

Domestic Renewable Heat Incentive (RHI)

Version 2.0 February 2015



Essential Guide for Applicants

For people considering or intending to apply
to the **Domestic RHI** scheme



Essential Guide for Applicants

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Section 1

About this guide



Who it's for

This guide is for anyone looking to apply to the Domestic Renewable Heat Incentive (Domestic RHI) scheme. It's about the joining requirements, how to apply and the rules you must stick to if your application is approved.

The scheme is open to people living in England, Scotland or Wales. It's not available in Northern Ireland or the Channel Islands.

If you're considering buying a renewable technology and applying, this guide is essential reading to understand if you would be eligible to join.

All of our guide materials are based on the [Domestic Renewable Heat Incentive Scheme Regulations 2014](#).

How it works

This guide is designed to provide most of the information about the scheme that applicants will need. It doesn't give full information about certain aspects of the scheme; instead you'll see links to the relevant section in our detailed [Domestic RHI reference document](#).

Purpose of the scheme

The Domestic RHI is a government financial incentive introduced by the Department of Energy and Climate Change to promote the use of renewable heat. Its aim is to cut carbon emissions and help the UK meet its EU renewable energy targets. People joining the scheme and keeping to its rules receive quarterly payments for seven years.

Our other guides

In the Essential Guides series we also have:

- 🏠 [Essential Guide to Metering](#)
- 🏠 [Essential Guide to Optional Monitoring – Metering and Monitoring Service Package](#)
- 🏠 [Essential Guide for Installers](#)



This guide is for you:

Please feedback any suggestions in how it could be improved, or content you'd like to see added to suggestions.domesticrhi@ofgem.gov.uk We update this guide regularly. Check our website for the latest version, to be sure you're reading the most up-to-date information.



Section 2

Before you apply



Make sure renewable energy is right for you

Although the Domestic RHI scheme is for homes both on and off the gas grid, the latter are usually more expensive to heat and have higher carbon emissions.

If you're on mains gas, it's less likely to be cost-effective to switch to renewable heating.

Before purchasing a renewable heating technology

If you've not yet installed your renewable technology, now is the time to do some research before choosing your equipment and installer. It will go a long way towards avoiding mistakes that could affect whether you'd be approved when you come to apply.

Key to applying

The four eligible renewable technologies are biomass boilers and stoves, ground source and air source heat pumps and solar thermal panels. To be able to apply you must have an MCS certificate for your installation, a domestic Energy Performance Certificate (EPC) for the property and in most cases a Green Deal Advice Report (GDAR).

If your property isn't capable of obtaining these, you may wish to see whether you would be eligible for the [Non-Domestic RHI scheme](#).

In addition to your renewable technology being one of the four eligible for the scheme, your specific product must also be eligible.

If you're planning to purchase or have already installed your renewable technology you should check whether it's on the [Product Eligibility List](#). It's the easiest way to be sure, as the list shows which products have already been assessed as eligible for the scheme.

If you've already installed, and your renewable technology isn't shown as eligible on the list, you should contact your installer to discuss options. If after that you still believe your renewable technology is eligible, you should contact us on **0300 003 0744**.

Have a Green Deal Assessment

Before applying for the Domestic RHI you must get a Green Deal Advice Report (GDAR) for your property; this will include an Energy Performance Certificate (EPC). The only reasons that you might not need a GDAR are if your renewable technology was installed as part of a [custom-build](#), you are a Registered Social Landlord (RSL) or a Local Authority. More information about this is available in [section 6](#). If loft and cavity wall insulation is recommended on your EPC, you must install it and then get a new EPC.

Check the scheme rules

If you intend to apply, make sure you're completely familiar with the scheme requirements and your responsibilities under the rules if you're approved. They apply to you, your heating system and your property and require you, among other things, to make sure that your system remains eligible for payments over the whole of the seven years. See [Sections 3, 4 and 5](#) about eligibility requirements and [Section 10](#) about your responsibilities.

The scheme is funded by public money and so to help make sure people keep meeting their obligations, we run a full audit programme, including remote checks and site visits for which any participant can be selected at any time, [See Section 12](#).

For general queries

For free, impartial advice about the Domestic RHI scheme contact:

- **Energy Saving Advice Service on 0300 123 1234**

(if you live in England or Wales). Calls are charged at the national standard rate.

- **Email: energy-advice@est.org.uk**

- **Home Energy Scotland on 0808 808 2282**

(if you live in Scotland). Calls are free from landlines and most mobile networks.

- **[Online email form](#)**





Section 3

Requirements for heating systems



The four eligible renewable heating technology types

The eligible heating technology types for the Domestic RHI are:

- 🏠 **biomass boilers and biomass pellet stoves**
- 🏠 **air source heat pumps**
- 🏠 **ground source heat pumps**
- 🏠 **flat plate and evacuated tube solar thermal.**

Check your chosen product

There are a large variety of different makes and models of renewable products available for you to choose from. There is no limit on the size of your product (capacity in kilowatts), but it must be certified by the [Microgeneration Certification Scheme \(MCS\)](#) or an equivalent scheme.

As well as being one of the four eligible technologies, your specific product must also meet the relevant EN standards. Check the [Product Eligibility List](#) to find out. If your product is not listed, you'll need to contact your installer to discuss your next steps.

Check heat uses

There are restrictions on what the heat produced can be used for. Biomass and heat pumps must provide space heating (heating rooms in a house) or space and water heating. Space heating must be delivered using a liquid medium, such as a radiator.

Hot water heating is where heat is generated to supply hot water for domestic purposes.

Solar thermal can only be used for domestic hot water.

The table on the next page shows a summary of the eligibility requirements, eligible uses and ineligible uses for the different renewable technology types. The eligible and ineligible uses will usually correspond to a design feature of the renewable technology. Your heating system must not be designed to allow ineligible uses. Criteria for each type are explained in more detail after the table.

Please note that your product must meet the relevant [EN standards](#) listed in the Domestic RHI reference document.

Technical eligibility requirements and uses				
🏠	Renewable technology type	System eligibility requirements	Eligible uses	Ineligible uses
🏠	Biomass boiler	Must use a liquid to provide space heating	Space heating or space and domestic hot water heating for a domestic property. Biomass systems do not have to provide water heating to be eligible, but may do so.	Designed to generate heat to cook food
		Must be designed and installed to use solid biomass fuel		
		Must comply with air quality requirements		
🏠	Biomass pellet stove	Must be designed and installed to use with wood pellets. (Log burning stoves are not eligible)	Space heating or space and domestic hot water heating for a domestic property	Designed primarily to generate heat to cook food ¹ . For more information see cooker stoves .
		Must use a liquid filled heat exchanger, enclosed within the system		
		Must comply with air quality requirements		
🏠	Air source heat pump	Must use a compressor driven by electricity	Space heating or space and hot water heating for a domestic property. Heat pumps do not have to provide water heating to be eligible but may do so.	Designed to use heat from air expelled from an appliance or building when generating heat
		Must use a liquid to provide space heating		
		Must have a minimum Seasonal Performance factor (SPF) of 2.5		
🏠	Ground source heat pump	Must use a compressor driven by electricity	Space heating or space and hot water heating for a domestic property. Heat pumps do not have to provide water heating to be eligible but may do so.	
		Must use a liquid to provide space heating		
		Must have a minimum SPF of 2.5		
🏠	Solar thermal	Must be flat plate or evacuated tube	Hot water heating for a domestic property	Space heating or heating a swimming pool. Any use which is not domestic hot water heating. Generating electricity.

