

Domestic Renewable Heat Incentive (RHI)

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Domestic



Essential Guide for Applicants

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

Contents

Section 1 - About this Guide.....4

Section 2 - Before you apply5

Section 3 - Requirements for heating systems.....8

Section 4 - Requirements for properties 16

Section 5 - Other joining requirements 18

Section 6 - Installing loft and cavity wall insulation 21

Section 7 - Do you need metering? 23

Section 8 - How to apply 28

Section 9 - Your responsibilities 34

Section 10 - About payments 37

Section 11 - Audit checks 46

Section 12 - Queries and complaints..... 48

Section 13 - Useful Contacts and Links 50

Policy updates:

On 20 September 2017 and 22 May 2018, the Department for Business, Energy & Industrial Strategy (BEIS) made changes to the Domestic RHI Regulations. These changes reflect the first and second stage of amendments in the Government's response to its consultation on changes to the Domestic Renewable Heat Incentive (RHI) Scheme in December 2016.

Key changes to scheme rules that apply if you made an application on or after 20 September 2017 include:

- Annual heat demand limits for air source and ground source heat pumps and biomass systems.
- An increase in your tariff if you applied on or after 14 December 2016, which came into effect from 20 September 2017. This tariff uplift only applies to air source heat pumps, ground source heat pumps, and biomass systems.

Key changes to scheme rules that apply if you make an application on or after 22 May 2018 include:

- If you have a heat pump, you're required to have electricity metering arrangements alongside your heat pump to monitor its performance.
- If you are applying for a Metering and Monitoring Service Package (MMSP), you're able to receive a portion of your total MMSP payment in a lump sum alongside your first RHI payment;
- Changes to the RHI's budget management mechanism; and,
- Assignment of rights – to help householders access finance to overcome the barrier of the upfront cost of a renewable heating system, households can assign their rights to RHI payments to investors.

Note assignment of rights will come into effect later on 27 June 2018.

For more information see the [Government's consultation response](#).

For an overview of the changes to the scheme, please read our factsheet for more information: [Factsheet: Important changes to the Domestic RHI Scheme](#).

Section 1 - About this Guide

Who it's for?

This guide is for anyone looking to apply to the Domestic Renewable Heat Incentive (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 guidance is based on the [Domestic Renewable Heat Incentive Scheme Regulations as amended](#).

How it works

This guide should provide applicants with most of the information they need about the scheme. It doesn't give all the information about certain aspects of the scheme. For further information, you'll see links to the relevant sections on our website, and in our more detailed [Reference Guide](#).

Purpose of the scheme

The Domestic RHI is a Government financial incentive introduced by the Department for Business, Energy & Industrial Strategy (BEIS) to encourage the use of renewable heat. Its aim is to cut carbon emissions and help the UK meet its renewable energy targets. People who join the scheme and keep to its rules receive payments every three months for seven years.

[Return to Contents](#)

This guide is for you:

Please give feedback on how our guidance could be improved, or on 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. Those without mains gas have the most potential to save on fuel bills and decrease carbon emissions.

Key to apply

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 a [Microgeneration Certification Scheme \(MCS\)](#) Certificate for your installation and a domestic [Energy Performance Certificate \(EPC\)](#) for the property.

Your EPC must be the most recent EPC issued, and less than 24 months old on the date of when you submit your application.

Your EPC also needs to accurately reflect information about your house, so if you have carried out construction work on your property, you may need to get a new EPC to ensure it reflects your current circumstances.

If your property doesn't have a domestic EPC, you may be eligible for the [Non-Domestic RHI scheme](#).

Assignment of rights

Renewable heating can be expensive to install, but in the right properties, the potential savings on fuel costs or energy bills combined with Domestic RHI payments, can make renewable heating systems an attractive investment.

The Department for Business, Energy & Industrial Strategy (BEIS) is introducing an option to help householders and/or organisations access finance to overcome the barrier of the upfront cost of a renewable heating system. This is called assignment of rights (AoR). This option allows an investor to help fund the purchase, installation and maintenance, of a household and/or organisation's renewable heating system. Households and organisations are then able to assign their rights to RHI payments to investors during the application process.

Note: Applicants and investors who wish to enter an assignment of rights must read this Essential Guide for Applicants. Applicants follow the same application process in an Assignment of rights agreement.

For more detailed information on what this entails for applicants and investors, please see our [Factsheet: Introduction to Assignment of Rights](#)

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 on the scheme when you come to apply.

In addition to your renewable technology being one of the four eligible technologies which can be accredited under the scheme - your specific **product make** and **model** must also be eligible. All general eligibility requirements relevant to that technology must also be met, as well as the rules for making applications.

If you're planning to buy or have already installed your renewable technology, you should check whether it's on the [Product Eligibility List \(PEL\)](#). The list shows which products / models have been assessed as eligible for the scheme. If it's not on the PEL, then the renewable technology may not meet certain technical requirements to be eligible for the scheme. If you've already installed your renewable technology and it's not on the list, contact us on **0300 003 0744**.

There are also other criteria you need to meet to be eligible for the Domestic RHI, keep reading for more details.

Have an Energy Performance Certificate (EPC)

Before applying for the Domestic RHI, you must use the most recent [Energy Performance Certificate \(EPC\)](#), which must be less than 24 months old when you submit your completed application. Your EPC needs to accurately reflect information about your house. If you've carried out construction work on your property, you may need to get a new EPC to ensure it reflects your new circumstances.

If loft and/or cavity wall insulation is recommended in your EPC, you must install it and then get a new EPC which includes this insulation. More information about this is available in [Section 6](#).

If you have more questions about Energy Performance Certificates (EPCs), see our [Frequently Asked Questions \(FAQs\) about EPCs](#)

Check the scheme rules

If you intend to apply, make sure you're familiar with the scheme requirements and your responsibilities under the rules if you're approved. They apply to you, your tenants (if relevant), your heating system and your property. The scheme rules require you to, among other things, comply with them throughout the seven years, including by making sure that your system remains eligible over the whole of that time. See [Section 3](#), [Section 4](#) and [Section 5](#) about eligibility requirements and [Section 9](#) about your responsibilities.

The scheme is funded by public money. To help make sure people keep meeting their obligations, we run a full audit programme, including remote checks and site visits. Any participant can be selected at any time; and in some cases at short notice. [See Section 11](#) for more details about audits.

[Return to Contents](#)

For general queries

For questions about the Domestic RHI scheme requirements and eligibility, and for free impartial information on how to save energy in the home, you can contact:

**The Energy Saving Advice Service
(England or Wales)**

Email: energy-advice@est.org.uk

**Energy Saving Trust Scotland
(Scotland)** 0808 808 2282

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; and,
- Flat plate and evacuated tube solar thermal panels

Check your chosen product

There are a large variety of different makes and models of renewable products available for you to choose from. Your product must be certified by the [Microgeneration Certification Scheme \(MCS\)](#) or an equivalent scheme¹.

The Domestic RHI scheme doesn't impose a limit on capacity, but systems must be certified by MCS - which has a thermal limit of 45kW for a single renewable heating product. Products may be combined in capacity of not more than 70kW to meet larger heat demands (as specified by [MCS Standards](#)).

As well as being one of the four eligible technologies, your specific model and make must also meet the relevant [EN standards](#). Check the [Product Eligibility List \(PEL\)](#) to find out if it does. If your product isn't listed as eligible, you'll need to contact us 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 [domestic hot water](#) heating. Space heating must be delivered using a liquid medium, such as through a radiator. For full details on heat use, see our [technical eligibility requirements and purposes table](#) on the next page.

Domestic hot water heating is where heat is generated to supply hot water for domestic purposes. This doesn't include [space heating](#) or heating a swimming pool.

Please note that your product must meet the relevant [EN standards](#).

Solar thermal heat delivered through a liquid medium can **only** be used for heating domestic hot water.

The table on the next page shows a summary of the eligibility requirements, eligible purposes and ineligible purposes of heat generation for the different renewable technology types. The eligible and ineligible purpose will usually correspond to a design feature of the renewable technology.

Your renewable heating system must not be designed or installed to allow uses that are not considered eligible for the purpose of the Domestic RHI scheme. Note that your heat pump or biomass system may also generate heat that is 'non eligible', however you'll only receive payment for eligible heat produced. Criteria for each type are explained in more detail in the figure on the next page.

