

Domestic Renewable Heat Incentive (RHI)

Version 1.0 April 2014



Essential Guide for Installers

About the **Domestic RHI** scheme for people
working in the renewable heating industry



Essential Guide for Installers

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Section 1

About This Guide



Designed with industry

This guide is for anyone working in the renewable heating industry. We've designed it with installation companies of different sizes and industry organisations including HETAS and RECC.

We administer both the Domestic and Non-Domestic Renewable Heat Incentive (RHI) schemes. Although these share a common aim, they operate separately with different tariffs, eligibility requirements and application processes.

This guide provides information about the Domestic RHI scheme – you won't find anything about the Non-Domestic RHI or advice on how to install equipment.

How it helps you

The Domestic RHI aims to promote the mass deployment of renewable heating technologies. A good understanding of the scheme rules helps you talk confidently with customers and advise them correctly. It will help make sure you install eligible equipment, critical for your customers to be approved .

Make sure your customers read the [Essential guide for applicants](#)

How it works

This guide contains only key information. When you need to find out more or check the finer detail, click on the links embedded throughout for the relevant part of our [reference document](#).



This guide is for you:

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



Section 2

Scheme Basics



You should be able to speak knowledgeably with customers about the scheme. This section touches upon some of the key points:

Which scheme should the customer apply to – the Domestic or Non-Domestic RHI?

Key to joining the Domestic RHI is that the renewable heating system provides heat to a property that can get a domestic EPC. Without one, your customer won't be able to join. Having a domestic EPC won't preclude your customer from joining the Non-Domestic RHI if they would be eligible, but they can only apply to one scheme. To find out more, about the joining requirements for properties, see [domestic](#) in the reference document.

Product eligibility criteria

Don't risk giving customers wrong advice about which products are eligible for the Domestic RHI scheme. It's not enough for it just to be accredited under the Microgeneration Certification Scheme (MCS) and be one of the renewable technologies (biomass, air source and ground source heat pumps, solar thermal panels). You must also check the model. Make sure you understand the criteria that relate to the heating system, you, your customer and their property.

[See sections 3 and 4.](#)

Evidence required to apply

To help them complete the application form, make sure your customers have:

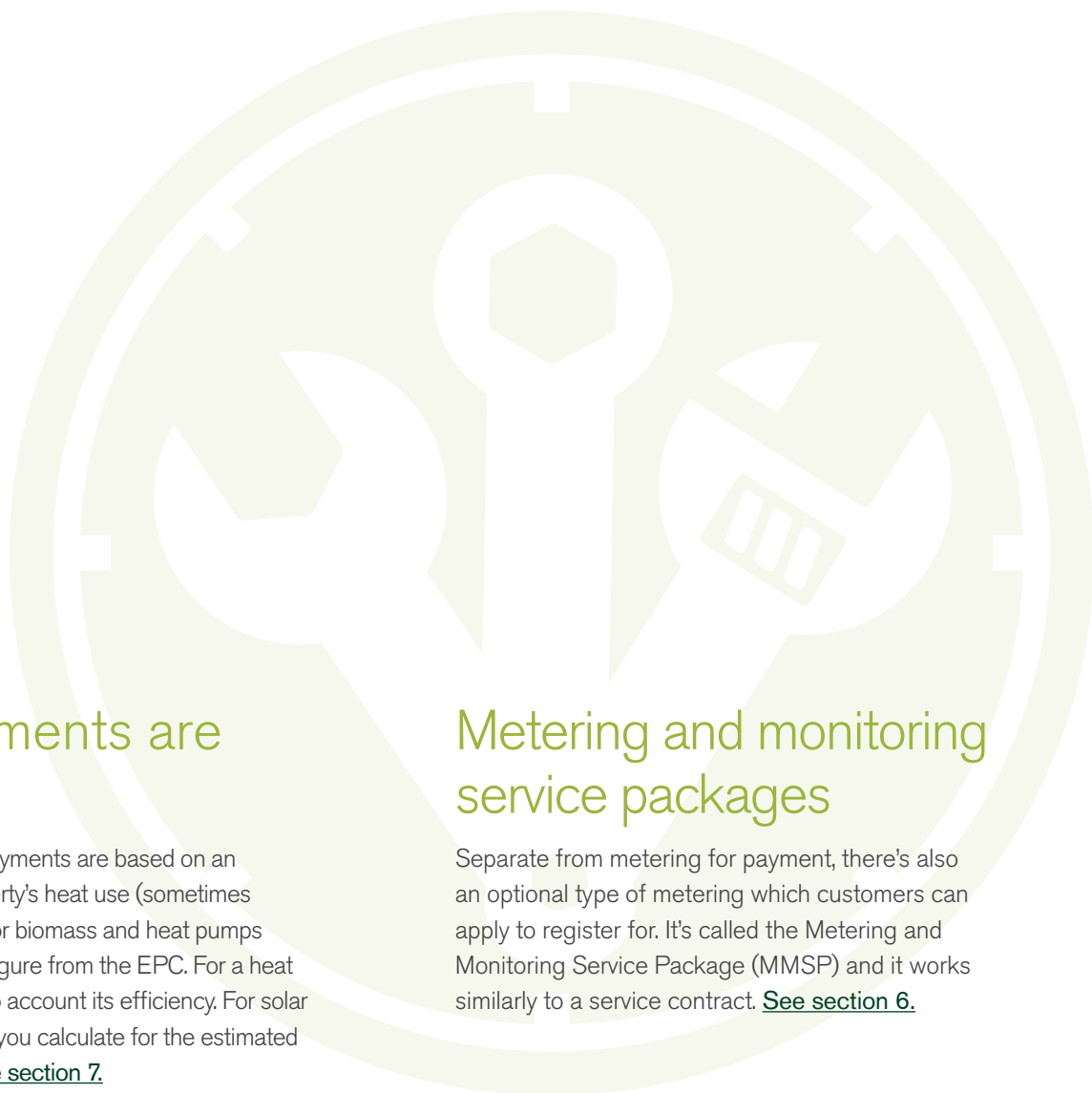
- 🏠 an MCS Installation certificate number
- 🏠 a domestic EPC number
- 🏠 a Green Deal report number

