



Department of the Environment,
Heritage and Climate Change

HM Government of Gibraltar

EPC PROCESS GUIDELINES

2026

GETTING STARTED

Setting up your account:

The assessor will receive an e-mail prompt asking them to login. Click on **‘First time’** as shown below. You will then have the option to change your password.

GI EPC Registry restricted Access
Introduce e-mail and password for access

email
[Redacted]

Password
[Redacted]

Login

Forgot your password or first time you log in?
Click here

Once you have successfully logged into the website with a new password, you should head to the ‘Downloads’ page where you can download the programme software to run iSBEMgi on your own computers.

Friday 17th of April 10:20:55 AM

GI EPC Site | My account | logout

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EA Information

Property Information
Search for property

EPC Lodgement

Search EPC

Show list of IAS

Show list of cleared IAS

Download

iSBEMgi_v4.2.a

Please read the installation instructions (click here to download) before downloading iSBEMgi, particularly if you have not installed the software before. For further help, please see the iSBEMgi User Guide available below.

Main Downloads

1. iSBEMgi_v4.2.a software [Click here to download](#)
2. Patch01 to iSBEMgi_v4.2.a [Click here to download](#)
3. Patch02 to iSBEMgi_v4.2.a [Click here to download](#)
4. Patch03 to iSBEMgi_v4.2.a [Click here to download](#)
5. iSBEMgi_User_Guide_v4.2.a [Click here to download](#)

Alternative downloads for 32-bit Windows operating systems only

1. iSBEMgi_v4.2.a_x86 software [Click here to download](#)
2. Patch01 to iSBEMgi_v4.2.a_x86 [Click here to download](#)
3. Patch02 to iSBEMgi_v4.2.a_x86 [Click here to download](#)
4. Patch03 to iSBEMgi_v4.2.a_x86 [Click here to download](#)

It is important that you download all the ‘main downloads’ highlighted in the screenshot above.

It is also recommended that you download the ‘Data collection spreadsheet’ at the bottom of the same page which you can use as a template for conducting new assessments.



Gibraltar EPC site

Friday 17th of April 10:20:55 AM

[GI EPC Site](#) | [My account](#) | [logout](#)

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4. Patch03 to iSBEMgi_v4.2.a_x86 [Click here to download](#)

NCM Modelling Guide for Gibraltar - 2024 Edition

This document provides guidance on the National Calculation Methodology (NCM) in Gibraltar, used for the purposes of: (a) Demonstrating compliance with the primary energy requirements of the Building Rules Part F and (b) Calculating asset ratings when preparing Energy Performance Certificates (EPCs).

[Click here to download.](#)

SBEMgi Technical Manual

The SBEMgi Technical Manual contains details of the calculation method, the algorithms used, and the assumptions made inside the calculation engine.

[Click here to download.](#)

NCM Databases

NCM Databases for Activity, Construction, and Glazing used in iSBEMgi.

These databases are already embedded in the software. You do not need to download them in order to run the tool. They are made available separately here for information only.

[Click here to download.](#)

Data collection spreadsheet

An example of the data collection spreadsheet which can be used as a template to help collect data for a building before entering it to the iSBEMgi.

[Click here to download.](#)

EPC PROCESS

Step 1

Energy assessors must request a UPRN to the EPC inbox at epc.environment@gibraltar.gov.gi. In this email, provide the following information:

- **Complete and accurate address** – This must be in a specific format as shown below. Address line 1 – building name and street. Address line 2 – Gibraltar. Only 2 address lines are accepted and the second must be Gibraltar. Do not include a comma at the end of address line 1.

E.g.

Street 1, 123 Environment Building
Gibraltar

- **Confirmation of property type.**

Property type: Residential spaces

Building complexity:

Comments

New comment:

Add Property

from 10:12:15 on 20
ped by BRE for the C

- Residential spaces
- Retail and Financial/Professional services
- Restaurant and Cafes/Drinking Establishments and Hot Food takeaways
- Offices and Workshop businesses
- General Industrial and Special Industrial Groups
- Storage or Distribution
- Hotels
- Residential Institutions - Hospitals and Care Homes
- Residential Institutions - Residential schools
- Residential Institutions - Universities and colleges
- Secure Residential Institutions
- Non-residential Institutions - Community/Day Centre
- Non-residential Institutions - Libraries Museums and Galleries
- Non-residential Institutions - Education
- Non-residential Institutions - Primary Health Care Building
- Non-residential Institutions - Crown and County Courts
- General Assembly and Leisure plus Night Clubs and Theatres
- Others - Passenger terminals
- Others - Emergency services
- Others - Miscellaneous 24hr activities
- Others - Car Parks 24 hrs
- Others - Stand alone utility block

Step 2

Carry out an assessment at the property.