¹Changes to the Domestic RHI rules [The Domestic Renewable Heat Incentive Scheme \(Amendment\) Regulations 2015](#), mean that biomass stoves with a back boiler that are designed primarily for space or space and hot water heating but can also be used for cooking may be eligible for the scheme. If you think you may have one of these stoves check to see if it's on the [Product Eligibility List \(PEL\)](#). Applicants with one of these stoves have until 31st July 2015 or 12 months from the first commissioning date whichever is the later, to apply.

The **four** eligible renewable technologies in detail

▲ **BIOMASS**

Biomass technologies must provide space heating and can also provide domestic water heating. Boilers must be designed and installed to use solid biomass. Stoves must be designed and installed to use wood pellets, and must use an integrated heat exchanger which distributes heat using a liquid (for example radiators).

Biomass boilers must not be designed to generate heat to cook food, but some stoves with limited cooking functions may be eligible ([see cooker stoves](#)). If you're not sure, check to see if your stove is on the [Product Eligibility List](#). This means that biomass fuelled range cookers will not be eligible for the Domestic RHI.

Biomass technologies can use an integrated immersion heater, either for a hot water cylinder or domestic hot water heating. They can also have supplementary electric heaters (where the electric heater and biomass part have centralised controls). Other fossil fuel inputs are not eligible, except when used for ignition.

Air quality requirements for biomass:

All applications for biomass products commissioned after the launch of Domestic RHI must meet the [air quality requirements](#). To be eligible biomass products must have been issued an **RHI emissions certificate**, which contains specific information regarding the emissions created by the biomass technology. If you want to check whether a product has an RHI emissions certificate, see the [HETAS Air quality certificate list](#) or the [Product Eligibility List](#). There is more information about [emissions certificates](#) in the reference document.

Fuels for biomass:

If you have to meet the air quality requirements, the fuels you're allowed to use are limited to those listed on the emissions certificate. To check, see the [HETAS Air quality certificate list](#) or the [Product Eligibility List](#). If you use a fuel which is not covered by your emissions certificate, you will be breaking the scheme rules.

We may check, so you need to keep a record of fuel purchases.



Safety:

The Health and Safety Executive has outlined some [recommendations regarding the safe storage of biomass fuels](#), particularly wood pellets. Also, HETAS has information on health and safety for biomass systems on their website, as well as general safety updates. If you have a biomass system, you may want to contact your installer for information and advice on storing fuel.

Biomass fuel sustainability:

Sustainability requirements for biomass systems are anticipated to come into force in Spring 2015. It's expected they'll apply to everyone – new applicants and those who have already joined. When they do, you must make sure your fuel is from a sustainable source and purchased from an approved supplier. A list of approved suppliers should be published in Autumn 2014. You need to be prepared in advance as it affects your eligibility to receive Domestic RHI payments.

This is based upon information which the Department for Energy and Climate Change has supplied and depends upon changes to the Domestic RHI Regulations.

Take note:

You may want to think carefully before entering into a long-term agreement with a fuel supplier until the list is published. All participants need to keep a record of their fuel purchases.

▲ GROUND SOURCE and ▲ AIR SOURCE HEAT PUMPS

To be eligible for the Domestic RHI, all heat pumps must distribute heat using a liquid (normally radiators or underfloor heating) to provide space heating, and may also be used for domestic water heating. Heat pumps that distribute heat using the air are not eligible under the scheme.

Ground source heat pumps:

Ground source heat pumps draw heat from the ground and distribute it using a heating system. Eligible ground source heat pumps can draw heat from; the ground (including any water in the ground), or surface water, or both. Water source heat pumps are eligible and receive the same tariff as ground source heat pumps. They must have a compressor (a component which raises the temperature of the liquid that the heat is transferred to within the technology) which is driven by electricity. Compressors driven by gas are not eligible.

Air source heat pumps:

Air source heat pumps take heat from the outside air and distribute it using a heating system. Like ground source heat pumps, air source heat pumps need a compressor driven by electricity to be eligible under the Domestic RHI. Air source heat pumps cannot be designed to use exhaust heat (residual heat which has been expelled from a building or appliance) for example, building ventilation systems.

Seasonal Performance Factor (SPF):

As eligible heat pumps require electricity to run, the efficiency of both ground and air source heat pumps (how much electricity they require in order to generate heating for the property) needs to be taken into account when calculating payments. To do this, heat pumps will be allocated a [Seasonal Performance Factor \(SPF\)](#). To be eligible, all heat pumps must have a minimum SPF of 2.5.

For heat pumps with a commissioning date on or after the launch of Domestic RHI, your installer will calculate the SPF using the [Heat emitter guide](#).

It has six star ratings which equate to six design SPF figures (see the table in figure 1 below). This number will be entered directly into the MCS database when the renewable technology is registered and **will be the number used when calculating RHI payments**. The SPF figure shown on your MCS Compliance Certificate is **not** the figure that will be used for the purpose of calculating payments.

Figure 1. Heat Emitter Guide star ratings

Star rating	GSHP SPF	ASHP SPF	
		Low Temperature	High Temperature**
★★★★★★	4.3	3.6	3.6
★★★★★	4.1	3.4	3.4
★★★★	3.7	3.0	3.0
★★★	3.4	2.7	2.7
★★	3.1	2.4*	2.5
★	2.8	2.1*	n/a

*The minimum SPF requirement for the Domestic RHI is 2.5; therefore air source heat pumps with a one or two temperature star rating will not be eligible.

**Changes to the MCS Heat Emitter Guide mean that high temperature ASHPs with SPF's calculated from 17 November 2014 may now be eligible for the Domestic RHI. A high temperature heat pump is one with a flow temperature above 55°C. Speak to your installer if you are unsure.

For heat pumps with a commissioning date prior to Domestic RHI launch, the SPF won't be listed on the MCS database and will automatically be assigned an SPF of 2.5 (the minimum eligible SPF for heat pumps).

If you believe that your heating system performs at an SPF higher than 2.5, before you apply,

you may want to contact an MCS installer (this does not need to be the installer that installed your heat pump) and request that they assess your SPF in accordance with the Heat Emitter Guide. You will be asked to provide a copy of the installer's calculations at application using the [Legacy SPF calculation template](#).

Check carefully

As heat pumps use electricity to operate, you'll likely experience an increase in your electricity consumption. If you have a heat pump or are planning to install one, check with your installer what the expected electricity consumption rate should be. You can then check the rate at which you're using electricity and talk to them if you're using more than you should.

🏠 SOLAR THERMAL

There are two types of solar thermal technologies eligible for the Domestic RHI – evacuated tubes and liquid filled flat plate collectors. Solar collectors must be designed and installed only to provide heating for domestic hot water.

Solar thermal systems designed to provide space heating, heating to a swimming pool or for any purpose other than heating domestic hot water will not be eligible for the Domestic RHI.

The solar collectors **cannot** be used to generate electricity.

Solar thermal systems will not require metering for payment in any situation. This includes where it is installed alongside any other space heating technology.



Find out more

For more information on the four eligible renewable technologies and how they work, the Energy Saving Trust has produced a series of [factsheets](#).

They also cover how much each costs, potential savings on energy bills and how much you could receive in Domestic RHI payments.





Requirements for properties



The property must obtain a domestic Energy Performance Certificate (EPC)

The Domestic RHI scheme is designed to promote the uptake of renewable technologies in domestic homes.

To join, your renewable technology must only heat a single domestic property which has, or is able to get, a domestic Energy Performance Certificate (EPC).

An EPC gives information about a property's energy use together with recommendations on how to reduce energy and save money. It's required every time you buy, sell or rent a property.

Check whether yours is domestic

If you already have an EPC, you can tell whether it's a domestic EPC by looking at the information on the top of the first page. A domestic EPC will list the "dwelling type", which will be a house, a bungalow, a maisonette or a flat (see figure 2 below). If you do not have a copy of your EPC, you may be able to access a copy online.