Some applicants have to provide more evidence, depending on their circumstances.

[See section 5.](#)



*EPC reference number *Green Deal reference number *MCS certificate number



What payments are based on

For most applicants, payments are based on an estimation of the property's heat use (sometimes known as deeming). For biomass and heat pumps we use the heat load figure from the EPC. For a heat pump we also take into account its efficiency. For solar thermal use the figure you calculate for the estimated annual generation. [See section 7.](#)

Which systems need metering for payment

In specific circumstances, some applicants must install metering and submit regular readings to receive payments, so you need to know:

- ✔ **when a system must be metered**
- ✔ **how metering for payment works**
- ✔ **what metering documents you have to complete and give to your customer for their application.** [See section 6.](#)

Metering and monitoring service packages

Separate from metering for payment, there's also an optional type of metering which customers can apply to register for. It's called the Metering and Monitoring Service Package (MMSp) and it works similarly to a service contract. [See section 6.](#)

Differences for people who installed before the scheme opened

People whose system was first commissioned between 15 July 2009 and scheme launch are counted as 'legacy' applicants. Some may need meters retrofitted. You should familiarise yourself of the differences between them and other applicants. [See section 8.](#)

Supporting and handing over to your customer

The application process for the Domestic RHI scheme is designed to be straightforward. Unlike the Non-Domestic RHI, you won't be able to complete the application on your customer's behalf as they need to make certain declarations, but there is plenty you can do to support them. [See section 9.](#)



Section 3

Eligibility Criteria



To join the scheme a customer must meet the eligibility criteria that apply to their installer, themselves, the property and the heating system (which could include meters).

Eligibility criteria for applicants

- ▶ To apply for the Domestic RHI your customer must own the heating system. They must also own or occupy the property the heating system is in.
- ▶ If your customer received grant funding or other finance, they must have made at least some personal contribution to the cost of the heating equipment or its installation. Loans which your customers are liable to repay, will be considered as a personal contribution.

Eligibility criteria for the installer

- ▶ Your installation company must be an MCS member. When dealing with domestic consumers, you must comply with the RECC code of practice.
- ▶ The heating system installed for your Domestic RHI customer can be the first installation for which you're accredited under MCS, provided you can issue an MCS certificate for it.

Eligibility criteria for the property

- 🏠 Your customer must have had a Green Deal Assessment carried out for the property, unless their property is an [eligible new-build](#) (a self-built new property). Applicants who have already had a Green Deal Assessment carried out don't need another one (providing they can supply their Green Deal Advice Report number). They can find a [Green Deal Assessor](#) on the gov.uk site.
- 🏠 If the Green Deal Advice Report recommended loft and/or cavity wall insulation, your customer must install it before applying. A follow up EPC is required as verification. There are some exemptions from installing [loft and cavity wall insulation](#) which are detailed in the reference document.
- 🏠 The property must have a domestic EPC as proof of its 'domestic' status. An EPC is produced as part of the Green Deal Assessment.
- 🏠 Heat must only be provided to one single domestic property. If heat is provided to other properties or for other purposes this will not be eligible for the Domestic RHI, but may be eligible for the Non-Domestic RHI.