¹ A scheme equivalent to the Microgeneration Certification Scheme and under which installers are certified to that scheme's standards by a certification body/organisation accredited to EN 45011 or EN ISO/IEC 17065:2012. Equivalence will be determined by Ofgem.

Technical eligibility requirements and purposes

There are restrictions on what the heat which an accredited plant produces can be used for. It must be used for an 'eligible purpose' for you to receive payments. This means, heat for a domestic property must be generated by:

- a biomass plant or heat pump: for space heating only, or both space heating and domestic hot water heating for a [domestic](#) property; or
- a solar thermal plant: solely for [domestic hot water \(DHW\)](#) heating for a [domestic](#) property.

This heat must be generated by a Domestic RHI accredited renewable heating system that provides to a single [domestic](#) property.

Please note that the table may not be exhaustive:

Technical eligibility requirements and purposes			
Renewable technology type	System eligibility requirements	Heat usage that's for an eligible purpose ²	Heat usage that isn't for an eligible purpose ³
Biomass boiler	Must use a liquid to provide space heating	Space heating only, or both space and domestic hot water heating.	Designed primarily to generate heat to cook food.
	Must be designed and installed to use solid biomass fuel	Biomass systems do not have to provide domestic hot water heating to be eligible, but may do so.	Domestic hot water doesn't include space heating (including heat dumps) or swimming pool heating.
	Must comply with air quality requirements		
Biomass pellet stove	Must use a liquid filled heat exchanger, enclosed within the system	Space heating only, or both space and domestic hot water heating.	Designed primarily to generate heat to cook food ⁴ . For more information see cooker stoves .
	Must be designed and installed to use with wood pellets (log burning stoves are not eligible)	Biomass systems don't have to provide domestic hot water heating to be eligible, but may do so.	Domestic hot water doesn't include space heating (including heat dumps) or swimming pool heating
	Must comply with air quality requirements		

² There are other scheme eligibility criteria not specified in this table. Please see our [Essential Guide for Applicants](#) for a full picture of scheme eligibility criteria.

³ Please note, this column contains frequent scenarios, but it is not limited to scenarios specified in this column.

⁴ 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 \(PEL\)](#). You can read more about [cooker stoves](#) in our key terms.

Air source heat pump	Must use a liquid to provide space heating	Space heating only, or both space and domestic hot water heating. Heat pumps don't have to provide domestic hot water heating to be eligible but may do so. (They may also provide water cooling).	Designed to use the heat from air which is expelled from an appliance or building when generating heat. Domestic hot water doesn't include space heating (including heat dumps) or swimming pool heating.
	Must use a compressor driven by electricity		
	Must have a minimum Seasonal Performance Factor (SPF) of 2.5		
	Must be metered for performance		
Ground source heat pump	Must use a liquid to provide space heating	Space heating only, or both space and domestic hot water heating. Heat pumps do not have to provide domestic hot water heating to be eligible but may do so. (They may also provide water cooling).	Have a ground loop array that's shared with heat pumps that are in other properties. Domestic hot water doesn't include space heating (including heat dumps) or swimming pool heating
	Must use a compressor driven by electricity		
	Must have a minimum Seasonal Performance Factor (SPF) of 2.5		
	Must be metered for performance		
Solar thermal plant	Must be a liquid filled flat plate or evacuated tube	Domestic hot water heating only.	Space heating (including heat dumps) or heating a swimming pool. Thermal stores contributing to space heating. Any use which is not producing domestic hot water heating by generating electricity.

The four eligible renewable technologies in detail

BIOMASS

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

Biomass boilers must not be designed to generate heat to cook food, but some biomass stoves with 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 \(PEL\)](#). This means that biomass-fuelled range cookers won't 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 aren't eligible, except when used for ignition. For more detailed information, see the [technical eligibility requirements and purposes table on the previous page](#).

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 includes information about the emissions created by the biomass technology. Regardless of Domestic RHI requirements, participants are still legally required to comply with their wider local or national environmental permitting or rules.

If you want to check whether a product has an RHI Emissions Certificate, see the [HETAS air](#)

Fuels for biomass:

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 [PEL](#). If you use a fuel which isn't covered by your Emissions Certificate, you'll be breaking the scheme rules and may lose out on payments and/or be revoked from the scheme.

Take note: All participants need to keep a record of their fuel purchases which shows your fuel authorisation number. You may need to provide them if we select your installation for an audit.

If you're a private landlord, or a Registered Social Landlord (RSL), it's your obligation to ensure your tenants are aware of their responsibilities of buying BSL approved fuels, keeping fuel receipts, allowing access to the property for audits, and general maintenance of the heating system for the full seven years.

For more information, see our [Frequently Asked Questions \(FAQs\) for biomass sustainability](#).

[quality certificate list](#) or the [Product Eligibility List \(PEL\)](#). There is more information about [Emissions Certificate](#) in our key terms.

Safety

The Health and Safety Executive has [recommendations about 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 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 rules for the Domestic RHI came into force on 5 October 2015 to make sure that all installations using biomass fuels meet the Government's environmental objectives.

These rules mean that you must use an approved sustainable fuel from a supplier listed on the [Biomass Suppliers List \(BSL\)](#) in order to receive your Domestic RHI payments.

These rules apply to everyone – new applicants and those who have already joined the Domestic RHI. If you don't comply with these rules, you may lose out on payments and/or be revoked from the scheme.

GROUND SOURCE and AIR SOURCE HEAT PUMPS

To be eligible for the Domestic RHI, all heat pumps must distribute heat using a liquid (normally through radiators or underfloor heating) to provide space heating, and may also be used for domestic hot water heating. They may also provide cooling. 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. Some 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. Check the [Product Eligibility List \(PEL\)](#) on our website.

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), eg building ventilation systems, and air-to-air heat pumps.

Metering for Performance

From 22 May 2018, it's an eligibility requirement that all new applications and accreditations to the Domestic RHI for air source and ground source heat pumps will need to have electricity metering arrangements alongside the heating system. This change is being introduced to help people to better understand their heat pump system's electricity usage and efficiency.

For more information on metering for performance, see [Section 7 - Do you need metering?](#) and our [Factsheet: Do I need metering?](#)

You can also read BEIS's [consultation response](#) on 14 December 2016.

Seasonal Performance Factor (SPF)

As eligible heat pumps require electricity to run, the efficiency of both ground source 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 are allocated a [Seasonal Performance Factor \(SPF\)](#). **To be eligible for the scheme, all heat pumps must have a minimum SPF of 2.5.**

From 26 March 2016, your installer should be using the Seasonal Co-efficient of Performance (SCoP) calculator to calculate SPFs. This number will be entered directly into the MCS database when the renewable technology is registered and will be used when calculating RHI payments. For more information on this, see our [Factsheet: ErP and the Domestic RHI](#).

Please note:

Payments for heat pumps will only be on the renewable proportion of the heat demand. See [Section 10 - About payments](#) for more details.

Check your electricity consumption

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 with meters, and talk to your installer if you're using more than you should.

You should also inform your relevant [Distribution Network Operator \(DNO\)](#) and get their permission before your installation. If you haven't done so, please let your DNO know as soon as possible.

DNOs own and operate the distribution networks that bring electricity from the National Grid to homes and businesses.

Please note: this is not the company that you receive your gas and electricity from, as DNOs don't sell electricity to consumers - it's the electricity suppliers that do this. You don't need to contact your electricity supplier. You can find further information and forms on the [Energy Networks Association website](#).

SOLAR THERMAL

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

Solar thermal systems designed or installed 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.

Solar thermal systems **cannot** be used to generate electricity.

Solar thermal systems won't require metering for payment or performance in any situation. This includes where the system installed alongside any other space heating technology.

[Return to Contents](#)

Find out more

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

They also cover how much each technology costs, potential savings on energy bills and how much you could receive in Domestic RHI payments and other eligibility questions. You can use the [BEIS Domestic RHI Payment Calculator](#) to estimate how much money you might receive on the scheme.

Section 4 - Requirements for properties

The property must have 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 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.