Your EPC must include a heat demand figure (some older EPCs don't have this). If yours doesn't, you will need to get one that does.

If you are applying for a renewable technology installed in England or Wales, you can enter your postcode into the [Landmark register](#). To check whether an EPC already exists for a property in Scotland see the [Scottish Energy Performance Certificate Register](#).



Figure 2: Is my EPC domestic?

Requirements for properties



Is my property allowed?

Where your renewable technology heats a single domestic property

To apply for the Domestic RHI you must provide a domestic EPC. A domestic EPC is one that is issued for a property on the basis that it is a “dwelling”. Most individual properties (detached, semi-detached and terraced houses, flats and maisonettes) which are used primarily as homes for single households will be “dwellings”.

Where your domestic property has a home office or studio etc, you will still be able to apply to the Domestic RHI if you can get a domestic EPC.

Where your renewable technology heats a single property made up of multiple buildings

You'll need to complete the [Heat Use Template](#) and send it in when you do your application. The Heat Use Template asks you for basic information about the buildings being heated by your renewable technology so that we can make our decision based on accurate information.

Where your renewable technology provides heat to a main house with a domestic EPC and outbuildings that form part of the same property (for example garages, pool houses, sheds, games rooms and gyms) you can apply for the Domestic RHI. This includes outbuildings that have a mixed-use, such as workshops or studios. If your domestic property has outbuildings that have a commercial use (for example agricultural buildings, shops, commercial greenhouses, workshops or offices) and are also heated by your renewable technology, you should consider whether the Non-Domestic RHI scheme may be more appropriate for you.

Your renewable technology can only receive accreditation under one of these schemes (i.e. you cannot apply to both schemes for the same property).

While we accept applications for renewable technologies providing heat to multiple buildings, payments will only be calculated based on the heat demand figure taken from your domestic EPC.

Where your renewable technology heats multiple properties

Where your renewable technology provides heat to multiple properties, you will not be eligible for the Domestic RHI scheme.

Your renewable technology may be considered to be providing heat to another property if one of the buildings is (or is capable of being):

- 🏠 **rented out or let separately**
- 🏠 **covered by a separate address**
- 🏠 **subject to business rates**
- 🏠 **has a separate council tax bill, or**
- 🏠 **has a separate domestic EPC.**

Where your renewable technology provides heat to multiple properties, you may be eligible to the Non-Domestic RHI. For more information on the Non-Domestic RHI scheme, please see the [Renewable Heat Incentive, Non-Domestic scheme guidance](#).



Other joining requirements



Other requirements for heating systems:

MCS certification: Your renewable heating product must be certified by the Microgeneration Certification Scheme (MCS), or equivalent². The installation of your renewable heating product must also have an MCS certificate and been installed by an MCS certified installer who is accredited to install your chosen renewable technology. Products and installations that do not have an MCS certificate will **not** be eligible for the Domestic RHI. See the [MCS accredited installers section of MCS website](#)

Your renewable technology must have been first commissioned from 15 July 2009:

Any renewable technology installed and first commissioned before 15 July 2009 is **not** eligible.

Any applications for renewable technologies commissioned on or after 15 July 2009, but before the Domestic RHI opened are termed '**legacy applications**'. There are some differences in the eligibility criteria and application information that needs to be provided by legacy applicants versus others, as well as restrictions on when you can apply. [See section 8.](#)

All relevant parts of the renewable heating system must have the same first commissioning date, and this must be on or after 15 July 2009:

No relevant part of the renewable heating system which generates heat can have been used before the first commissioning date (no relevant equipment can be second hand).

Parts of the heating system not categorised as 'relevant' don't need to meet these requirements. See the [relevant parts table](#) in our reference document to find out which they are.

You must apply within 12 months of first commissioning:

After your renewable technology is installed you have 12 months to apply to the scheme, starting from the commissioning date shown on the MCS certificate. **Legacy applicants must apply within one year of the scheme opening.** To apply means you've submitted all relevant documentation and declarations. **If your application is not submitted within this timeframe, you won't be eligible under the scheme rules.**

'Commissioning' is when your installer tested and signed off your renewable technology. The commissioning date is on the MCS certificate. It's usually the same day your renewable technology was installed.

² A scheme with functions equivalent to MCS and accredited under EN 45011 or EN 150/IEC 17065:2012

Making a financial contribution towards funded renewable technologies

To apply you must have made some financial contribution to the cost of your renewable technology or its installation. If your renewable technology was paid for entirely by a grant or another source of funding that you're not required to repay, then under the scheme rules **you won't be eligible** to apply for the Domestic RHI.

A bank loan or other loan you are liable to repay will be viewed as if it were your own resources, as you are responsible for the repayments. Therefore renewable technologies paid for entirely this way are still eligible.

If you are unsure whether you made a financial contribution to your renewable technology or its installation please see the section on [making a financial contribution](#) in the Domestic RHI reference document.

You must not be approved for the Non-Domestic RHI

You can't apply to Domestic RHI for a renewable technology that's already been approved for the Non-Domestic RHI scheme, or vice-versa. If you've submitted an application to Non-Domestic RHI, but it's not yet been approved, you can withdraw it and apply to the Domestic RHI instead.

Other property eligibility criteria

Ownership: The applicant must either **own** or **occupy** the property the renewable technology heats.

Timing of the commissioning of your renewable technology: The renewable technology must be installed after the property is first occupied, unless the property is custom-built (also known as an 'eligible new-build').

Custom-builds: Custom-built properties are where a builder is contracted by an individual to create a 'custom-built' property or where a private individual builds it as a

DIY 'self-build' project. New-build properties which are built by non-individuals (usually commercial developers using company funds rather than self-funded) are not eligible for the Domestic RHI, even if they are sold to individuals. To be eligible as a custom-build you must meet all three of the following criteria:

- 🏠 **The property must have been built principally using the labour or resources of the first owner.**
- 🏠 **The date the property was first occupied must be after the first commissioning date of the renewable technology.**
- 🏠 **The first owner and all subsequent owners of the property must be individuals.**

If you think your property meets one of these criteria please see our [reference document for more information](#).

Replacement heating technologies and renovations can't apply as custom-builds:

If you replace an existing heating technology (for example an oil boiler) with an eligible renewable technology (for example a biomass boiler) **after** the property was first occupied, then this is a replacement technology and you can't apply as a custom-build.

If you renovated a domestic property (for example you stripped the building down to a shell and re-built), your renewable technology will have been installed **after** the property was first occupied and you can't apply as a custom-build.

In these cases you will need to have a Green Deal assessment carried out and follow the standard application process.

Conversions: If your property was converted from a building used for non-residential purposes (for example a barn or warehouse) into a dwelling, and it was not occupied by an individual before the renewable technology was installed, you will be eligible to apply as a custom-build.



You will still need to comply with the scheme's general eligibility criteria. For example, if you are a custom-builder who has occupied the property for less than 183 days, you will either need to be metered for payment or you can apply after you have occupied the property for 183 days to be eligible without needing metering.



Getting a Green Deal Assessment and installing loft and cavity wall insulation

Before applying to the Domestic RHI

You must have a Green Deal Assessment carried out for your property and get a Green Deal Advice Report (GDAR) which will include an Energy Performance Certificate (EPC). This applies to everyone except custom-builders with eligible new-builds, Registered Social Landlords (RSLs) and Local Authorities.