Technology criteria

- 🏠 The heating system must be MCS certified or equivalent.*

If you install and commission multiple products of the same technology at the same time in a single home, we regard it as one installation, even though it may include multiple MCS certificates. See [multiple products](#) in the Domestic RHI reference document.

- 🏠 Your customers can make up to two applications for the Domestic RHI per property. One for a biomass boiler or heat pump for space heating or space heating and hot water, and another for a solar thermal panel for water heating.
- 🏠 If your customer has already had a heating system approved under the Non-Domestic RHI scheme, they will not be eligible for the Domestic RHI for that heating system, or any other in the same property.
- 🏠 Any part of the heating system used to generate heat must not have been used before the system's first commissioning date. See [relevant parts](#).
- 🏠 The property must have been first occupied before the first commissioning date of the heating system. This is to prevent building developers claiming the Domestic RHI. The only exception is eligible new build properties. If you are installing a system in a new build property, for which your customer intends to claim Domestic RHI, then make sure they are aware that they will need to be able to provide [eligible new build evidence](#).
- 🏠 Unlike Non-Domestic RHI, customers will not be paid for any extra capacity added to the heating system once it has been accredited.

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



Section 4

Eligible Technologies



The heating systems eligible for the Domestic RHI are:

- 🏠 **biomass boilers and biomass stoves**
- 🏠 **air source heat pumps**
- 🏠 **ground source heat pumps**
- 🏠 **solar thermal panels**

The scheme does not impose a limit on capacity, but systems must be certified by the MCS.

All heating systems must meet the relevant [EN standards](#) listed in the Domestic RHI reference document.

Take note: The product must also be of an eligible type within the four technologies. An easy way to establish whether a product is eligible is by checking the [Product eligibility list](#). However you should familiarise yourself with the full technology criteria in Figure 1 and the detailed explanation that follows.



Figure 1

Technical Eligibility Requirements and Uses				
Home icon	Heating System Type	System Eligibility Requirements	Eligible Uses	Ineligible Uses
Home icon	Biomass boiler	Must use a liquid to provide space heating	Space heating or space and domestic hot water heating for a domestic property. Biomass systems do not have to provide water heating to be eligible, but may do so.	Designed to generate heat to cook food
		Must be designed and installed to use solid biomass fuel		
		Must comply with air quality requirements		
Home icon	Biomass stove	Must be designed and installed to use with wood pellets. (Log burning stoves are not eligible)	Space heating or space and domestic hot water heating for a domestic property	Designed to generate heat to cook food
		Must use a liquid filled heat exchanger, enclosed within the system		
		Must comply with air quality requirements		
Home icon	Air source heat pump	Must use a compressor driven by electricity	Space heating or space and hot water heating for a domestic property. Heat pumps do not have to provide water heating to be eligible, but may do so.	Designed to use heat from air expelled from an appliance or building when generating heat
		Must use a liquid to provide space heating		
		Must have a minimum SPF of 2.5*		
Home icon	Ground source heat pump	Must use a compressor driven by electricity	Space heating or space and hot water heating for a domestic property. Heat pumps do not have to provide water heating to be eligible, but may do so.	
		Must use a liquid to provide space heating		
		Must have a minimum SPF of 2.5**		
Home icon	Solar thermal	Must be flat plate or evacuated tube.	Hot water heating for a domestic property	Space heating or heating a swimming pool. Any use which is not domestic hot water heating. Generating electricity.

* Based on the Heat Emitter Guide.

Detail for the four eligible systems

*excluding 'legacy' those who commissioned prior to scheme launch

BIOMASS

Biomass systems must provide space heating and may also provide domestic water heating. Biomass boilers must be designed and installed to use solid biomass and biomass stoves must be designed and installed to use wood pellets. Additionally, biomass stoves must use an integrated heat exchanger which distributes heat via a liquid (eg: radiators).

Biomass boilers and biomass stoves can't be designed to generate heat for cooking. This means that biomass-fuelled range cookers will not be eligible for the Domestic RHI.

Biomass systems are permitted to use integrated immersion heaters, either for a hot water cylinder or domestic hot water heating, or supplementary electric heaters (where the electric heater and biomass part are controlled using the same system). Other fossil-fuel inputs are not eligible, except when used for ignition.