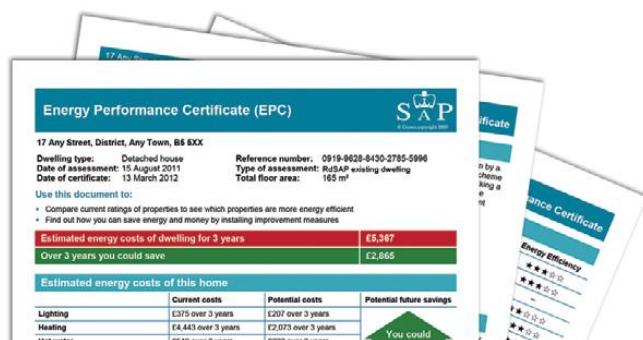
For more information of what is an 'eligible property', see our key term [domestic](#).

If you're unsure if your property can get an EPC, find out more information on EPCs by reading our [FAQs on EPCs](#).

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 1). If you don't have a copy of your EPC, you may be able to access a copy online

If you're applying for a renewable technology installed in England or Wales, you can look for an EPC at the [Landmark Register](#). To check whether an EPC already exists for a property in Scotland see the [Scottish Energy Performance Certificate Register](#).



Your EPC must be the most recent EPC issued, and less than 24 months old at the date of application.

Your EPC needs to accurately reflect information about your house, so if you have carried out construction work on your property you may need to get a new EPC to ensure it reflects your current circumstances.

Figure 1 Is my EPC domestic?

Is your property eligible?

Where your renewable technology heats a single domestic property

To apply for the Domestic RHI, you must provide a domestic EPC number. A domestic EPC is one that is issued for a property on the basis that it's 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 property has an integral home office or studio etc, you'll still be able to apply to the Domestic RHI if your domestic EPC covers it.

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

Where your renewable technology provides heat to a main house with a domestic EPC and outbuildings that form part of the same property (eg 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 that have the same EPC as your main house, or that can't have a separate EPC. For more information about what an EPC can cover, read our [FAQs about EPCs](#).

If your domestic property has outbuildings that have a commercial use (e.g. agricultural buildings, shops, commercial greenhouses, workshops or offices) and are also heated by your renewable technology, and they have their own EPC, you should consider whether the [Non-Domestic RHI scheme](#) is 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). For more information, see our [Factsheet: Domestic or Non-Domestic?](#)

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 domestic properties, you won't 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 rented out or let separately;
- is covered by a separate address;
- is subject to business rates;
- has a separate council tax bill; and/or,
- has a separate domestic EPC.

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

[Return to Contents](#)

Section 5 - Other joining requirements

Other requirements for heating systems:

MCS certification: Your renewable heating product must be certified under the [Microgeneration Certification Scheme \(MCS\)](#), or equivalent⁵. The installation of your renewable heating product must also have an MCS Certificate and have been installed by an MCS certified installer. Products and installations that don't have an MCS Certificate won't be eligible for the Domestic RHI. See the [MCS certification installers section of the MCS website](#).

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

With certain specific exceptions, no relevant part of the renewable heating system which generates heat can have been used before the first commissioning date (i.e. 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 key terms to find out what they are.

You must apply within 12 months of first commissioning:

After your renewable technology is first commissioned, you have 12 months to apply to the scheme, starting from the first commissioning date shown on the MCS certificate. To 'apply' means you've submitted all relevant and required documentation and declarations.

If your application is not submitted within this period, you will not be eligible under the scheme rules.

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

We accept the commissioning date given on the MCS certificate, but if any of the [relevant parts](#) were used before the MCS first commissioning date, the installation wouldn't be eligible.

In line with MCS guidance, the installer would have to declare on the MCS Installation Database (MID) that the plant was not new (i.e. that it had been used) at the time of first commissioning.

⁵ A scheme equivalent to the Microgeneration Certification Scheme and under which installers are certified to that scheme's standards by a certification body/organisation accredited to EN 45011 or EN ISO/IEC 17065:2012. Equivalence will be determined by Ofgem.

Making a financial contribution

To apply to the scheme a [financial contribution](#) to the cost of the heating equipment or its installation (or both) must have been made by either:

- its current owner; or,
- one of its former owners;

(Unless the owner is a Local Authority – in which case this requirement does not apply).

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 they meet all other eligibility requirements.

If you are unsure whether you made a financial contribution to your renewable technology or its installation see the section on [making a financial contribution](#) in our key terms.

You must not be approved for the Non-Domestic RHI

You can't apply to the Domestic RHI for a renewable technology that's already been approved for the Non-Domestic RHI scheme, or vice-versa.

This means, if you've submitted an application to the Non-Domestic RHI scheme and it has been approved, but you withdraw it, you *cannot* apply to the Domestic RHI instead, even if you installed a different heating system or vice versa.

Because the scheme is funded by public money, this is to prevent double subsidising.

Other property eligibility criteria

Ownership: The applicant must **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 a 'custom-build' (see below).

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.

To be eligible for the scheme 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 (a loan you are liable to repay is considered to be your own resources for this purpose);
- The date the property was first occupied must be after the [first commissioning date](#) of the renewable technology; and,
- The first owner and all subsequent owners of the property must be individuals. (If at any stage the property has been owned, even in part, by a non-individual (eg a company), the renewable heating system will be ineligible.

If you think your property meets these criteria see [custom-builds](#) in our key terms and our [Factsheet: I have a newly built house, am I eligible?](#) for more information.

Renovations can't apply as custom-builds:

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.

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

Custom-builders won't need [metering for payment](#) because the property is occupied for less than 183 days in the 12 months before application (unless the application is for a heat pump which is required to be [metered for performance](#)). You will still need to comply with the scheme's other eligibility criteria.

[Return to Contents](#)

Section 6 - Installing loft and cavity wall insulation

Loft and cavity wall insulation

You must install loft and/or cavity wall insulation if it's recommended in your EPC. If it's not possible to do so 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, you will need to provide evidence and use the [insulation exemption template](#).

If you already have loft and cavity wall insulation:

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 on the EPC. You can check in the section 'Recommended measures' which can be found towards the end of the certificate (shown in Figure 2):

If it will be difficult or expensive for you to install cavity wall insulation, you may wish to see whether you can get funding via the [Energy Companies Obligation](#) scheme.

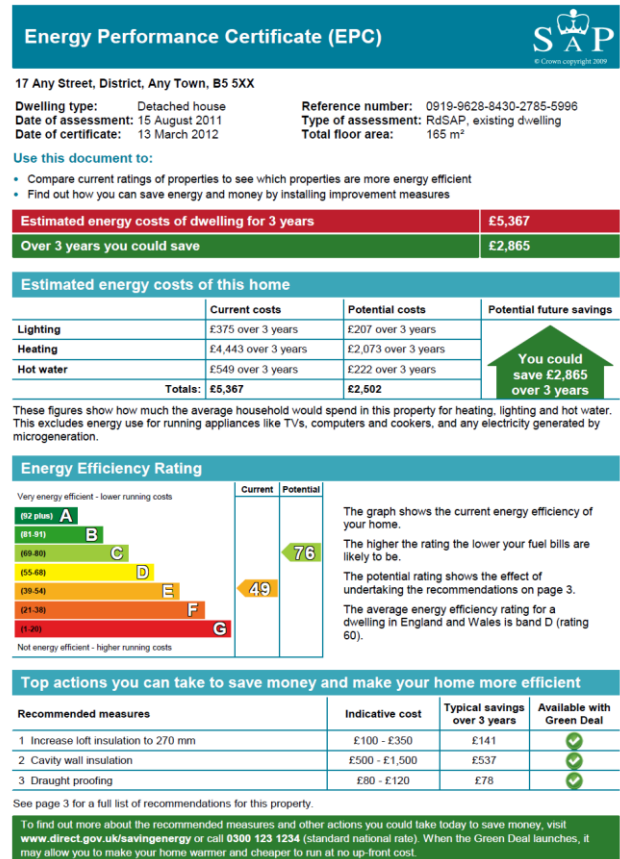


Figure 2. Energy performance Certificate (EPC)

After installing loft and cavity wall insulation:

Once you've had it done, you will need to get a **new** EPC issued before you can apply to the Domestic RHI scheme. Your new EPC should no longer recommend loft or cavity wall insulation, confirming that it's been installed. This second EPC could be completed by the same assessor or any Domestic Energy assessor. See [Section 4 - Requirements for properties](#) to find out how to find an EPC assessor in your area.

