify retail categories

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



Retail Category	Definition
	<ul style="list-style-type: none"> <li>c) Tobacco; or</li> <li>d) Party supplies<sup>Note 3</sup>; or</li> <li>e) Pet supplies<sup>Note 3</sup>; or</li> <li>f) Baby equipment and accessories<sup>Note 3</sup>.</li> </ul>
<b>R8</b>	<p>Small departmental store<sup>Note 4</sup> or a <b>retail store</b> that sells one, or a combination, of the following goods types:</p> <ul style="list-style-type: none"> <li>a) Automotive parts.</li> <li>b) Body care products.</li> <li>c) Clothing/footwear/sportswear.</li> <li>d) Kitchenware.</li> <li>e) Homeware.</li> <li>f) Home décor/styling products.</li> <li>g) Bedding/bed linen/manchester.</li> <li>h) News agency.</li> <li>i) Stationery.</li> <li>j) Jewellery and fashion accessories.</li> <li>k) Lighting.</li> <li>l) Outdoor camping.</li> <li>m) Toys/games.</li> <li>n) Pharmacy.</li> <li>o) Tea vendor.</li> <li>p) Other products<sup>Notes 3,5</sup>.</li> </ul> <p><b>Note:</b> For departmental stores, the <b>Assessor</b> does not need to identify if categories R5 and R7 are applicable.</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).

Note 2: Excludes sale of lighting fixtures. Stores that sell lighting fixtures belong to the R8 category.

Note 3: Note that the resulting rating may not accurately reflect the premises' performance due to data availability at time of rating tool creation.

Note 4: **Retail stores** that are smaller than 4,000 m<sup>2</sup> (**GLAR**), that sell at least four of the product groups described in the R6 definition.

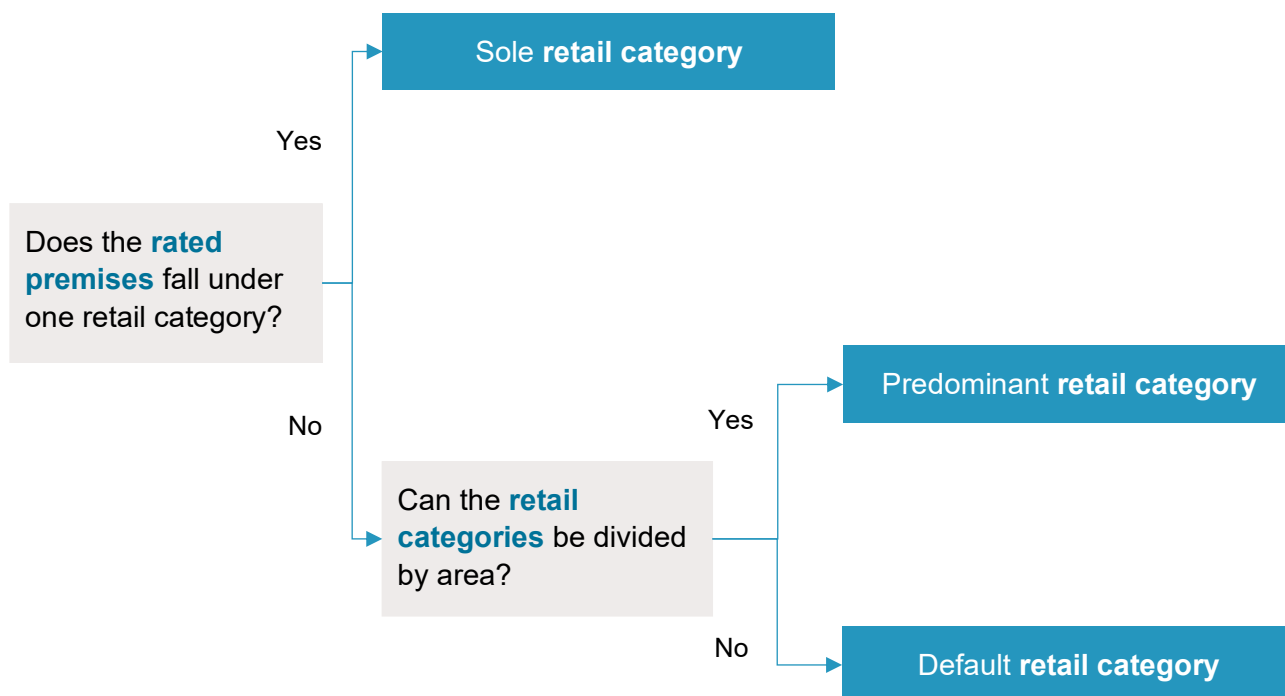
Note 5: The **Assessor** must allocate this category when the type of goods sold is not covered elsewhere in this table and is not listed as ineligible (Section 3.2.2).