- 🏠 **Eligible new-build properties constructed by custom-builders still need EPC.**
- 🏠 **RSLs and Local Authorities need to provide either an EPC that is less than 24 months old from application or a GDAR. The application deadline for legacy RSL applicants is still 8 April 2015.**

Loft and cavity wall insulation

You must install loft and/or cavity wall insulation if it's recommended in your EPC (an EPC is included in a Green Deal Advice Report). If it's not possible, you may still be able to apply for the scheme, if you can show that one of the [insulation exemptions](#) applies to you. If it does, use the [insulation exemption template](#).

If you already have loft and cavity wall insulation:

You will still need a Green Deal Assessment. If your insulation meets minimum efficiency standards you can apply to the scheme as soon as your renewable technology is installed and you've carried out the Assessment.

If you don't have loft and cavity wall insulation:

You must install loft and/or cavity wall insulation if it's recommended in the Green Deal Advice Report. If so, it will be listed in the section 'Improvements recommended on the EPC', which can be found towards the end of the report. (see example in figure 3):

Improvements	Estimated costs	Your estimated annual savings	Expected Green Deal equipment in year 1
Excess loft insulation to 270mm	£100 - £200	£99	£80
External or internal solid wall insulation	£4,000 - £14,000	£712	£885
Replace boiler with new condensing boiler	£2,200 - £3,000	£300	£245
Total	£6,300 - £17,200	£1,101	£1,950

Figure 3. Where to find loft and cavity wall insulation recommendations.

After installing loft and cavity wall insulation

insulation: Once you've had it done, you will need to get a **new** Energy Performance Certificate (EPC) issued before you can apply to the Domestic RHI scheme. Your new EPC will no longer recommend loft or cavity wall insulation, confirming that it's been installed. This second EPC could be completed by the same assessor who did your Green Deal Advice Report, or any Domestic Energy Assessor. You can look for an assessor at: <http://gdorb.decc.gov.uk/consumersearch>

When loft and cavity wall insulation is recommended but can't be installed:

In certain circumstances, you won't be able to install loft and/or cavity wall insulation, even though it's been recommended in your EPC. An example of this could be where the property is a listed building and installing certain types of insulation is prevented by the Local Planning Authority.

If you cannot install insulation in your property, we will need you to supply evidence from a relevant body as to why. See the section on the [insulation exemptions](#) in the Domestic RHI reference document. It describes the allowed reasons and evidence requirements.



If other energy efficiency improvements are recommended in the Green Deal Advice Report

If other improvements (for example double-glazing or solid wall insulation) are suggested, it's up to you to decide whether to proceed. They're not required for the Domestic RHI scheme but will improve the energy efficiency of your property.





Do you need metering?



What is metering?

Most people won't need to install a meter to join the Domestic RHI and will be paid based on estimated heat use or generation. For cases where we can't easily estimate this, you'll need to install meters and submit readings regularly as we need to measure the amount of heat you're generating to pay you.

This section explains these situations. After reading, if you think you will need to be metered, see the [Essential guide to metering](#).

- 🏠 **You have more than one renewable heating technology for space heating (for example you have a biomass boiler to heat your first floor and a heat pump to heat your ground floor). This can be complicated, so if you do have more than one renewable technology, please see [multiple products](#) in the reference document.**

How do I know if I need metering?

Metering is never required for solar thermal systems. But for others technologies your system must be metered in three situations:

1. If you have back up heating

- 🏠 **You have a renewable technology eligible for the Domestic RHI, like a biomass boiler and also a fossil fuel source of heating, like a backup oil boiler (this does not include solar thermal for heating hot water).**
- 🏠 **Your renewable technology is a hybrid and combines a heat pump with a fossil fuel technology like a gas boiler within the same product.**

Back-up heating that doesn't need to be metered:

You don't need metering if your back-up heating is only designed to heat a single room, such as an open fire or a plug-in electric heater. Similarly, immersion heaters and supplementary electric heaters (that some heat pumps and biomass systems have) don't count. Heat recovery systems that recycle air but don't generate additional heat, also don't need to be metered.

2. If your home is only occupied part of the year

Homes that are lived in for less than half the year must be metered. This includes second homes or tenanted properties, which a landlord expects to be empty for six months in a year.

You need to declare on the application form if your home is occupied for less than 183 days a year. You'll also have to submit declarations annually confirming you've lived in it for 183 days or more during the previous year, and provide an estimate of the number of days you expect it to be occupied in the coming year.

3. If your biomass boiler doesn't heat your entire property

If you installed after scheme launch and your biomass boiler is not sized to meet all of your heating needs, we can't pay you for your EPC's full estimated heat load so you will need metering. Check with your installer to see if this applies to you.

If any of the three situations apply

You will need to install meters which must meet specific criteria to be eligible for payments from the scheme.

Read the [Essential guide to metering](#) which contains all the information you need to know. Make sure your MCS installer is aware of your requirement for metering, and has also read the guide.

There will be an additional part of the application which asks for information about meters so we can make an assessment regarding this aspect of eligibility. If you are subject to metering for payment, or become so later, you will need to be metered for the remainder of the seven-year period (even if there are subsequent changes to your heating system or property so that metering would no longer be necessary).

Please note

This guide only has basic information about metering and does not cover technical metering requirements. Before buying a meter, please read our [Essential guide to metering](#).

Optional metering and monitoring package

If you're interested in monitoring and having access to data regarding your heating system, you can opt to install a Metering and Monitoring Service Package (though you'll need to check if your installer offers it – not all do). It offers a supplementary payment to cover the costs of installing and operating the metering package.

You can opt for the package whether or not your heating system is metered for payment. It won't affect payment and will be used solely for the purpose of monitoring your heating system.

There are detailed technical requirements for the package and there must be a service agreement in place. For more detailed information on metering and monitoring, please see the [Essential guide to optional monitoring - Metering and Monitoring Service Package](#).





If you installed before scheme launch



Legacy applicants

If you installed and commissioned your renewable technology before the scheme opened you are a 'legacy' applicant.

Whether or not you received the Renewable Heat Premium Payment (RHPP) from the Energy Savings Trust, you still have to apply to us to join the Domestic RHI scheme.

The requirements for legacy applicants are largely the same as for other applicants – we still require an MCS certificate number, Green Deal Advice Report and EPC, but there are some differences:

Eligibility differences

- 🏠 **Legacy applicants³ renewable technologies don't need to meet current MCS standards, but must have been MCS certified at the time of commissioning (your renewable heating product must still meet the relevant [EN standards](#)).**
- 🏠 **Legacy applicants with biomass systems don't need to meet the [air quality requirements](#).**
- 🏠 **Legacy biomass systems do not need to be metered if the system isn't sized to provide heat for the entire property.**
- 🏠 **[Legacy heat pumps](#) will be allocated an SPF of 2.5, unless you have it reassessed. You can only do this before you apply, not afterwards.**

When you can apply

If you have not received funding from the RHPP scheme, you can apply straight away. If you received the Renewable Heat Premium Payment we've staggered when you can apply. This is because of the potentially large numbers of applicants, so we can provide the best level of service. It works as follows:

- 🏠 **If you commissioned your renewable technology before scheme launch, but did not receive Renewable Heat Premium Payment (RHPP) funding, you can apply as soon as the scheme opens.**
- 🏠 **If you applied for RHPP funding before 20 May 2013 you'll be able to apply from 9 July 2014.**
- 🏠 **If you applied for RHPP funding on or after 20 May 2013 you'll be able to from 9 October 2014.**

All legacy applicants must apply within a year of the scheme opening to be eligible for payments, for example **before** 9 April 2015.

If, during the first year of the scheme, the Government has to reduce tariffs as part of its budget control (known as *degression*), you will not be affected as you are a legacy applicant. You will receive the tariff rate applicable at the time of scheme opening.

³ Any applications for renewable technologies commissioned on or after 15 July 2009, but before the Domestic RHI opened are termed 'legacy' applications.