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'll need you to supply evidence from a relevant body (e.g. your local authority) as to why. See the section on the [insulation exemptions](#) in our key terms. It describes the permitted reasons and evidence requirements.

For more information on EPCs, see our [FAQs about EPCs](#).

If other energy efficiency improvements are recommended on the EPC:

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.

Refer to the [Energy Performance of Buildings \(England and Wales\) Regulations 2012](#) and [Energy Performance of Buildings \(Scotland\) Regulations 2008](#) for detailed information.

[Return to Contents](#)

Section 7 - Do you need metering?

What is metering?

There are two types of metering that can be required on the Domestic Renewable Heat Incentive (RHI) scheme: 'metering for performance' and 'metering for payment'. There are a few different situations where applicants may need to install one or both types of metering to meet the requirements of the scheme.

What is metering for payment?

Most people will be paid based on their annual heat demand figure or [heat demand limit](#) – whichever is lower. They won't need to install metering for payment purposes.

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.

What is metering for performance?

The Government introduced amendments to the Domestic RHI Scheme Regulations which came into effect on 22 May 2018. All new applications and accreditations for heat pumps to the scheme will be required to have electricity metering arrangements alongside their heating systems. This is part of our eligibility criteria.

Metering for Payment

How do you know if you need metering for payment?

Metering is not required for solar thermal systems. For the other eligible technologies, these are the three most common situations where your renewable heating system will need to be metered for payment:

1. If you have back-up heating

- You have a renewable technology eligible for the Domestic RHI, e.g. a biomass boiler, and also a fossil fuel source of heating, e.g. a back-up oil boiler;
- Using solar thermal for heating [hot water](#) doesn't count as back-up heating;
- Your renewable technology is a hybrid and combines a heat pump with a fossil fuel technology, e.g. a gas boiler, within the same product;
- You have more than one renewable heating technology for space heating (e.g. 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 our key terms. It's your RHI plant that will need to be metered for payment; not your secondary plant.

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

You don't need metering for payment 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 (or any similar device) that generate heat solely for the purpose of domestic hot water heating, and supplementary electric heaters controlled by the same control system as the renewable technology (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 for payment.

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

Homes that have been lived in for less than half the year must be metered for payment. This includes second homes (e.g. holiday homes) or tenanted properties. You therefore need to declare on the application form if your property has been occupied for less than 183 days in the 12 months before the application, and any year you're on the scheme.

You'll also have to submit declarations annually confirming you've lived in it for 183 days or more during the previous year ending at the date of the declaration, and provide an estimate of the number of days you expect it to be occupied in the coming year.

If you are a custom-builder, you don't need to install meters as a result of occupying the property for less than 183 days in the 12 months before application.

Please be aware that as part of our manual reviews and compliance checks we may ask you for evidence to prove that the property has been occupied for the declared amount of time.

If your occupancy drops below 183 days in any 12 months after your accreditation, you may also require metering for payment.

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

If your biomass plant is not sized to meet all of your heating needs, we can't pay you for your EPC's full annual heat demand figure, so you'll need metering for payment. Check with your installer to see if this applies to you.

If any of the three situations apply:

You'll need to install meters for payment, which must meet specific criteria to be eligible for the scheme.

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

There will be an extra part of the application which asks for information about meters so that we can make an assessment about this. If you are subject to metering for payment, you'll need to be metered for the whole seven-year period. You can become subject to metering for payment at any time on the Domestic RHI scheme, and will need to be metered for the remainder of your Domestic RHI lifetime. This is not a choice.

You'll continue to be metered for payment even if there are subsequent changes to your heating system or property which mean that none of the three situations set out above apply any more.

Metering for Performance

How do you know if you need metering for performance?

If you apply to the Domestic RHI scheme on or after 22 May 2018, and your renewable heat technology is an air source heat pump or a ground source heat pump, you'll need to have metering for performance.

If you have a biomass or solar thermal system, you won't require metering for performance.

The metering is required to record and display:

- electricity used by the plant to generate heat;
- electrical input into any supplementary electric heater controlled by the same control system as the heat pump; and
- electrical input into any immersion heater for a domestic hot water cylinder where the immersion heater is controlled by the same control system as the heat pump.

This will need to be added on your MCS Certificate. For full details and examples, please read our [Essential Guide to Metering](#).

Note: If there are multiple supplementary or immersion heaters controlled by the same control system as the heat pump, a single meter can be installed to record the total combined electrical input; or, each heater can be metered separately. Metering input to each heater separately could help monitor the efficiency of the heat pump and identify if there is an issue with an individual immersion heater/supplementary heater.

What are your metering for performance options?

To meet the metering for performance requirement, there are three options to use alone or in combination:

- Standalone electricity metering
- [on-board electricity metering](#)
- [Metering and Monitoring Service Package \(MMSP\)](#)

MMSP is an existing option available to Domestic RHI scheme participants. Out of the three options, MMSP provides consumers with the most detailed data on the performance of their heat pump system. You can read more about MMSP in our [Essential Guide to Metering and Monitoring Service Package](#).

Please note: It's possible that you could be required to be metered for both payment and performance. Where this is the case, installing eligible meters for payment may fulfil the requirements needed for metering for performance. This is because installation of metering could also include the necessary electricity meters.

How are my payments calculated?

If you're only required to have meters for performance, your Domestic RHI payments will continue to be based on the annual heat demand figure of your property in your EPC or the [heat demand limit](#) - whichever is lower. Payments for heat pumps will continue to be made only on the renewable portion of the heat demand.

If you're also required to have [metering for payment](#), your RHI payments will be based on your meter readings (but capped to the EPC or the heat demand limit). Please read the section - [metering for payment](#), as it applies to you.

Metering for Payment and Performance

Who can install meters?

To install meters where you may need metering for payment and/or performance for the Domestic RHI, the installer must be an MCS certified installer. Your installer must also be certified to install your specific technology. This applies to both new applicants and when retrofitting meters for legacy applicants.

The metering arrangement must be in line with the [MCS Domestic RHI Metering Guidance](#). This verification means that installers assume responsibility for the correct metering and will be the first point of contact if you have any problems.

Please note: This guide only has basic information about metering and doesn't cover technical metering requirements. Before buying a meter, read our [Essential Guide to Metering](#).

[Return to Contents](#)

Optional Metering and Monitoring Service Package

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

You can apply to us to be registered to receive MMSP payments when you apply to the Domestic RHI scheme, or at any point during your RHI lifetime.

You can opt for the package whether or not your heating system is metered for payment and/or performance. It won't affect your RHI payments and will be used only to monitor your heating system.

Installing an MMSP is one way to meet your metering for payment and performance obligations.

The Government recently introduced new MMSP payment schedules and enforcement powers. To read more about these changes, see our introductory guidance – [Factsheet: Metering and Monitoring Service Packages \(MMSP\) for the Domestic RHI](#).

There are detailed technical requirements for the package and there must be a service agreement in place which meets specific requirements set out in the scheme Regulations. For more detailed information on metering and monitoring, see the [Essential Guide to Optional Metering and Monitoring Service Packages \(MMSP\)](#).

Section 8 - How to apply

General checklist for eligibility to join

This 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 the property it's in;
- 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);
- You or a previous owner must have made some [financial contribution](#) to the cost of purchase and/or installation of the renewable technology;
- Your property must have a **domestic Energy Performance Certificate (EPC)** that is less than 24 months old at the date of application to the scheme;
- If your EPC recommends loft and/or cavity wall insulation, it must be installed, and you must get a new EPC to reflect these changes before applying. You may be exempt from this requirement under some circumstances. You must submit evidence to support this;
- You must **apply within 12 months of the first commissioning date of your renewable technology**, which is shown on your MCS Certificate;
- Your renewable technology must have been first commissioned on or after **15 July 2009**;
- Your renewable technology must have been **first commissioned after the property was first occupied**, unless the property is [custom-built](#);
- All renewable technologies must provide heat using a liquid medium (eg domestic hot water or heating a radiator);
- The heat generated by your renewable technologies must be for an eligible purpose – all biomass heating systems and heat pumps must provide [space \(room\) heating](#) and [domestic hot water](#) and solar thermal systems must provide heating for domestic hot water **only**;
- 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 our [technical eligibility requirements and purposes table](#) and the [Product Eligibility List \(PEL\)](#);
- Air source heat pumps must not be designed to use heat that was expelled from an appliance or building to generate heat;
- Solar thermal systems must not provide space heating or be used to heat a swimming pool, or for any other purpose than heating [domestic hot water](#);
- Your renewable heating system must use an eligible product. To check which products are eligible, see [technical eligibility requirements and purposes table](#) and the [Product Eligibility List \(PEL\)](#); and,
- With certain exceptions, the parts of the renewable technology which generate heat must **not** have been used before the first commissioning date (refurbished heat generating equipment isn't eligible). See [relevant parts](#) in our key terms.