## 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:

- Subdivide the total **rated area** by **retail category**.
- Identify the **retail category** with the largest **rated area**.
- Use the **retail category** identified in step b) 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 10.4.1.

## 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**.

 **Standalone retail stores** are not eligible to be rated in a **co-assess** application. For example, a rating for a **standalone retail store** tenancy in the middle of a shopping centre carpark must be lodged separately to any **co-assess** application for that shopping centre.

# 7 Servicing arrangement

## 7.1 General

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 10.6.1.

## 7.2 Determining the servicing arrangement

### 7.2.1 General

**Retail stores** 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 **not 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 and Appendix D.

**Note 2:** **Standalone retail stores** are usually **not 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 **not 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) **not centrally serviced** for **standalone retail stores**.

This section does not apply to ratings in a **co-assess** application.

### 7.2.4 Servicing of tenancies in a co-assess application

For ratings in a **co-assess** process, the servicing arrangement of a **retail store** being rated must be the same as the servicing arrangement assigned to the store's tenancy in the shopping centre rating. **Assessors** may not need to validate the servicing arrangement of all **retail store** ratings, depending on the number of **retail stores** being rated and the servicing arrangement of the stores:

- a) For **co-assess** applications where the number of **retail stores** being rated is 10 or less, the servicing arrangement for all **retail stores** being rated must be validated. If the servicing arrangement of a **retail store** cannot be validated, the **retail stores** cannot be rated in a **co-assess** process.
- b) For **co-assess** applications where more than 10 **retail stores** are being rated, the **Assessor** can assign a **retail store's** servicing arrangement based on the validated servicing arrangement block from the shopping centre rating, if—
  - 1) the customer has identified the **retail store** as either **partially serviced** or **centrally serviced**; and
  - 2) the servicing arrangement for at least 10 other **retail stores** being rated in the **co-assess** process is validated.

The **Assessor** must determine the **retail store's** servicing arrangement as per Sections 7.2.1 and 7.2.2 if both these conditions cannot be met.

**Note:** For examples of these requirements, see Appendix E. It is recommended to use **retail stores** being rated under these **Rules** to meet the sampling requirements of Section 4.5.2 of *NABERS The Rules — Energy and Water for Shopping Centres* where possible. Validating the servicing arrangement of a **retail store** designated as **partially serviced** or **centrally serviced** will tend to improve the rating if the servicing information provided by the customer was incorrect.

If the servicing arrangement of a **retail store** cannot be validated, the servicing arrangement of the **retail store** can be assumed to be—

- 1) **centrally serviced** if the shopping centre servicing arrangement block in which the **retail store** is located has been validated in accordance with *NABERS The Rules — Energy and Water for Shopping Centres* to be **centrally serviced**; or


- 2) **partially serviced** if the shopping centre servicing arrangement block in which the **retail store** is located has been validated in accordance with *NABERS The Rules — Energy and Water for Shopping Centres* to be **partially serviced**.

The servicing arrangement of **not centrally serviced retail stores** must always be validated. Where an **Assessor** is unable to validate the servicing arrangement of a **retail store** that is claimed **not centrally serviced**, the **retail store** cannot be rated as part of a **co-assess** process.

# 8 Weekly trading hours

## 8.1 General

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 10.7.1.

## 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.
- 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**.

In **co-assess** ratings, a **retail store's weekly trading hours** is assumed to be based on the shopping centre's core hours of operation, except where it can be proven that the store has longer trading hours.

The **Assessor** can determine the **retail store's weekly trading hours** using either method (Section 8.2.1 a) or b)) without priority order. If the **weekly trading hours** is longer than the shopping centre's core hours of operation, the **Assessor** must enter this as 'extended hours' into the **NABERS rating input form**.