Section 9

How to apply

General checklist for eligibility to join.

This list is a summary of the key eligibility criteria to join the scheme.

-  You must be the owner of the renewable technology **and** own or occupy (or both) the property it's in.
.....
-  You must have made some financial contribution to the renewable technology.
.....
-  Your property must have a **domestic Energy Performance Certificate (EPC)** – this will be issued as part of the Green Deal Assessment.
-  Your property must have a **Green Deal Advice Report (GDAR)**. The only people exempt from having to carry out a Green Deal Assessment are custom-builders with eligible new-builds, Registered Social Landlords and Local Authorities. Further information is provided in [section 6](#).
-  If your EPC recommends loft and cavity wall insulation it must be installed, and the EPC replaced prior to applying. There are some circumstances under which you may be exempt from this requirement for which you must submit evidence.
.....
-  You must **apply within 12 months of the commissioning date of your renewable technology**, which is shown on your MCS certificate. If your commissioning date is before scheme opening you must apply by the end of the Scheme's first year.
-  Your renewable technology must have been first commissioned on or after **15 July 2009**.
-  Your renewable technology must have been installed after the property was first occupied, unless the renewable technology was installed in a new property which was built using the labour or resources of the individual who first owned the property, (referred to as '[custom-builders](#)').

-  The eligible renewable technologies are: **biomass boilers, biomass pellet stoves** with liquid filled heat exchangers enclosed within, **air source and ground source** (to water) heat pumps, flat plate and evacuated tube **solar thermal** (supplying only domestic hot water).
-  All renewable technologies must provide heat using a liquid medium.
-  The heat generated by your renewable technologies must be for an eligible use – all biomass heating systems and heat pumps must provide space (room) heating and solar thermal systems must provide heating for domestic hot water **only**.
-  Your renewable technology must not provide heat for ineligible uses. Biomass boilers must not be designed to generate heat to cook food, but some stoves with cooking functions may be eligible ([see cooker stoves](#)). If you're not sure, check the Product Eligibility List. Air source heat pumps must not be designed to use heat that was expelled from the building to generate heat. Solar thermal systems must not provide space heating or used to heat a swimming pool, or used for any other purpose than heating domestic hot water.
-  Your renewable technology must be **Microgeneration Certification Scheme (MCS)** certified or equivalent.
-  Your renewable heating system must use an eligible product. To check which products are eligible, please see the [Product Eligibility List](#).
-  The parts of the renewable technology which generate heat must **not** have been used before the first commissioning date; refurbished generating equipment isn't eligible.

.....

 If you have a heating system which requires metering to be eligible for payments you must install an eligible meter or meters. **Section 8** provides basic information. See also the [Essential guide to metering](#).

.....

If your application is approved for the Domestic RHI, you have to comply with a number of ongoing responsibilities to continue to be eligible for payments. Make sure you understand them and are willing to comply before you apply to the scheme. See section 10.

Initial eligibility questions on the application form

Before setting up an account, you need to answer some questions. These cover basic information about you, your property and your renewable heating system, and ensures you meet some essential eligibility criteria. Once our IT system has assessed your basic eligibility to apply, you'll be able to set up an account and begin a full application.

See our [application form helpsheet](#).

Who can complete the application form?

Anyone who owns a renewable technology and owns or occupies the property it's installed in can apply for the Domestic RHI. You'll be asked to select which type of owner you are, from owner-occupier, registered social landlord or private landlord, and the questions we will then ask you will vary accordingly.

The application form is designed to be straightforward. **You must complete the application yourself**, as you need to accept declarations and understand your ongoing obligations, so third parties are not permitted to complete it on your behalf.

For a renewable technology with multiple owners, the owners should nominate one person with the authority to act on behalf of all. For more information, see [joint ownership letter](#) of authorisation in the reference document.

Organisations applying for the Domestic RHI

- 🏠 **Will need to agree an authorised representative in whose name the account will be set up**
- 🏠 **The authorised representative will need to provide a [letter of authorisation](#) confirming that they are able to act on behalf of the organisation. They will be able to add other users known as 'administrators' to complete the application for them**
- 🏠 **The authorised representative will need to provide personal information, including their own address so we can carry out identity checks**
- 🏠 **Registered social landlords will be asked to provide their registration number, registered organisation name and registered address.**

What you'll need to apply

All applicants need to provide:

- 🏠 **Personal information and bank details**
- 🏠 **Answers to eligibility questions and to sign up to the scheme rules**
- 🏠 **Answers to survey questions to help evaluate the scheme**
- 🏠 **Microgeneration Certification Scheme (MCS) certificate number**
- 🏠 **Green Deal Advice Report number if applicable: see [section 6](#) for more information**
- 🏠 **Energy Performance Certificate (EPC) number.**

(See figures 4-6 on following page for where to find certificate numbers.)

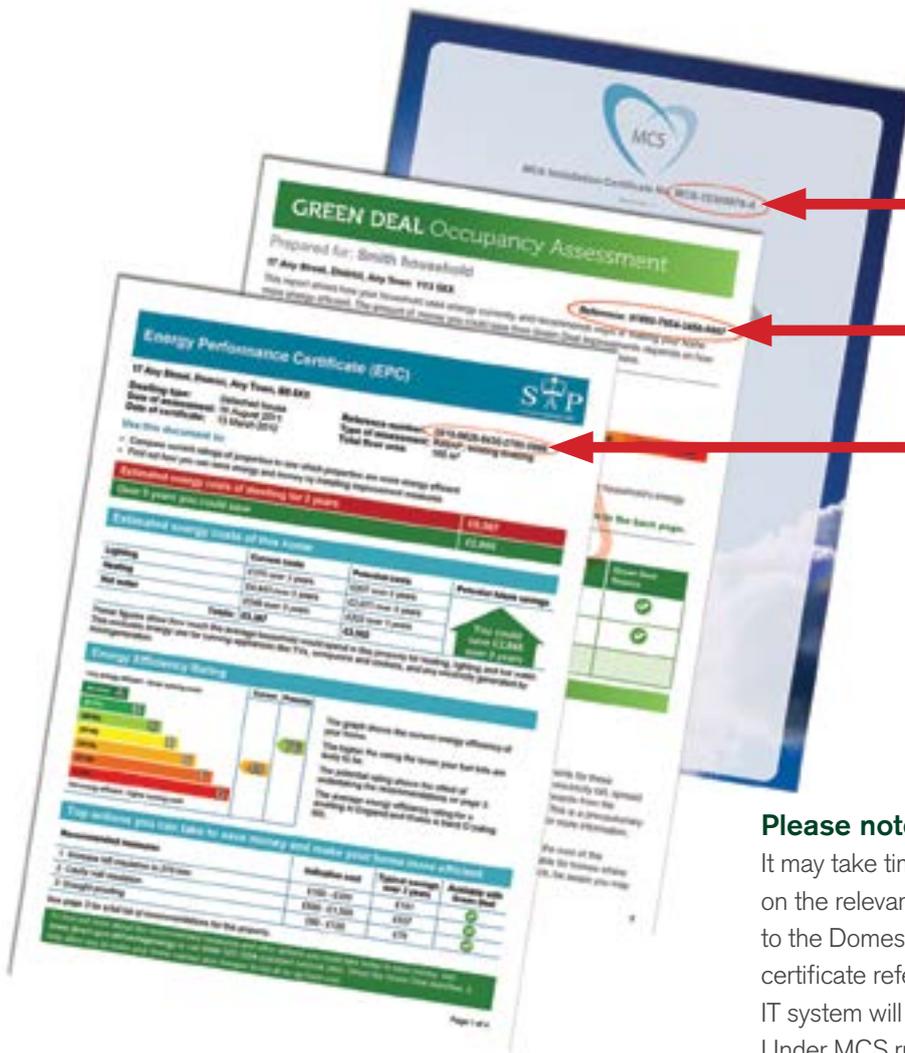


Figure 4. You'll find your MCS number here.