General checklist for eligibility to join continued

- Your renewable technology must be [Microgeneration Certification Scheme \(MCS\)](#) certified or equivalent⁶.
- If you have a heating system which requires metering to be eligible for payment, you must install eligible meter(s). [Section 7 - Do you need metering?](#) provides basic information. Also see the [Essential Guide to Metering](#).
- If you apply with an air source or ground source heat pump, you're required to have electricity metering arrangements alongside their heating systems to satisfy metering for performance. [Section 7 - Do you need metering?](#) provides basic information. Also see the [Essential Guide to Metering](#).
- If your application is approved and your heating system is accredited under the Domestic RHI, you have to comply with a number of "ongoing obligations" 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 9 - Your responsibilities](#).

TIP: Ask your installer to fill in and give you a copy of the [Domestic RHI Installer Checklist](#). It includes all the important information and dates about your renewable heating system which will be useful when you apply.

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 ensure we know whether 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 [Helpsheet: Application form questions](#).

Who can complete the application form?

Anyone who owns a renewable technology and owns and/or occupies the property it's installed in can apply for the Domestic RHI. You'll be asked to select which type of applicant you are, from owner-occupier, Registered Social Landlord (RSL) or private landlord or tenant, 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 two or more owners, the owners must nominate one person with the authority to act on behalf of all. Scheme payments will then be made to that person and it will be their responsibility to comply with the ongoing obligations. See the [joint ownership letter of authorisation](#) on our website.

⁶ A scheme equivalent to the Microgeneration Certification Scheme and under which installers are certified to that scheme's standards by a certification body/organisation accredited to EN 45011 or EN ISO/IEC 17065:2012. Equivalence will be determined by Ofgem.

Organisations applying for the Domestic RHI

Organisations applying for the Domestic RHI:

- will need to agree an authorised representative, in whose name the account will be set up;
- will need to designate an authorised representative who 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; and,
- Registered Social Landlords (RSLs) will be asked to provide their registration number, registered organisation name and registered address. You can read more about registration numbers in our [FAQs for Registered Social Landlords \(RSLs\)](#).

What you'll need to apply

All applicants need to sign up to the scheme rules and provide:

- Personal information and bank details;
- Answers to eligibility questions and others related to the application and agree to the scheme rules;
- Answers to survey questions to help evaluate the scheme;
- [Microgeneration Certification Scheme \(MCS\)](#) Certificate number (see figure 3 below); and,
- [Energy Performance Certificate \(EPC\)](#) number (see Figure 4 below).

See Figures 3 and 4 on following page for where to find certificate numbers.

Some applicants will need to provide extra information

For example:

- If you're a Registered Social Landlord (RSL), you'll need to provide the details of that registration and the registered address; and/or
- Where the property falls into the category of requiring metering for payment or metering for performance ([see section 7](#)), you'll need to provide information about your metering arrangements.

Some applicants will need to provide extra information so that we can accurately assess their eligibility.



MCS Installation Certificate No. MCS-00888130-R
Version 1
Friday, 09 June 2017 15:21:28

INSTALLER DETAILS
MCS Certified Installation Company Name and MCS number: Axel Electrical Ltd (N1C1243)
TSI Consumer Code: 88CC
TSI Consumer Code ID: 1234

SITE DETAILS
Address: 8 PITCHURCH PLACE
LONDON
EC3N 4AJ
ENGLAND

Supply MPAN:

PRODUCT DETAILS
Technology Type: AIR SOURCE HEAT PUMP

MCS Certified Product Licence Holder
MCS Certified Product Name: Danfoss Värmepumpar AB
Flow Temperature: 36°C
SCOP: 3.81

INSTALLATION DETAILS
Commissioning Date: 06/06/2017
Estimated Annual Generation (kWh): 1500.00
Renewable System Designed to Provide: Designed to provide space heat and DHW
Installation Requires Metering for Payment: No
RHI Metering Status for Metering and Payment: Not meter-ready and no metering installed
RHI Metering Not Ready Reason: No electricity or on-board meters installed
Test: Test

No MCS Certificates for this System: 1
Alternative Heating System Type: Standard Boiler
Annual Space Heating Demand: 150
Annual Water Heating Demand: 150
Alternative Heating System Fuel Type: Mains Gas
Annual Space Heating Supplied: 150
Annual Water Heating Supplied: 150
Heat Pump Provides Cooling: No

The end user (owner of the installation) is advised to contact the insurance provider mentioned above to confirm the validity of their insurance backed warranty policy or certificate.

Figure 3 Microgeneration Certification Scheme (MCS) Certificate

Energy Performance Certificate (EPC)

17 Any Street, District, Any Town, B5 5XX

Dwelling type: Detached house
Date of assessment: 15 August 2011
Date of certificate: 13 March 2012

Reference number: 0919-9628-8430-2785-5986
Type of assessment: RDSMR, existing dwelling
Total floor area: 165 m²

Use this document to:

- Compare current ratings of properties to see which properties are more energy efficient
- Find out how you can save energy and money by installing improvement measures

Estimated energy costs of dwelling for 3 years	£5,367
Over 3 years you could save	£2,865

Estimated energy costs of this home

	Current costs	Potential costs	Potential future savings
Lighting	£375 over 3 years	£207 over 3 years	You could save £2,865 over 3 years
Heating	£4,443 over 3 years	£2,073 over 3 years	
Hot water	£549 over 3 years	£222 over 3 years	
Totals:	£5,367	£2,502	

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances like TVs, computers and cookers, and any electricity generated by microgeneration.

Energy Efficiency Rating

	Current	Potential
Very energy efficient - lower running costs		
(92 plus) A		
(81-91) B		
(69-80) C		
(55-68) D		
(49-54) E		
(41-48) F		
(35-38) G		
Not energy efficient - higher running costs		

The graph shows the current energy efficiency of your home.

The higher the rating the lower your fuel bills are likely to be.

The potential rating shows the effect of undertaking the recommendations on page 3.

The average energy efficiency rating for a dwelling in England and Wales is band D (rating 60).

Top actions you can take to save money and make your home more efficient

Recommended measures	Indicative cost	Typical savings over 3 years	Available with Green Deal
1 Increase loft insulation to 270 mm	£100 - £350	£141	✓
2 Cavity wall insulation	£500 - £1,500	£537	✓
3 Draught proofing	£80 - £120	£78	✓

See page 3 for a full list of recommendations for this property.

To find out more about the recommended measures and other actions you could take today to save money, visit www.direct.gov.uk/savingenergy or call 0300 123 1234 (standard national rate). When the Green Deal launches, it may allow you to make your home warmer and cheaper to run at no up-front cost.

Figure 4 Energy Performance Certificate (EPC)

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.

Situations requiring an application review

Our application systems are automated, but in some cases we need more information before we can decide if your heating system can be accredited under the scheme.

This could be due to our IT system flagging something we need to check (such as if your MCS number already being in use). If your application is put into review, a member of our team will contact you within five working days to inform you of this, and explain the reason(s) why.

Please note that a random selection of all applications are also put into review for quality assurance purposes. For more information, including what you may need to provide, see our section on [reviews](#) in our key terms or click on the links below. You can also read our [Helpsheet: What to do if your application is in review](#).

Here are some common reasons when your application may go into review:

- 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's not possible for you to install loft or cavity wall insulation where it is recommended in your EPC;
- [Where you have received grant funding](#) – if you have received public funding for the renewable technology;
- [Where your property is custom-built](#) – if you constructed or commissioned the construction of your own home;
- Where you are also applying to register a [Metering and Monitoring Service Package](#) - where you have installed one;
- [Product eligibility](#) – if you apply with a product that is listed as 'to be determined' on the Product Eligibility List (PEL);
- [Multiple products](#) – if you apply for a renewable heating system that is made up of more than one product; and/or,
- 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 previously heated and the type of fuel used. **We recommend you keep invoices to hand.**

These questions are to help the Department for Business, Energy & Industrial Strategy (BEIS) evaluate the scheme and provide insight into renewable heat use.