**Note 3:** For co-assess ratings, the shopping centre's core hours of operation is used for the Retail Store rating if the **weekly trading hours** determined via Section 8.2.2 is less than the shopping centre's core hours of operation.

### 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; or
- c) in promotional materials.

**Assessors** must ensure that the advertised hours represent 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 the 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. In **co-assess** ratings, 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's core hours of operation.

The shopping centre's core hours of operation must be obtained by one of the following methods, listed in order of preference:

- a) Publicly available records showing the operating hours of the shopping centre. These hours can be advertised—
  - 1) on the shopping centre's website;
  - 2) at the entrance to the shopping centre; or
  - 3) in promotional materials.
- b) If the operating hours of the shopping centre are not published, but the trading hours of the individual tenancies are, the shopping centre's core hours can be taken to be

the hours during which all **centrally serviced** and **partially serviced** tenancies are advertised as open for trading.

- c) The operating hours of the shopping centre published by an entity other than the shopping centre, such as Google, Apple Maps or Facebook.
- d) Written confirmation of the operating hours of the shopping centre during the **rating period** from a person that meets Section 3.4.2 of the **Rules**.

**Assessors** must ensure that the advertised hours represent—

- 1) the times when most tenancies are open for trade, as opposed to the trading hours of individual tenants operating for **extended hours**; and
- 2) 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 General

**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 10.8.

## 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 Section 8.2 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 10.8.1.

## 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 **not 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) to e), additional **end uses** that must be included in the energy coverage include:

- 1) 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**.
- 2) Exterior signage that—
  - i) is primarily used for identifying or advertising the building owners; or
  - ii) displays the **rated premises**' name.
- 3) Sump pits and hydraulic pumping which serve the rated premises.
- 4) 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;
- 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 10.8.2

#### 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 General

The **Assessor** must keep all records on which an assessment is based, including any specific guidance or approvals given by the **National Administrator**. Data retained for audit must be in a form which facilitates reviews and makes anomalies easily apparent.

Access to original documents is preferred if they are available. Copies of original documents may be used as evidence 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.

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. However, 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 information in Sections 10.2 to 10.8 is required for a rating. It is organised based on the divisions of previous chapters, see Chapters 3 to 9. All the required information should be obtained from the building owner/manager of the premises before a site visit, and then confirmed during the site visit and subsequent assessment. An on-site inspection helps to verify that the information provided is accurate, current and complete.

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

Documentation requirements from *NABERS The Rules — Metering and Consumption* apply in addition to those set out below.

## 10.2 Documentation required for Chapter 3: Key concepts and procedures

Topic	Requirements	Documentation
10.2.1 Eligibility criteria	Section 3.2.1	<p><i>Required information</i></p> <p>The <b>Assessor</b> must retain evidence confirming that the <b>retail store</b> was not vacant or closed to the public for more than the allowed time frames.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p>

		<ul style="list-style-type: none"> <li>a) A signed statement from the <b>retail store</b> or shopping centre management.</li> <li>b) Copies of written records confirming operation.</li> <li>c) Relevant documents (e.g. leases) showing that the tenancy was vacant for any time during the rating period.</li> </ul>
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### 10.3 Documentation required for Chapter 4: Rated area

Topic	Requirements	Documentation
10.3.1 Site GLAR	Section 4.3	<p><i>Required information</i></p> <p>The <b>Assessor</b> must retain evidence of validation of the <b>GLAR</b> of <b>retail stores</b>, to the <b>Measurement Standard for Retail Store Area</b>.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes the following:</p> <ul style="list-style-type: none"> <li>a) Surveys.</li> <li>b) Leases (including information about the <b>measurement standard</b> or equivalent).</li> <li>c) Other third-party documentation.</li> <li>d) Direct measurement from drawings, plans or prints (to-scale).</li> <li>e) Site measurement verified by the <b>Assessor</b> identifying the rated premises.</li> </ul> <p>All of the documentation listed above must be made to/based on the <b>Measurement Standard for Retail Store Area</b>.</p>
10.3.2 Rated area exclusion	Section 4.4	<p><i>Required information</i></p> <p>The <b>Assessor</b> must retain evidence that the area exclusion has been correctly calculated and verified.</p> <p>For an excluded area, the following is required:</p> <ul style="list-style-type: none"> <li>a) Written information and/or <b>Assessor's</b> notes relating to the usage of the space.</li> <li>b) The grounds for their exclusion from the <b>rated area</b> calculation.</li> </ul>

		c) Documentation regarding the area to be excluded from <b>rated area</b> calculation. (See Section 10.3.1 for documentation examples.)
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## 10.4 Documentation required for Chapter 5: Retail category