Figure 5. You'll find your Green Deal Advice report number here.

Figure 6. You'll find your EPC number here.

Please note

It may take time for these certificates to be registered on the relevant databases. You'll only be able to apply to the Domestic RHI when you've received your certificate reference number. Until this happens, our IT system will not be able to verify your application. Under MCS rules, installers are required to upload certificates within 10 days of commissioning.

Some applicants will need to provide additional information

For example:

- ▲ If you are a registered social landlord, details of that registration and the registered address.
- ▲ Where the property falls into the category of requiring metering for payment (see section 7), you'll need to provide information regarding your metering arrangements.

Some applicants will need to provide further information to that in this guide, so we can accurately assess their eligibility.



Situations requiring an application review

Although we can process many applications automatically, in some cases we'll need you to provide additional information which we'll review. This could be due to our IT system flagging something we need to check (such as your MCS number already in use). For more information, including what you may need to provide, see our section on [reviews](#) in the reference document, or click on the links below.

- ▲ [Legacy SPF calculation](#) – if you are not using the deemed SPF as you had your heat pump's performance reassessed before you applied.
- ▲ Where we have a [Bank and ID](#) mismatch between your application form and national databases.
- ▲ [Where you want to ask for an insulation exemption](#) – if it is not possible for you to install loft or cavity wall insulation where it is recommended in your EPC.
- ▲ [Where you have received non-RHPP grant funding](#) – if you have received public funding for the renewable technology, other than RHPP funding.
- ▲ [Where your property is custom-built](#) – if you constructed or commissioned the construction of your own home.
- ▲ [Metering and monitoring service package](#) – where you have installed one.
- ▲ [New product](#) – if you apply with a product that is MCS certified, but is not listed on the Product Eligibility List.
- ▲ [Multiple products](#) – if you apply for a renewable heating system that is made up of more than one product.
- ▲ Data mismatches – if the data you enter on the application form doesn't match other information provided.

Survey questions for scheme evaluation

A section of the application form has questions about the costs of buying and installing your renewable technology, (broken down into the costs of parts and labour), how your property was heated previously and the type of fuel used. **You'll find it useful to keep invoices to hand.**

These questions are to help the Department of Energy and Climate Change evaluate the scheme and provide more insight into renewable heat use.

The application date

Your application date is important because it determines the tariff rate that you'll receive, and the date your payments are backdated from.

Your application date is the date **you submit a complete application to us**, containing your MCS certificate number, EPC number, Green Deal Assessment Report number (if applicable) and your bank details.

If, during the application process, we request any further information, you will have 28 days to respond and provide it. If it's an updated EPC or metering evidence, then you have three months to respond and provide it.

If you don't supply the information requested within this timeframe, your application may be rejected and you may lose your application date. This means that you will need to reapply, during which time the tariff rate may reduce.

Deadline

Leave enough time before the deadline to apply. It's either 12 months after the renewable technology was commissioned, or for legacy applicants, 12 months after scheme opening. If you leave applying until near the end of your application window, and we need you to supply further information, unless you can provide it in the specified time, you won't be able to join the Domestic RHI scheme.

Once you submit an application

If your application does not require us to review it, and is automatically approved:

You'll receive your 'statement of eligibility' as both a notification within your account and by email. It consists of information about your heating system, the date your payments will start and finish, a metering statement (if applicable) and your responsibilities to comply with the scheme rules.

If your application does go into review: Once your application review is complete, you'll receive an email from us confirming it has been either approved or rejected, containing all the relevant information.

If approved, your 'statement of eligibility' may contain specific conditions for your approval, relevant to your renewable heating system. You'll have to comply with these to continue to receive payments.

If your application doesn't meet the relevant eligibility criteria (or other scheme requirements): The application form starts with questions to assess your eligibility to join the Domestic RHI. If you don't pass this stage (for example you have entered an invalid MCS number), an onscreen message will tell you why and you'll be unable to complete and submit an application.

If your application is rejected after this stage, we'll send you an email explaining why.

The reason may be something that you might be able to change, in which case you can reapply.

If you believe your application was rejected unfairly, you can apply to have the decision reviewed. You must notify us within 28 days from when you were informed. See [right of review](#) in the reference document.



Can't apply online

If you're unable to apply online, for whatever reason, we can help.

Call us on **0300 003 0744** to book an appointment where we can talk you through the application, filling out the form for you on the phone. We'll send you a copy of the completed application form in the post, which you'll need to check, sign and send back to us.

We'll then confirm by post whether or not you've been successful.



Information for Welsh speaking applicants

A Welsh version of the online application form will be available, but not at scheme launch. There is a Welsh telephone application service for Welsh speaking applicants. There is also a dedicated Welsh speaking Application Support Centre available by selecting the relevant option on **0300 003 0744**.





Your responsibilities

Once your application has been approved, to continue to receive payments, you will need to comply with a number of 'ongoing obligations'. You will also need to submit annual compliance declarations about yourself, your renewable heating system and the property it's installed in.

Your responsibilities

These cover six main situations, summarised below (a detailed explanation of your [ongoing obligations](#) can be found in the reference document).

- 1 To notify us regarding any changes to your heating system that affect your eligibility.**
You have a duty to inform us if your heating system is broken, or if it's been repaired, replaced, or if the heat use changes. If the capacity of your renewable technology is increased, the payment calculation won't be adjusted. Moving the renewable technology to a different property isn't permitted and your payments would stop.
- 2 To make sure your renewable technology is in good working order.** We recommend that you maintain your renewable technology in line with manufacturer's instructions to ensure it works at an appropriate level of efficiency. For further information on product maintenance, contact your installer.

If your renewable technology stops generating heat and needs repair, your payments may be stopped or suspended. See [repairing and replacing equipment](#) in the reference document.
- 3 To notify us regarding any change in ownership of your renewable technology.**
If ownership changes, both the original owner and the new owner of the renewable technology need to inform us. If you don't do so within 12 months, your payments will be stopped. The new owner will need to provide proof of ownership. Once this has been confirmed and ownership details (and bank details) are updated in the account, payments

will transfer to the new owner. For more information see [change of ownership](#) in the reference document.

- 4 To notify us regarding any change in circumstances that might affect your eligibility to receive payments.** These include, but are not limited to:
 - 🏠 **The amount of time the property is occupied changes significantly:** If the property changes from being occupied for half a year (183 days) or more, to less than half a year (183 days), you will need to install a meter. If the property subsequently becomes occupied for 183 days or more, where previously it wasn't, you will continue to be subject to metering for payment for the remainder of the scheme.
 - 🏠 **Funding:** You are not permitted to receive public funding for the renewable technology once you have successfully applied and cannot receive funding from other sources that would fully reimburse you.

You must not apply for the Non-Domestic RHI scheme at a property that has an approved application for the Domestic RHI.

5 To use permitted fuels for biomass technologies. You must only use fuel that is listed on the emissions certificate of your product and does not exceed the maximum moisture content limit. You may need to provide proof of fuel purchase if requested. To check your product's emissions certificate, see the [HETAS Air quality certificate list](#). This may also be used as evidence for the fuel sustainability requirements, which we anticipate that the Department of Energy and Climate Change will introduce in 2015.

These requirements don't apply to legacy applicants (people that commissioned their renewable technology before the Domestic RHI scheme opened).