The application date

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

Your application date is the date **you submit a complete application to us**, including your MCS certificate number, EPC number, your bank details, and any other information we may require.

Your application date is usually the date you are accredited - however, if your application is put into review, these two dates may be different.

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

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

Deadline

Leave enough time before the deadline to apply. You have 12 months after the renewable technology was first commissioned. 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 may not be able to join the Domestic RHI scheme.

Once you submit an application

If your application doesn't 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 includes 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. You'll have to continue to comply with these responsibilities to receive payments.

If your application goes into review: Once your review is complete, you'll receive an email from us confirming it has been either granted or rejected and will include all the relevant information.

If approved, your 'statement of eligibility' may include specific conditions for your approval, relevant to your renewable heating system. You'll have to continue to comply with these responsibilities 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 an onscreen message will tell you why and you'll be unable to complete and submit an application. See our [Helpsheet: Domestic RHI application form questions](#).

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 in writing within 28 days from when you were informed, providing your ground(s) for the request. See [right of review](#) in our key terms.

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 is not currently. There is a Welsh telephone application service for Welsh speaking applicants. There is also a dedicated Welsh speaking Applicant Support Centre at Ofgem - select the relevant option on **0300 003 0744**.

[Return to Contents](#)

Section 9 - Your responsibilities

Once your application has been approved, to continue to receive payments, you'll need to comply with a number of [ongoing obligations](#). You'll also need to submit [annual declarations](#) about yourself, your renewable heating system and the property it's installed in for every year you're on the scheme.

Your responsibilities

Here we have covered your six main responsibilities. A more detailed explanation of your [ongoing obligations](#) can be found in our key terms.

- 1. You must notify us about 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 if you did so.
- 2. You must make sure your renewable technology is in good working order.** We recommend that you maintain your renewable technology in line with the 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 our key terms.

- 3. You must notify us about 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. From the date of sale, there is a 12month window for the **new** owner to notify us of the change of ownership and say if they wish to continue with the accreditation. Should they wish to apply to the scheme, 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, and we have checked the continued eligibility of the plant, payments will transfer to the new owner.

We may review the accreditation of the renewable heating system to ensure that it continues to meet the eligibility criteria.

For more information see [change of ownership](#) in our key terms.

4. You must notify us about 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, you'll need to install meters for payment. If the property subsequently becomes occupied for 183 days or more, where previously it wasn't, you'll continue to be subject to metering for payment for the remainder of the scheme. There may be other reasons why you may need metering for payment. Find more information in [Section 7 - Do you need metering?](#)
- **Funding:** You aren't permitted to receive public funding for your renewable technology once you have successfully applied and cannot (unless you are a local authority) receive funding from other sources that would fully reimburse you. To be eligible for the scheme, the owner of the renewable heating system must have [made some financial contribution](#) to the cost of purchase and/or installation of the renewable technology.

You can't apply to the 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 the Non-Domestic RHI scheme and it has been approved, but you withdraw it, you cannot apply to the Domestic RHI instead, even if you installed a different heating system or vice versa.

- 5. You must only use permitted fuels for biomass technologies.** You must only use fuel that is listed on the [Emission Certificate](#) of your product and does not exceed the maximum moisture content limit. You may need to provide proof of fuel purchase if requested, so please keep your purchase receipts for the full seven years of your Domestic RHI lifetime.

To check your product's Emission Certificate, see the [HETAS air quality certificate list](#). This may also be used as evidence for the fuel sustainability requirements.

If you're a private landlord, or a Registered Social Landlord, it's your obligation to ensure your tenants are aware of their responsibilities of buying [BSL approved fuels](#), keeping fuel receipts, allowing access to the property for audits, and general maintenance of the heating system.

Air quality requirements apply to people whose biomass boiler or stove was commissioned on or after 9 April 2014. However, [biomass sustainability requirements](#) apply to everyone.

For more details, see our [FAQs on Biomass Sustainability](#) and [Factsheet: Biomass Sustainability and the Domestic RHI](#).

- 6. You must ensure the scheme can be effectively administered and evaluated.** You must comply with any administrative requirements made by us, and any conditions attached to your accreditation under the scheme. Keep copies of any information you provided in the application and give them to us if requested. If you're overpaid in error, you must repay the extra amount demanded by us. If you are selected to provide information or access to your property for scheme evaluation or audit, you must do so.

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

If a broken meter cannot be fixed and needs to be replaced (or if just one component of a heat meter needs replacing, such as the pair of temperature sensors or a flow meter), you'll need to submit the details of this new meter to us.

Annual declarations

Every year that you're on the Domestic RHI scheme, we'll ask you to confirm a number of statements about you, your heating system and the property it's installed in. These [annual 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.

We ask you to do this every year because the scheme is funded by public money. We must ensure that you're continuing to follow the scheme rules so that we can pay you the correct amount of money for the renewable heat your heating system produces.

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 reasonably believe you aren't complying with the scheme rules, or that your application was approved based on incorrect information but we need time to investigate. During an investigation, we can also withhold your payments.

In these cases, we'll inform you in writing of an investigation, and we may suspend your payments whilst the investigation takes place. If the non-compliance is confirmed, we may withhold payments permanently and/or revoke your accreditation under the scheme.

If we suspect non-compliance or fraud, including providing us with incorrect information, Ofgem also has the right to carry out audits on your property. These audits may be carried out at short notice.

Scheme evaluation

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

- If your application is granted, 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 for Business, Energy & Industrial Strategy (BEIS) is carrying out with research companies. Any data you provide will be confidential and any published findings won't identify you.

BEIS may select any approved renewable heating system for monitoring. If chosen, you'll need to allow access to the property.

[Return to Contents](#)

Section 10 - About payments

Start date for payments

If your application is successful, payments will accrue from 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, with all the relevant supporting documentation and relevant completed 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. For some people, their application may be put into review. In this case, your payments won't start accruing until we receive the necessary information from you.

How long payments last

Once you've been approved, we'll normally make payments for seven years (the tariff lifetime) from the date of application, every three months in arrears. There are certain circumstances in which Ofgem can stop, or suspend payments (as appropriate) for a period of time. This includes but is not exhaustive to:

- Failure to comply with your [ongoing obligations](#) (e.g. informing us of changes to your renewable heating system, keeping your system in good working order, etc.);
- Change of ownership; and/or,
- Renewable plant stopped working.

Tariff Rates

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

Tariff rates for existing scheme members are adjusted on 1 April each year:

- Applications submitted before 1 April 2016 have their tariffs adjusted in line with the Retail Prices Index (RPI).
- Applications submitted on or after 1 April 2016 have their tariffs adjusted in line with the Consumer Prices Index (CPI).

Please note: The Government introduced tariff uplifts on 20 September 2017 for heat pumps and biomass systems.

Applicants who applied to the scheme on or after 14 December 2016 but before 20 September 2017 are eligible for the applicable tariff at the date they applied and then are subsequently eligible for the increased tariff from 20 September 2017 onwards.

Applicants who apply to the scheme on or after 20 September 2017 are also eligible for the current uplifted tariff; subject to future depressions. For more details, see our [Factsheet: Important changes to the Domestic RHI scheme](#).

Methods of calculating payments

Deemed heat demand calculations

Heating systems that don't need metering for payment will receive payments based on a deemed heat demand calculation, or the [heat demand limit](#) - whichever is lower. The **estimate will be taken from the heat demand figure listed on your EPC⁷**.

Solar thermal system 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 5 below.**

	Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation
Space heating (kWh per year)	22,154	(1179)	(4535)
Water heating (kWh per year)	2,792		

Figure 5 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.

Annual heat demand limit calculations

The Government introduced heat demand limits on 20 September 2017. If you applied and were successfully accredited to the Domestic RHI on or after this date, your payments are subject to heat demand limits.

Domestic RHI subsidy payments are publicly funded so BEIS must ensure the subsidies represent good value for money to protect the public purse.

Heat demand limits are set for air source and ground source heat pumps and biomass systems. The figures for the heat demand limits can be found in [Figure 6](#).