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

## 10.5 Documentation required for Chapter 6: Location type

Topic	Requirements	Documentation
10.5.1 Location type	Chapter 6	<p><i>Required information</i></p> <p>The <b>Assessor</b> 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 the following:</p> <ul style="list-style-type: none"> <li>a) Photographic evidence of the <b>retail store's</b> exterior.</li> <li>b) Satellite imagery of the <b>retail store</b>.</li> </ul>



## 10.6 Documentation required for Chapter 7: Servicing arrangement

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

## 10.7 Documentation required for Chapter 8: Weekly trading hours

Topic	Requirements	Documentation
10.7.1 Weekly trading hours	Chapter 8	<p><i>Required information</i></p> <p>The <b>Assessor</b> 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 the following:</p> <ul style="list-style-type: none"> <li>a) Copies of publicly available written notifications (either physical or electronic).</li> <li>b) Photographic evidence of publicly advertised trading hours.</li> <li>c) Written confirmation of the trading hours during the rating period from a person that meets Section 3.4.2 of the Rules.</li> </ul>

		d) Where applicable, written confirmation that the advertised trading hours are outdated from a person that meets Section 3.4.2 of the Rules.
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## 10.8 Documentation required for Chapter 9: Minimum energy coverage

Topic	Requirements	Documentation
10.8.1 Minimum energy coverage	Section 9.2	<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>
10.8.2 Exclusions	Section 9.2.4	<p><i>Required information</i></p> <p>The <b>Assessor</b> must retain evidence that supports any exclusions used as part of the rating application, including—</p> <ul style="list-style-type: none"> <li>a) information confirming any consumption to be excluded from the rating;</li> <li>b) calculations; and</li> <li>c) documentation substantiating the grounds for the exclusion.</li> </ul>

# 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.

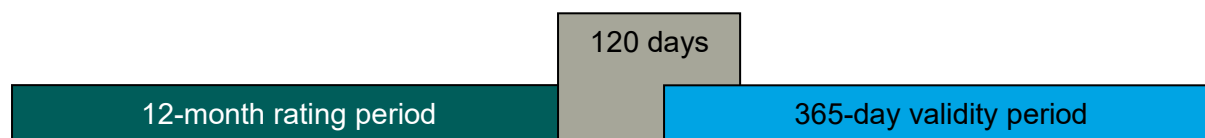
### A.1.2 Scenario 1

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**



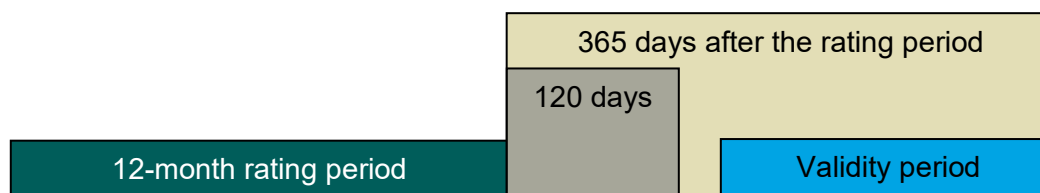
### A.1.3 Scenario 2

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:

- a) The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- b) 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.
- c) The rating will therefore be valid for 365 days from the end of the **rating period** (31 December 2024).
- d) 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

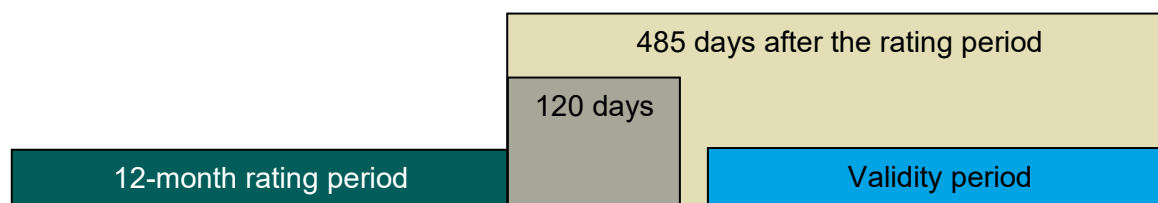
A NABERS rating is lodged with the **National Administrator** one day before the lodgement due date (120 days from the end of the **rating period**). The **National Administrator** takes 7 calendar days to complete quality assurance checks, and the **Assessor** takes 6 calendar days to respond to queries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

- a) The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- b) 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 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.