6 To ensure the scheme can be effectively administered and evaluated. You must comply with any administrative requirements set out by us, or any conditions attached to your approval. Retain copies of any information you provided in the application and give it to us if requested. If you are overpaid you must repay the extra amount. If you are selected to provide information or access to your property, for the purposes of scheme evaluation or audit, you must do so.

For information on the ongoing obligations for metering, please see the [Essential guide to metering](#).

Please note: If you think you are not complying with any of your responsibilities in the list, you must notify us within 28 days of becoming aware. We have the right to take appropriate enforcement action, including suspending or withholding payments.

Annual compliance declarations

Every year, we will ask you to confirm a number of statements relating to you, your heating system and the property it's installed in. These 'annual compliance declarations' ask you to confirm (among other things) that you continue to meet the eligibility criteria for the scheme and are complying with your responsibilities.

You'll be sent them by email (or by post if that's how you applied) and must respond within 28 days, or we may suspend your payments.

If you fail to meet your obligations

We can withhold payments if we believe you aren't complying with the scheme rules, or if your application was approved based on incorrect information. Where this is the case we would inform you in writing of an investigation. If it confirms the non-compliance, we may suspend or withhold payments permanently and/or revoke your approval to the scheme.

Scheme evaluation

To improve the Domestic RHI, it's being evaluated in several ways:

- 🏠 **If you're approved, we'll contact you with a short survey to get your feedback on the application and approval process.**
- 🏠 **You may be contacted to take part in an evaluation of the scheme the Department of Energy and Climate Change (DECC) is carrying out with research companies. Any data you provide will be confidential and any published findings won't identify you.**
- 🏠 **DECC may select any approved renewable heating system for monitoring. If chosen, you'll need to allow access to the property.**



About Payments



Start date for payments

If your application is successful, payments will be backdated to the date of application, and at the tariff rate applicable on that date. The date of application is the day we receive your complete application, containing all the relevant supporting documentation and having completed all relevant declarations. Most applications will be made online, in which case the day we receive a full application will be the date you complete and submit the online application form.

How long payments last

Once you've been approved, we'll make payments for seven years (the tariff lifetime) from the date of application, quarterly in arrears. The tariffs will be adjusted annually in line with the Retail Price Index (RPI) on 1 April each year.

Tariff rates

[Current tariff rates](#) are published on our website.

Method of calculating payments

Heating systems that don't need metering will receive payments based on an estimated heat generation figure. The **estimate will be taken from the heat load on your EPC**⁴. Solar thermal systems are the exception; payments will be calculated using the estimated annual generation figure calculated by your MCS installer on your MCS certificate.

Payments for biomass systems and heat pumps will also depend on whether the heating system provides just space (room) heating or space and water heating:

- ▲ if it just generates space heating, the space heating figure from the EPC will be used
- ▲ if it provides both space and water heating, the space and water heating figures from the EPC will be added together. See figure 7 below.

Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation
22,154	(1179)	(4536)
2,792		

Figure 7: Space and water heating figures on the EPC. If you were eligible for payments on space and water heating, you would add together 22,154 and 2,792 to get a combined space and water heating figure of 24,946 kWh per year.

⁴ Please note that we use the heat demand figure taken from your EPC and not a figure from your MCS certificate, as they are calculated differently and have different purposes

Examples of how payment calculations work by renewable technology type

Example 1 – For biomass heating systems (not subject to metering for payment):

The tariff rate is multiplied by the estimated annual heat load figure taken from the EPC (which is divided by four to generate a quarterly figure).⁵

Example 2 – For air source heat pump systems (not subject to metering for payment):

The tariff rate is multiplied by the estimated annual heat load figure taken from the EPC (which is divided by four to generate a quarterly figure).⁶ Heat pumps require an additional calculation to take their efficiency into consideration. It's done using the heat pump's [SPF](#) which converts the estimated annual heat load into the estimated renewable heat load. The recalculated heat load is then multiplied by the tariff rate and divided by four to give a quarterly figure. The same methodology would be followed for a ground source heat pump.

Example 3 – For solar thermal systems:

The tariff rate is multiplied by the estimated annual generation figure taken from the MCS certificate (which is divided by four to generate a quarterly figure). The estimated annual generation figure is calculated by your MCS installer, taking into account a common variable that affects the amount of heat solar systems generate.

Biomass ⁶	
Estimated annual heat load (from EPC):	15,000kWh
Biomass tariff rate at start of scheme:	12.2p/kWh
Total annual Domestic RHI payment (tariff x estimated annual heat load):	£ 1830.00
Quarterly Domestic RHI payment (total annual Domestic RHI payment ÷ 4)	£ 457.50

Air source heat pump ⁶	
Estimated annual heat load (from EPC):	15,000kWh
SPF (from MCS Heat Emitter Guide):	2.7
ASHP tariff rate at start of scheme:	7.3p/kWh
Estimated annual heat load (total heat demand x (1 - 1/SPF)):	15,000kWh X (1 - 1/2.7) = 9,444kWh
Total annual domestic RHI payment (tariff x estimated annual heat load):	£ 689.00
Quarterly Domestic RHI payment (total annual Domestic RHI payment ÷ 4):	£ 172.25

Solar thermal ⁶	
Estimated annual generation figure (from MCS):	2,000kWh
Solar collector tariff rate at start of scheme:	19.2p/kWh
Total annual Domestic RHI payment (tariff x estimated annual generation figure):	£ 384.00
Quarterly Domestic RHI payment (total annual Domestic RHI payment ÷ 4):	£ 96.00

⁵ The worked examples for biomass and air source heat pumps have been taken from DECC's publication *Domestic Renewable Heat Incentive: The first step to transforming the way we heat our homes*.

⁶ These are example figures and are not representative of the tariff you will receive.

Payments if the heating system is metered

For metered systems, the payments are calculated as the tariff rate multiplied by the eligible renewable heat generated that quarter as taken from your meter readings. **Payments will also be capped annually at the amount the heating system could receive were it subject to the estimated calculation using the heat load figure.** For more information see the [Essential guide to metering](#).

Payments for renewable technologies that have received a public grant

If you have already received support from public funds: We'll need to deduct the amount you have already received, from your RHI payments, spread evenly over the seven years of payments. This includes renewable technologies that received [Renewable Heat Premium Payment \(RHPP\)](#) funding. The deduction will be adjusted annually by RPI.

Funding that is not from a public source will not be deducted from payments. This includes private loans, funding through the Green Deal loans or funding through the ECO scheme.

For Local Authorities: If you decided to use Local Authority money, held by you for general purposes, to finance the installation of renewable technologies (either fully or in part), this will be taken as your financial resources, and not public or private funding. You will therefore not be required to deduct the funding from your Domestic RHI payments. If you have received other public funding, you will need to declare this and it will be deducted from your payments.

Scheme budget management

The Department for Energy and Climate Change (DECC) aims to control the scheme budget using a tariff reduction mechanism. Tariff rates for each type of renewable technology will be reviewed quarterly and if the scheme uptake exceeds DECC's predictions (risking an increase in its cost), the tariffs will be reduced. This process is known as depression.

Tariffs will be subject to review every quarter, although the tariff rate will only reduce if the uptake exceeds a specified amount. There are specific uptake thresholds for each technology (known as triggers). If the trigger is hit, the tariff will decrease by 10%, or by 20% if a 'super trigger' (where uptake of a technology is significantly higher than expected) is hit. If a tariff reduction is scheduled to take place, it will be publicised a month before the reduction comes into effect.

Please be aware that **depression only affects people who have not yet made an application.** Applicants who successfully submit an application before the reduction takes effect will not be affected. Also, legacy applicants will be protected from depression, as they are subject to a timetabled application schedule.

All applicants will be subject to annual tariff changes in line with the Retail Price Index, effective each year from 1 April 2015.