There will be no heat demand limit for solar thermal. Solar thermal payments will continue to be based on the annual generation figure on the Microgeneration Certification Scheme (MCS) certificate.

Payments for heat pumps will continue to be made only on the renewable proportion of the heat demand, in line with the current scheme rules.

It's important to note that you can still apply if your annual heat demand on your Energy Performance Certificate (EPC) is higher than the heat demand limit, however your RHI payments will be capped in line with these limits.

You can find examples of payment calculations in the following pages.

⁷ 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 deemed 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 demand figure taken from the EPC (which is divided by four to generate a quarterly figure).

Example 2 – For air source heat pump systems (not subject to metering for payment): The tariff rate is multiplied by the estimated renewable heat output (which is divided by four to generate a quarterly figure). Heat pumps require an extra calculation to take their efficiency into consideration. It's done using the heat pump's [Seasonal Performance Factor \(SPF\)](#) which works out its estimated renewable heat output using the EPC's annual heat demand figure. The renewable heat output 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.

Please note: The tariff rates in these examples are representative of the rates when the new regulations were introduced. For up-to-date tariff rates see our [Tariffs and Payments](#) webpage.

Example 1

Biomass*	
Annual heat demand (based on the figure in your EPC)	15,000kWh
Biomass tariff rate (on or after 20 September 2017)	6.54p/kWh
Total annual Domestic RHI payment (tariff rate x annual heat demand)	£981.00
Quarterly Domestic RHI payment	£245.25
<u>Total annual Domestic RHI payment</u> 4 quarters	

Example 2

Air source heat pump*	
Annual heat demand (based on the figure in your EPC)	15,000kWh
Seasonal Performance Factor (from your MCS Certificate)	2.7
ASHP tariff rate (on or after 20 September 2017)	10.18p/kWh
Estimated renewable heat output (calculated by the SPF)	15,000kWh x $(1 - \frac{1}{2.7})$
Annual heat demand x $(1 - \frac{1}{SPF})$	= 9,444kWh
Total annual Domestic RHI payment (tariff rate x estimated renewable heat output)	£961.44
Quarterly Domestic RHI payment	£240.36
<u>Total annual Domestic RHI payment</u> 4 quarters	

* Example tariff rates are adjusted in line with CPI

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.

Example 3

Solar thermal*	
Estimated annual generation figure (based on the figure on your MCS certificate)	2,000kWh
Solar thermal tariff rate (on or after 20 September 2017)	20.06p/kWh
Total annual Domestic RHI payment (tariff rate x annual generation figure)	£401.20
Quarterly Domestic RHI payment <u>Total annual Domestic RHI payment</u> 4 quarters	£100.30

* Example tariff rates are adjusted in line with CPI

Heat demand limit calculations

The Domestic RHI scheme will make payments based on your system's deemed heat demand calculations; up to the annual heat demand limit.

Because Domestic RHI subsidy payments are publicly funded, heat demand limits help ensure that subsidies represent good value for money and protect the public purse.

Heat demand limits are set for air source heat pumps, ground source heat pumps, and biomass systems. The figures for the heat demand limits can be found in Figure 6 below:

Technology Type	Annual Heat Demand Limit (kWh)
Air source heat pumps	20,000
Biomass plants	25,000
Ground source heat pumps	30,000

Figure 6 Heat demand limits in effect from 20 September 2017.

As you can see in the following examples, because the properties' heat demand figures exceed the heat demand limit for the technology type installed, payments are made according to the heat demand limit instead.

Example 1 – For biomass heating systems (subject to its relevant heat demand limit):

The tariff rate is multiplied by the annual heat demand limit (which is divided by four to generate a quarterly figure).

Example 1

Biomass*	
Annual heat demand (based on the figure in your EPC)	50,000kWh
Heat demand limit	25,000kWh
Biomass tariff rate (on or after 20 September 2017)	6.54p/kWh
Total annual Domestic RHI payment (tariff rate x heat demand limit)	£1,635.00
Quarterly Domestic RHI payment <u>Total annual Domestic RHI payment</u> 4 quarters	£408.75

* Example tariff rates are adjusted in line with CPI

Example 2 – For air source heat pump systems (subject to its heat demand limit): The tariff rate is multiplied by the annual heat limit (which is divided by four to generate a quarterly figure). Heat pumps require an extra calculation to take their efficiency into consideration. It's done using the heat pump's [SPF](#) which adjusts the heat demand limit in this case. The recalculated heat demand limit is then multiplied by the tariff rate and divided by four to give a quarterly figure. The same methodology is used for a ground source heat pump.

Example 2

Air source heat pump*	
Annual heat demand (based on the figure in your EPC)	50,000kWh
Heat demand limit	20,000kWh
Seasonal Performance Factor (SPF) (from your MCS Certificate)	2.7
ASHP tariff rate (on or after 20 September 2017)	10.18p/kWh
Heat demand limit adjusted by the SPF heat demand limit $\times (1 - \frac{1}{\text{SPF}})$	20,000kWh $\times (1 - \frac{1}{2.7})$ = 12,593kWh
Total annual Domestic RHI payment (tariff rate x heat demand limit adjusted by the SPF)	£1,281.93
Quarterly Domestic RHI payment <u>Total annual Domestic RHI payment</u> 4 quarters	£320.48

* Example tariff rates are adjusted in line with CPI

Example 3 – For ground source heat pump systems (subject to its heat demand limit):

The tariff rate is multiplied by the annual heat demand limit (which is divided by four to generate a quarterly figure). Heat pumps require an extra calculation to take their efficiency into consideration. It's done using the heat pump's [SPF](#) which adjusts the heat demand limit in this case. The recalculated heat demand limit is then multiplied by the tariff rate and divided by four to give a quarterly figure. The same methodology is used for an air source heat pump.

Please note: There is no heat demand limit for solar thermal technologies.

Please note: Even though your installer may give you an estimate of your potential payments, they may not accurately reflect actual RHI payments. Actual RHI payments cannot be confirmed until heating systems are successfully accredited under the scheme.

Example 3

Ground source heat pump*	
Annual heat demand (based on the figure in your EPC)	50,000kWh
Heat demand limit	30,000kWh
Seasonal Performance Factor (SPF) (from your MCS Certificate)	2.7
GSHP tariff rate (on or after 20 September 2017)	19.86p/kWh
Heat demand limit adjusted by the SPF $\text{heat demand limit} \times (1 - \frac{1}{\text{SPF}})$	30,000kWh $\times (1 - \frac{1}{2.7}) =$ 18,889kWh
Total annual Domestic RHI payment (tariff rate x heat demand limit adjusted by the SPF)	£3,751.33
Quarterly Domestic RHI payment <u>Total annual Domestic RHI payment</u> 4 quarters	£937.83

* Example tariff rates are adjusted in line with CPI

Payments if the heating system is metered for payment

For metered for payment systems, the payments are calculated as the tariff rate multiplied by the eligible renewable heat generated that quarter using your meter readings. Payments will also be capped annually at the amount that is the deemed heat demand of the property stated on your EPC or the [heat demand limit](#) - whichever is lower. 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 or CPI, depending on your application date.

Funding that is not from a public source won't be deducted from payments. This includes private loans funding through the Green Deal or 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'll therefore not be required to deduct the funding from your Domestic RHI payments. If you have received other [public grants or funding](#) (e.g. government grants) to buy or install your renewable technology, you'll need to declare this and it will be deducted from your payments.

Scheme Budget Management

The Department for Business, Energy & Industrial Strategy (BEIS) 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 BEIS's predictions (risking an increase in its cost), the tariffs will be reduced. This process is known as degression.

Tariffs will be reviewed every three months, although the tariff rate will only reduce if the uptake exceeds a specified amount. There are uptake thresholds for each technology (known as thresholds). If the threshold is reached, the tariff will decrease by 10%. The tariff will decrease by 20% if a 'super threshold' (where uptake of a technology is significantly higher than expected) is reached. If a tariff reduction is scheduled to take place, it will be publicised at least a month before the reduction comes into effect.

Please be aware that degression only affects people who have not yet made an application. Applicants who successfully submit an application before the reduction takes effect won't be affected.

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

We'll publish quarterly reports on our website. They'll include 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.