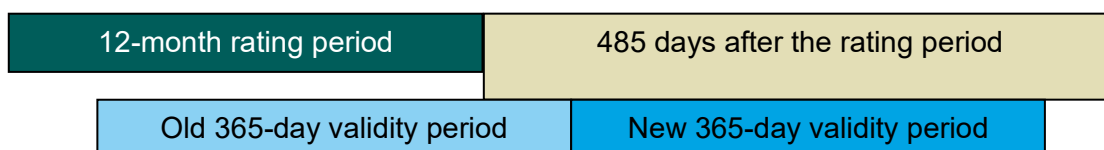
### A.4.4 Scenario 1

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.

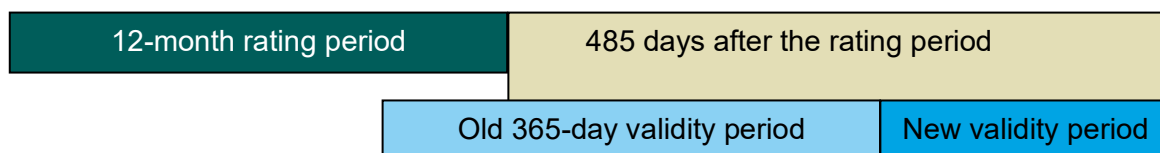
### A.4.5 Scenario 2

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:

- a) The current rating's **validity period** expired on 31 December 2024.
- b) The **rating period** is 1 August 2023 to 31 July 2024 for the renewal rating.
- c) The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** on 7 November 2024.
- d) 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
<p><b>R1</b></p>	<p><b>(Bank branches)</b>                      ANZ Bank, Bank SA, Bankwest, Bendigo Bank, Commonwealth Bank, HSBC, St George Bank, Suncorp Bank, Westpac</p>
<p><b>R2</b></p>	<p><b>(Hair and beauty services)</b>                      Barber Industrie, BP Nail, Fantasy Nails, Hairhouse Warehouse, Just Cuts, Pearl Nails, Professional Nails</p>
<p><b>R3</b></p>	<p><b>(Telecom and internet services)</b>                      Optus, Telstra, Vodafone</p>
<p><b>R4</b></p>	<p><b>(Other services)</b>                      Australia Post, Bupa, Flight Centre, H&amp;R Block, Medibank</p>
<p><b>R5</b></p>	<p><b>(Electrical and electronics)</b>                      Apple, Camera Warehouse, Officeworks, Shaver Shop, Good Guys Warehouse, Winning Appliances</p>
<p><b>R6</b></p>	<p><b>(Department stores – medium to large)</b>                      David Jones, Kmart, Myer, Target</p>
<p><b>R7</b></p>	<p><b>(Specific goods)</b>                      Amart, Dymocks, Fantastic Holdings Limited, Gillin Pty Ltd, King Furniture Pty Ltd, Nick Scali Limited, TSG</p>
<p><b>R8</b></p>	<p><b>(Small department stores and all other goods)</b></p>



	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, 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
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# 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 Chapter 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.

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Inspection date:	Inspected by:
Store Name:	Store location:

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Heating:	Circle items applicable: <ul style="list-style-type: none"><li>• Not provided to this retail store/tenancy by any services.</li><li>• Provided by services within the energy metering of the retail store. (please specify details: _____)</li><li>• Provided by hot air from the central services.</li><li>• Provided by electric/heat pump heating powered from central service energy supply.</li><li>• Provided by hot water from central services.</li><li>• Other, please specify: _____</li></ul>
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Cooling:	Circle items applicable: <ul style="list-style-type: none"><li>• Not provided to this retail store/tenancy by any services.</li><li>• Provided by services within the energy metering of the retail store. (please specify details: _____)</li><li>• Provided by cool air from central services.</li><li>• Provided by chilled water from central services.</li><li>• Provided by DX cooling on the central services power supply.</li><li>• Other, please specify: _____</li></ul>
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Ventilation air: (i.e. provision of outside air)	Circle items applicable: <ul style="list-style-type: none"><li>• Not provided to this retail store/tenancy by any services.</li><li>• Provided by services within the energy metering of the retail store. (please specify details: _____)</li><li>• Provided by central services air supply.</li><li>• Provided by retail store/tenant specific central services powered from the central services power supply.</li><li>• Other, please specify: _____</li></ul>
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Air movement: (i.e. provision of movement of air within the space)	Circle items applicable: <ul style="list-style-type: none"><li>• Not provided to this retail store/tenancy by any services.</li><li>• Provided by fan/air supply within the energy metering of the retail store. (please specify details: _____)</li><li>• Provided by fan/air supply powered from central services.</li><li>• Other, please specify: _____</li></ul>
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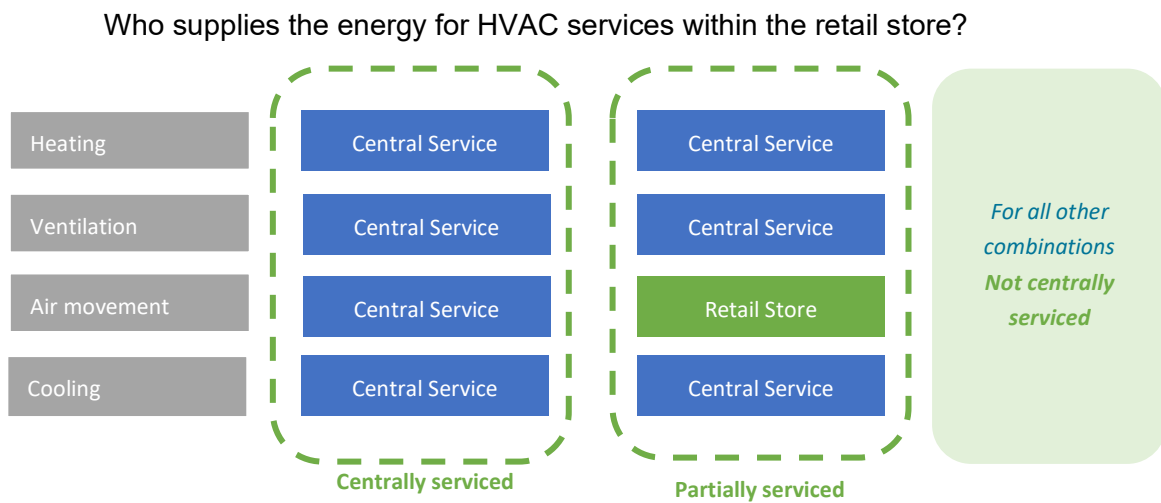
**Note:** “Central services” refers to the central services provided by the shopping centre or commercial building. The energy use here is not included within the energy metering of the retail store.

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# Appendix D Servicing arrangement examples

Figure D.1 shows the servicing arrangement of a **retail store** based on whether the individual HVAC services are supplied by a central service (i.e. shopping centre or commercial building) or by the **retail store**.