If a biomass boiler is designed with an installation capacity which is insufficient to provide heating to all parts of the property, then the system will need metering, [see section 6](#).

Air quality requirements for biomass:

All biomass products commissioned after scheme launch must meet the [air quality requirements](#). These set out the maximum levels of pollutants that a biomass system can produce and still be eligible for the Domestic RHI. Biomass products which

meet these requirements will have been issued an RHI emissions certificate. This contains specific information about the emissions created by the system. If you wish to check whether a product has an RHI emissions certificate see the [HETAS Air quality certificate list](#) or the [Product eligibility list](#). There is more information about [emissions certificates](#) in the reference document.

Make sure that your customers are aware that they can only use the fuels listed on the emissions certificate. To check, see the HETAS Air quality certificate list or the Product eligibility list.

If your customer uses a fuel which is not covered by the emissions certificate, they will be breaking the scheme rules. We will do spot checks, so you should advise them to keep a record of fuel purchases

Biomass sustainability:

Sustainability requirements for biomass are expected to come into force in autumn 2014. From then, all fuel must be from a sustainable source from an approved supplier. This will apply to both future applicants and people who have already joined the scheme. You should advise your customers to think before stockpiling fuel, when they don't know if it will be sustainable.

It's intended that a list of approved suppliers will be released in spring 2014. This is based on information supplied by the Department of Energy and Climate Change, and depends on changes to the Domestic RHI Regulations.



🏠 GROUND SOURCE and 🏠 AIR SOURCE HEAT PUMPS

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

Ground source heat pumps:

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

Air source heat pumps: Like ground source heat pumps, air source heat pumps require a compressor driven by electricity to be eligible under the Domestic RHI.

Heat pumps can't be designed to use 'exhaust air':

Air source heat pumps cannot be designed to use exhaust heat. That's residual heat which has been expelled from a building or appliance, as in, for example, building ventilation systems. Heat pumps that provide cooling are eligible, but RHI payments will not include energy used for cooling. Heat pumps that only provide cooling, such as air conditioning units are not eligible.

Design seasonal performance factor (SPF): To be eligible, all heat pumps must have a minimum SPF of 2.5. We take the design SPF of the heat pump into account to work out payments.

▪ **For heat pumps installed when the scheme is open**, you must calculate the SPF using the [Heat emitter guide](#) (MCS 021). See full details on page 16 and 17.

▪ **For heat pumps for legacy applicants**, these will automatically be assigned an SPF of 2.5. Legacy customers may approach you to get their SPF reassessed as its efficiency affects their payments. To do this, calculate the SPF using the [Heat emitter guide](#). Use our [Legacy SPF calculation template](#) to help you provide the correct information.



🏠 SOLAR THERMAL SYSTEMS

Two types of solar heating system are eligible for the Domestic RHI – evacuated tubes and liquid filled flat plate collectors. Photovoltaic thermal panels, which are also used to generate electricity, are not eligible.

Solar thermal systems must be designed and installed **only** to provide domestic water heating. Those designed to provide space heating, heating to a swimming pool or for any purpose other than heating [domestic hot water](#) will not be eligible for the Domestic RHI.

Solar thermal systems will not require metering for payment in any situation. This includes where it is installed alongside another space heating system, such as a biomass system or heat pump.



Section 5

Evidence Required to Apply

Make sure your customer reads the [Essential guide for applicants](#) and is familiar with the eligibility criteria. To complete the application form they'll need to provide the following:

All applicants:

- ✓ MCS Installation certificate number
- ✓ Domestic EPC number
- ✓ Green Deal Advice Report number (except eligible new builds)
- ✓ answers to eligibility questions and to sign up to the scheme rules
- ✓ personal information including bank details
- ✓ Cost of the heating system, for scheme evaluation purposes

Some applicants need to provide additional evidence:

- ✓ for registered social landlords making their first application, the applicant will need to provide their organisation's registration number, the registered name and address, and also a [letter of authorisation](#)
- ✓ where the property requires metering for payment, the applicant will need to provide additional information about their metering arrangements. [See section 7.](#)

Other evidence

We try to process applications automatically, but will sometimes need applicants to provide other evidence which we'll review manually. This could be because our system flags something unexpected (such as an MCS certificate number that's already in use). For details, including what your customer may need to provide, click on the following links or see our section on [manual review](#) in the reference document.