[Return to Contents](#)

Assignment of rights

Assignment of rights (AoR) will be an option from 27 June 2018 to help householders access finance to overcome the barrier of the upfront cost of a renewable heating system. This option allows an investor to assist in meeting the costs of the installation of a domestic renewable heating system for households and/or organisations. Households and organisations are then able to assign their rights to RHI payments to “nominated” investors.

Applicants must be the owner of the renewable heating system at the application stage and throughout the RHI membership. Investors aren't permitted to own any part of a plant for which they will be nominated to receive payments. Both participants and investors will have to comply with their ongoing obligations and responsibilities if accredited onto the scheme.

The application process follows a similar process to regular applicants to the Domestic RHI. During your application process, however, you can choose to assign your RHI payments to a Registered Investor. If your application to the Domestic RHI Scheme is successful, your Registered Investor automatically becomes your Nominated Registered Investor; no action is required from you or your investor.

If you meet all scheme eligibility requirements, you may become a participant under the Domestic RHI Scheme. You must then comply with your [ongoing obligations](#) and responsibilities. **If you fail to comply with the scheme rules, Ofgem may withhold payments to your Nominated Registered Investor and revoke your membership to the scheme.**

Section 11 - 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 scheme applicants and participants for audit based on a number of factors, including the need to carry out random sampling. Auditing can also help identify and protect against errors and fraud.

In joining the Domestic RHI scheme, you agree to be subject to audits to verify your eligibility for the scheme and compliance with your ongoing obligations. Audits can take place at any point during your lifetime on the scheme and can happen multiple times. If we suspect that incorrect information has been provided before or after the application, we'll carry out a desk or site audit depending on the issue.

We're likely to request evidence when we carry out an audit. You have an obligation to keep and provide to us on demand the following documentation during the lifetime of your membership on the Domestic RHI scheme:

- **copy(ies) of your MCS Installation Certificate(s);**
- **copy(ies) of your MCS Compliance Certificates;**
- **copy(ies) of your domestic EPC(s);**
- **copy(ies) of your utility bill or council tax bill used in your application;**
- **calibration certificates, if applicable (where the heating system is metered);**
- **purchase receipts for the renewable technologies; and/or,**
- **fuel receipts for BSL approved fuel for all purchases for biomass boilers and stoves. These are required from 5 October 2015 onwards for the lifetime of your scheme membership.**

Please note this list is not exhaustive and we can request any information we deem necessary to verify your eligibility for the Domestic RHI.

Audit types

Desk audit: As part of our scheme compliance checks, a certain number of applications will be subject to a desk audit. In these cases we may need additional information as assurance that the accredited heating system is compliant with scheme rules and to ensure your ongoing obligations are being met.

You may also be asked to provide further evidence, for example photographic evidence of the heating system or meters, copies of utility bills, copies of correspondence about grant funding, a copy of the installer metering questions if applicable, and any other evidence we deem necessary to verify your eligibility for the scheme. See more on [desk audits](#) in our key terms.

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

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

Please note that obstruction or avoidance of audits will result in a breach of your ongoing obligations and may affect your continuing eligibility for the scheme.

Access requirements for site audits

Owner-occupiers will be required to submit an annual declaration confirming that they permit us, our auditors, or BEIS access the site for an inspection.

As part of your ongoing obligations, you must allow reasonable access to the installation for the duration of your participation in the scheme. This obligation applies to all scheme participants.

Landlords will be required to submit an annual declaration confirming, among other things, that the occupier(s) of the property agree(s) to permit access for inspection. It's the landlord's responsibility to ensure the occupant is aware of Domestic RHI scheme rules and able to permit us, our auditors or BEIS access to the property for site audits.

Non-compliance with the requirement to permit access can lead to enforcement action being taken against you under the scheme rules.

Withholding RHI payments due to non-compliance

If we believe you're failing to comply with your responsibilities under the scheme rules, and/or your application was approved based on incorrect information, we have the authority to put in place a number of sanctions. This could include suspending or permanently withholding your payments, or even revoking your membership of the scheme.

In circumstances where you have been overpaid due to administrative error, we can recover any payment(s) made to you, either by setting them off against future payments or requiring that you repay the money. In these circumstances, we'll notify you within 21 days of the decision. We may take court action to recover the payments if you don't repay them within the timeframe we've specified.

[Return to Contents](#)

Section 12 - Queries and complaints

Queries

Before you apply

If you haven't started the application process yet, contact the following with questions about the Domestic Renewable Heat Incentive (RHI):

Energy Saving Advice Service (England and Wales)

Email: energy-advice@est.org.uk

Home Energy Scotland (Scotland) 0808 808 2282

Calls are free from landlines and most mobile networks

Email: [Online email form](#)

On and after applying

Once you've started the application process or if you're approved to join the scheme, you can contact Ofgem with queries. Contact details can be found at the end of this guide.

Complaints

Complaints about policy

Where the complaint is about the scheme's policy contact the Department for Business, Energy & Industrial Strategy (BEIS).

Email: RHI@beis.gov.uk

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 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, the Renewable Energy Consumer Code (RECC), Home Insulation and Energy Systems Contractors Scheme (HIES), and The Glass and Glazing Federation (GGF). Find out more details about these organisations below:

[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 have a complaint about an MCS installer or product, MCS commits to dealing with it fairly and impartially. See [MCS Complaint Guidelines](#).

[The Renewable Energy Consumer Code \(RECC\), Home Insulation and Energy Systems Contractors Scheme \(HIES\), and The Glass and Glazing Federation \(GGF\)](#)

These consumer codes are set up to promote renewables and protect consumers. Their members are from the renewable industry and they have to adhere to the code, which is backed by the Chartered Trading Standards Institute. All Domestic RHI heating systems and installers must be MCS-certified. A condition of MCS Certification is membership to RECC, HIES, or GGF. They can help deal with complaints about breaches of the consumer code, such as:

- where misleading information has been provided about 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

They cannot deal with complaints about underperforming *equipment*, repairs or matters regarding the safety of the heating system.

Please note: MCS and the consumer code organisations 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.

[Return to Contents](#)

Section 13 - Useful Contacts and Links

Guidance

We regularly update our guidance. Check the website for the latest versions, to be sure you're reading the most up-to-date information.

See our website:

[Domestic RHI](#) [Non-Domestic RHI](#)

Domestic RHI Factsheets

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

[Factsheet: A Metering and Monitoring Service Package for the Domestic RHI](#)

[Factsheet: Tariffs and Payments](#)

[Factsheet: Do I Need Metering?](#)

Domestic RHI Essential Guides

[Essential Guide for Applicants](#)

[Essential Guide for Installers](#)

[Essential Guide to Metering](#)

[Essential Guide to Metering and Monitoring Service Packages \(MMSP\)](#)

Domestic RHI Reference Document

[Domestic RHI Reference Document](#)

Product Eligibility List

[Product Eligibility List](#) – For information on renewable heating technology products eligible for the Domestic RHI.

Find out more

Next steps

See the Department for Business, Energy & Industrial Strategy (BEIS)

[Domestic RHI Payment Calculator](#)

Ask your installer to fill out and give you:

[Installer Checklist](#)

Information on EPCs on the Department for Communities and Local Government website:

[EPC information](#) [EPC Register](#)

[Microgeneration Certification Scheme](#) - For a list of MCS certified products and installers information on MCS standards

For Help

For questions about Domestic RHI scheme requirements and eligibility and for free impartial information on how to save energy in the home:

Energy Saving Advice Service

Email energy-advice@est.org.uk

Home Energy Scotland

(Scotland) **0808 808 2282**

Calls are free from landlines and most mobile networks

[Online email form](#)

For consumer protection information

Renewable Energy Consumer Code (RECC)

www.recc.org.uk

The Home Insulation and Energy Systems

Contractors Scheme (HIES)

www.hiesscheme.org.uk

The Glass and Glazing Federation (GGF)

www.ggf.org.uk

If you need help with a Domestic RHI application:

Domestic RHI Applicant Support Centre

Telephone: **0300 003 0744**

Email: DomesticRHI@ofgem.gov.uk

For opening hours, please see [our website](#)

London
10 South Colonnade
Canary Wharf
London E14 4PU
Tel: 020 7901 7000

Glasgow
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Tel: 0141 331 2678

Wales
1 Caspian Point
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www.ofgem.gov.uk