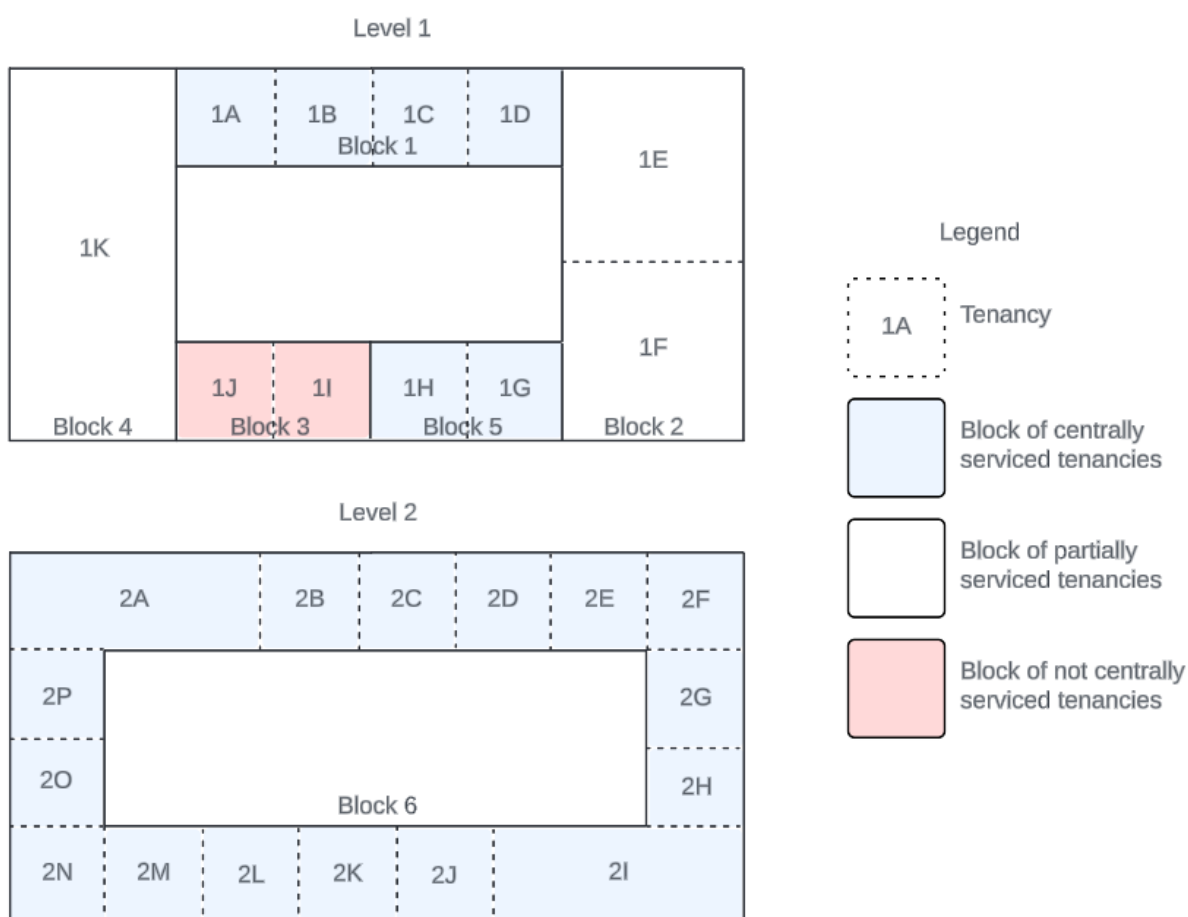
**Figure D.1: Servicing arrangement examples**



# Appendix E Validating servicing arrangements in a co-assess application

Examples of the requirements for validating servicing arrangements for ratings in a **co-assess** application are shown in Figure E.1 and Table E.1. The examples assume that the servicing arrangements during the validation checks match the information shown in Figure E.1.

**Figure E.1: Example of servicing arrangements**



**Table E.1: Example of validating servicing arrangements in a co-assess application**

Example	Retail stores undergoing a NABERS Energy for Retail Stores rating	Interpretation
Example 1 (refer to Figure E.1)	1A, 1B, 1E, 1G, 1J, 1K, 2A and 2I.	<p>Since there are less than 10 <b>retail stores</b> being rated, the <b>Assessor</b> validates the servicing arrangement of all <b>retail stores</b>.</p> <p>The <b>Assessor</b> can choose not to validate additional tenancies in Blocks 1 to 6, since the minimum sampling requirements set out in Section 4.5.2 of <i>NABERS The Rules – Energy and Water for Shopping Centres</i> have been met.</p>
Example 2 (refer to Figure E.1)	1A, 1D, 1I, 1J, 2A, 2B, 2C, 2D, 2E, 2F, 2G and 2H.	<p>Since there are more than 10 <b>retail stores</b> being rated, the <b>Assessor</b> must validate all <b>not centrally serviced retail stores</b> and at least 10 <b>retail stores</b> in total. The <b>Assessor</b> must additionally meet the minimum sampling requirements set out in Section 4.5.2 of <i>NABERS The Rules – Energy and Water for Shopping Centres</i>.</p> <p>The <b>Assessor</b> validates the servicing arrangement of <b>retail stores</b> 1I and 1J since they are <b>not centrally serviced</b>.</p> <p>The <b>Assessor</b> meets the minimum sampling requirements for the Shopping Centre rating as follows:</p> <ul style="list-style-type: none"> <li>a) Block 1 is validated using <b>retail store</b> 1A.</li> <li>b) Block 2 is validated using tenancy 1E.</li> <li>c) Block 3 has already been validated.</li> <li>d) Block 4 is validated using tenancy 1K.</li> <li>e) Block 5 is validated using tenancy 1G.</li> <li>f) Block 6 is validated using <b>retail stores</b> 2A and 2B.</li> </ul> <p>The <b>Assessor</b> has now validated 5 <b>retail stores</b> being rated, so the <b>Assessor</b> validates 2C, 2D, 2E, 2F and 2G to ensure at least 10 <b>retail stores</b> are validated in total.</p>