See more information on [scheme budget management](#), including the rules surrounding reductions, in the reference document.

We'll publish quarterly reports on our website. They'll contain information on the total number of applications approved, the amount of renewable heat they've generated and the total amount of Domestic RHI payments made.



Section 12

Audit checks

Why we audit

We carry out routine audit checks to help make sure that people are complying with the scheme rules. We select heating applicants for audit based on a number of reasons, including random sampling. Auditing can also help identify and protect against errors and fraud. If we do suspect that there is a mistake in the application, the application is particularly complex or fraudulent, we may put it forward for a desk audit, site audit, or fraud review depending on the nature of the concern.

We're likely to request evidence when we conduct an audit, so ensure that you retain the following documentation, where applicable:

- 🏠 a copy of your MCS Certificate
- 🏠 a copy(s) of your MCS Compliance Certificates
- 🏠 a copy of your Domestic EPC Certificate
- 🏠 a copy of your utility bill or council tax bill
- 🏠 a copy of your Green Deal Advice Report
- 🏠 purchase receipts for the renewable technologies
- 🏠 fuel receipts for biomass boilers and stoves
- 🏠 calibration certificates, if applicable (where the heating system is metered)

Audit types

Desk audit: As part of our scheme compliance checks, a certain number of applications will be automatically subject to a desk audit. In these cases we may need additional information as assurance that the approved application is eligible. Also, a number of sites will be subject to a desk audit after approval as part of our compliance checks. Sites may also be subject to a desk audit where there are indications of fraud.

You may also be asked to provide further evidence, for example photographic evidence relating to the heating system or meter, copies of utility bills, copies of correspondence relating to grant funding and a copy of the installer metering questions if applicable.

Site audit: We select a number of sites for inspection by us or external auditors. Your property could be selected at any point during your application or participation in the scheme. One of our auditors will visit your property and during this visit, the auditors will collect information about the site in order to verify the eligibility of the application and to check compliance with the scheme rules. See more on [site audits](#) in the reference document.

All our site auditors are Disclosure and Barring Service (DBS) checked for your security.

Access requirements for site audits:

Owner-occupiers will be required to submit an annual declaration confirming that you permit us to access the site for the purposes of inspection.

Landlords will be required to submit an annual declaration confirming that the occupier of the property agrees to permit access for inspection.

Withholding RHI payments due to non-compliance

If we believe you're failing to comply with your responsibilities under the scheme rules, or your application was approved based on incorrect information, we can withhold all or some of your payments. If so, we'll notify you within 28 days of the decision.



Queries and complaints



Queries

Before you apply

If you haven't started the application process yet, direct any general queries about the Domestic Renewable Heat Incentive (RHI) to:

Energy Saving Advice Service

Call 0300 123 1234 (if you live in England and Wales). Calls are charged at the standard national rate.

Email energy-advice@est.org.uk

Home Energy Scotland

0808 808 2282 (if you live in Scotland).

Calls are free from landlines and most mobile networks.

[Online email form](#)

On and after applying

Once you've started the application process and afterwards, if you're approved to join the scheme, you can contact us with queries.

Contact:

Domestic RHI Applicant Support Centre
at Ofgem.

Telephone 0300 003 0744.

Monday to Friday 08:00 to 19:00

or **email domesticrhi@ofgem.gov.uk**

Please note that we will never be able to confirm eligibility prior to receiving a full application.

Complaints

Complaints about policy

Where the complaint relates to an aspect of the policy behind the scheme, you should contact the Department of Energy and Climate Change.

Complaints about scheme administration

If you have concerns about how your application has been handled or about a decision which we have made, you can lodge a complaint using our [complaints procedure](#).

Complaints about Green Deal

If you've a complaint regarding your Green Deal assessment, installer or provider, follow the guidance at <https://www.gov.uk/complain-green-deal>.

Complaints about installers

If you have a complaint about your installer, you should raise it with them directly first. If you have already done so, but feel that it has not been resolved satisfactorily, you may be able to take the complaint to MCS or RECC:

[The Microgeneration Certification Scheme \(MCS\)](#)

MCS is a quality assurance scheme that certifies installers and products. It ensures that certified products have been installed and commissioned to agreed standards. If you do have a complaint regarding an MCS installer or product, MCS commits to dealing with it fairly and impartially. [See MCS Complaint Guidelines](#)

[The Renewable Energy Consumer Code \(RECC\)](#)

RECC is a body set up to promote renewables and protect consumers. Its members are from the renewable industry and they have to adhere to the code which is backed by the Trading Standards Institute. All Domestic RHI heating systems and installers must be MCS-certified. A condition of MCS certification is membership to RECC.

RECC can help deal with complaints regarding breaches of the consumer code, such as:

- 🏠 **where misleading information has been provided regarding the scheme or the renewable technology installed**
- 🏠 **where the heating system is underperforming**
- 🏠 **where the information in the contract and the actual service provided do not match up**

RECC cannot deal with complaints about faulty equipment, repairs or matters regarding the safety of the heating system.

Take note: MCS and RECC work closely together to address complaints for domestic consumers. If you do have a complaint, consider addressing it to each organisation to make sure it can be fully investigated.



Useful contacts and links

Department of Energy and Climate Change

For information on the policy
<https://www.gov.uk/government/policies/increasing-the-use-of-low-carbon-technologies/supporting-pages/renewable-heat-incentive-rhi>

Energy Saving Trust

For free impartial general information on how to save energy in your home
<http://www.energysavingtrust.org.uk/Take-action/Get-free-advice>

For queries regarding scheme requirements and eligibility:

Energy Saving Advice Service

(England and Wales) **0300 123 1234**

Home Energy Scotland

(Scotland) **0808 808 2282**

EPC information

Department for Communities and Local Government website
<https://www.gov.uk/buy-sell-your-home/energy-performance-certificates>

Green Deal information

<https://www.gov.uk/green-deal-energy-saving-measures/how-the-green-deal-works>

Microgeneration Certification Scheme

For a list of MCS certified products and installers information on MCS standards
<http://www.microgenerationcertification.org>

Non-Domestic RHI Scheme

Those not eligible under Domestic, may wish to consider Non-Domestic.
<https://www.ofgem.gov.uk/environmental-programmes/non-domestic-renewable-heat-incentive-rhi>

Renewable Energy Consumer Code

For problems with installers <http://www.recc.org.uk>

Domestic RHI factsheets

[An introduction to the Domestic Renewable Heat Incentive](#)

[The Renewable Heat Incentive – Domestic or Non-Domestic?](#)

[Installed a renewable heating system before Domestic RHI opening?](#)

[Do I need metering for the Domestic RHI?](#)

[A metering and monitoring service package for the Domestic RHI](#)

[Helpsheet - What to do if your application is in review](#)

[Domestic Renewable Heat Incentive application form questions](#)

Domestic RHI essential guides

[Essential guide for applicants](#)

[Essential guide for installers](#)

[Essential guide to metering](#)

[Essential guide to optional monitoring - Metering and Monitoring Service Package](#)

Domestic RHI reference document

[Domestic RHI reference document](#)

Metering information

[Essential Guide to Metering](#)

[Essential Guide to Optional Monitoring - Metering and Monitoring Service Package](#)

Products Eligibility List

Information on [renewable heating technology products](#) eligible for the Domestic RHI.

Link to application portal

To begin [making an application](#)

Members login

To access your [MyRHI account](#)

London

9 Millbank
London SW1P 3GE
Tel: 020 7901 7000

Scotland

Cornerstone
107 West Regent Street
Glasgow G2 2BA
Tel: 0141 331 2678

Wales

1 Caspian Point
Cardiff Bay
CF10 4DQ
Tel: 029 2044 4042

www.ofgem.gov.uk