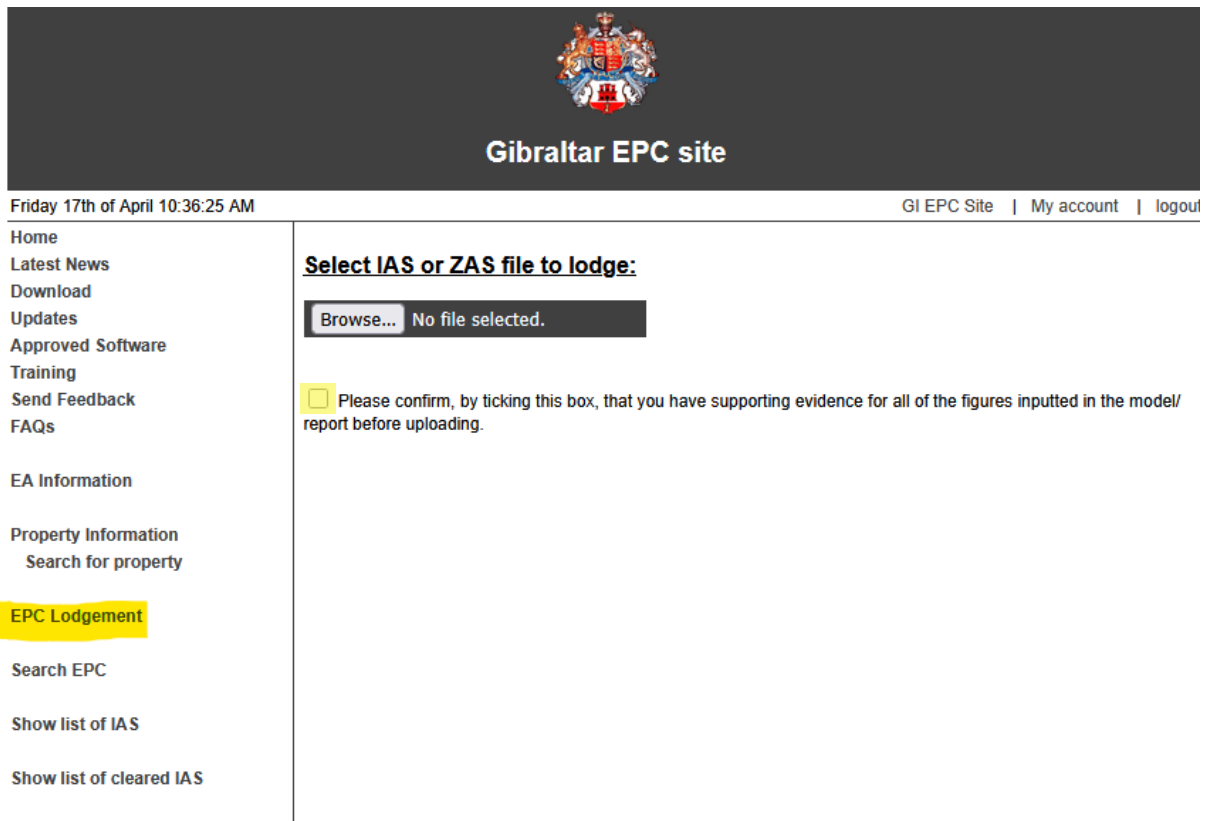
Once this has been completed, data collected should be sent to the EPC inbox for checking. Documents that should be provided include:

- Data collection spreadsheet (spreadsheet template available on EPC site).
- .NCT file.
- Photos of inside the property.
- Floor plan with detailed zones.
- Water heater technical sheet.
- HVAC technical sheet.

Step 3

Once the submission has been checked and approved, the Department will ask the assessor to upload the IAS file.

To upload the IAS file, go to the **'EPC lodgement'** tab.



The screenshot shows the Gibraltar EPC site interface. At the top, there is a dark header with the Gibraltar coat of arms and the text "Gibraltar EPC site". Below the header, the date and time "Friday 17th of April 10:36:25 AM" are displayed on the left, and navigation links "GI EPC Site | My account | logout" are on the right. A sidebar on the left contains a list of menu items: Home, Latest News, Download, Updates, Approved Software, Training, Send Feedback, FAQs, EA Information, Property Information (with a sub-link "Search for property"), **EPC Lodgement** (highlighted in yellow), Search EPC, Show list of IAS, and Show list of cleared IAS. The main content area is titled "Select IAS or ZAS file to lodge:" and features a "Browse..." button next to the text "No file selected.". Below this, there is a checkbox with the text "Please confirm, by ticking this box, that you have supporting evidence for all of the figures inputted in the model/report before uploading."

Once it has been uploaded, the assessor must notify the Department through the EPC inbox, so that we can issue the certificate.

Step 4

Once the assessor has been notified that the EPC is available, the assessor can access it on the 'Search EPC'. Please note, you can only access your own EPCs as others will be watermarked.



- Home
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- Download
- Updates
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- Training
- Send Feedback
- FAQs

- EA Information

- Property Information
 - Search for property

- EPC Lodgement
- Search EPC**
- Show list of IAS
- Show list of cleared IAS

Search EPCs by property address:

Max No Records: 100

Address:

AND ▾

EPC EMAIL FORMAT

Subject Names

In order to expedite the response time to EPC requests, e-mails sent to the EPC mailbox must have their e-mail subject names labelled as follows:

- UPRN request
- NCT Files
- IAS uploaded
- Other

Address format

The assessor must provide a complete and accurate address. This must be in a **specific format** as shown below.

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Address line 2 – Gibraltar.

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