# Appendix F List of changes

The following table lists the changes to the content of *NABERS The Rules — Energy for Retail Stores v1.0* (June 2024) in order to produce this version 1.1.

Chapter 1: Introduction		
Version 1.0 (old version)	Version 1.1 (current version)	Changes made
1.1 General		Added wording to align with NABERS The Rules template, including moving the document outline from section 1.4 to this section.
1.3 Situations not covered by the Rules		Updated wording to align with NABERS The Rules template.
1.4 How to use this document		Removed content specific to retail stores and aligned wording with NABERS The Rules template.
1.5 What is new in this version		Included latest changes.
1.6 Related documents		<p>Added <i>NABERS The Rules — Energy and Water for Shopping Centres</i>.</p> <p>Removed <i>NABERS Ruling — Treatment of Cogeneration and Trigenation Systems</i>.</p> <p>Clarified that the most recent version of NABERS Rules and Rulings should be used.</p>

Chapter 2: Terms and definitions		
Version 1.0 (old version)	Version 1.1 (current version)	Changes made
2 Terms and definitions		<p>Added definitions for co-assess and not centrally serviced.</p> <p>Updated all instances of “non-centrally serviced” to “not centrally serviced” to align with Perform.</p>

	Added clarifications around public access areas to the definitions for centrally serviced and partially serviced.
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### Chapter 3: Key concepts and procedures

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
3.2.1 Eligibility criteria		New eligibility requirement to account for stores that are vacant for part of the rating period.
3.5 Site visits		Specified that a new site visit is required for each rating, either during the rating period or within 120 days after the rating period.  Updated wording for section 3.5.3 <i>Situations where a site visit cannot be conducted or delegated</i> to align with NABERS The Rules template.

### Chapter 4: Rated area

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
4.4 Area exclusions		Removed the requirement to exclude carpark areas leased or dedicated to the store, where such areas are included in the GLAR.
4.5 Calculating the rated area		Added clarification around rated area data entry for co-assess applications.

### Chapter 6: Location type

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
6 Location Type	6 Location type	Clarified that standalone retail stores are not eligible to be rated in a co-assess application.



### Chapter 7: Servicing arrangement

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
7.1 Summary	7.1 General	Updated section title to align with NABERS The Rules template.
-	7.2.4 Servicing of tenancies in a co-assess application	New section.

### Chapter 8: Weekly trading hours

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
8.1 Summary	8.1 General	Updated section title to align with NABERS The Rules template.
8.2.1 General		Added instructions for determining weekly trading hours in a co-assess application.
8.2.3 Shopping centre's core hours of operation		Changed evidence options for core hours in line with updates to <i>NABERS The Rules — Energy and Water for Shopping Centres</i> .

### Chapter 9: Minimum energy coverage

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
9.1 Summary	9.1 General	Updated section title to align with NABERS The Rules template.
9.2.1 General		Updated incorrect reference to <i>NABERS The Rules – Metering and Consumption</i> .

### Chapter 10: Documentation required for accredited ratings

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
10.1 Summary	10.1 General	Updated section title to align with NABERS The Rules template.
-	10.2.1 Eligibility criteria	New section.
10.2 to 10.7	10.3 to 10.8	Renumbered sections.

### Appendices

Version 1.0 (old version)	Version 1.1 (current version)	Changes made
-	Appendix D	New section.
-	Appendix E	New section.
-	Appendix F	New section.

# Contact us

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