- [Where there is an insulation exemption](#) – if it's not possible to install loft or cavity wall insulation recommended in the Green Deal Assessment Report. This would be for listed buildings, buildings in a Conservation Area, buildings housing protected species or with structural or environmental reasons that make installing insulation unfeasible.
- [Where the applicant has an eligible new build property](#) – if your customer constructed or commissioned the construction of their own home.
- [Legacy SPF calculation](#) – if your customer has asked you to assess their heat pump's performance.
- [MMSP](#) – where you have installed a metering and monitoring package.
- [New product](#) – if the product installed is MCS-certified, but not listed on the Product Eligibility List.
- [Multiple products](#) – if the heating system you installed is made up of more than one product.
- [Non-RHPP grant funding](#) – if the applicant received public funding other than for the Renewable Heat Premium Payment, they may be asked to provide extra information.
- [Letter of authorisation](#) – for organisation/company-owned installations where payments are made into an organisation bank account. They will be asked to complete the letter to nominate their authorised representative to be the applicant.
- [Joint ownership authorisation letter](#) – joint owners, if requested, may have to state the applicant has permission to apply for the Domestic RHI from the other owners.



Metering



You must know about two areas for Domestic RHI metering:

- 🏠 **which systems must be metered to receive payment**
- 🏠 **an optional metering and monitoring service package**

Metering for payments

Whether or not a system has to be metered is not a customer choice. It depends on several factors and for some it's required under the scheme rules:

- 🏠 if there is a back-up space heating system in the property – an eligible renewable heating system installed alongside another fossil-fuel space heating system
- 🏠 if the heating system combines a heat pump with a fossil fuel system, like a gas boiler within the same product
- 🏠 if the biomass boiler or stove has an installation capacity which does not provide 100% of the space heating requirement
- 🏠 if the property was occupied for less than 183 days of the previous year.

If your customer falls into any of these categories, their heating system will need to be metered.

For more, see our [Essential guide to metering](#). You may also wish to consult the [MCS Domestic RHI metering guidance](#), which provides further information on when metering is required.

Answering metering questions for the application form

Your customer will be asked additional questions about metering in the application form. You must give them with answers.

To do this, complete our installer metering questions document. There are versions for [biomass](#) and [heat pumps](#). Give it to your customer and also the alternative metering arrangements template if required. It is also available in [biomass](#) and [heat pump](#) versions.

Without them, they'll be unable to complete their application.

Take note: Solar thermal systems don't require metering

Metering and Monitoring Service Package (MMSP)

The MMSP is an optional package, similar to a service contract. It is a sophisticated package which needs to be installed by an MCS installer. Heat meters and temperature sensors are connected to a software package that monitors and records the system performance. It's for owners of biomass pellet boilers or heat pumps.

Those who apply for it receive an increase in payments designed to cover most of the costs of participating. It allows them to monitor the performance of their heating systems and provides information for Department of Energy and Climate Change (DECC) to evaluate the effectiveness of the scheme. There will be a set budget for MMSP on a first come first served basis.

How it works

MMSPs consist of a package of high specification energy and temperature meters which are installed on the heating system. These log data every two-minutes. The data is pulled together and presented on a data-viewing platform that shows the analysis and can be accessed remotely.

Requirements

The MMSP must be installed by an MCS installer. There must also be a signed agreement between you and the customer stating that you will provide a support service and meet other requirements in the regulations. This agreement must be valid for the period of registration, ie until the customer's RHI tariff payments stop – a maximum of seven years.

Your customer must then register a copy of the MMSP agreement with us. Without the agreement, we can't register it. It's important that your customer knows you need access to the data to check how their system is performing.

If you're interested in providing a MMSP, then in the first instance you should contact us at domesticrhi@ofgem.gov.uk to discuss both the technical requirements and the requested agreement.

Metering for scheme payments and the MMSP

Where your customers have to be metered for payment, they may wish to install metering through the MMSP. Its requirements should fulfil those for metering for payment. This means some of the data from the MMSP should be able to be used for the quarterly payments.

Take note: If they are receiving deemed payments, your customer cannot install the metering and monitoring package and then choose to be metered for payment.

For more information see our [Essential guide to optional monitoring - Metering and Monitoring Service Package](#).



Payments



When do payments start?

If an applicant is successful, payments will be backdated to the date of application. That means the day we receive a complete application, containing all the supporting documentation and completed declarations. Payments are made quarterly in arrears for seven years.

What are they based on?

For most people, payments will be based on an estimate of their property's heat use known as deeming. It's important that your customer knows which figures will be used to calculate their payments.

Make clear to your customer

Make sure your customer understands what their payments will be based on.* Calculations you conduct as part of the design of the system will **not** be used to estimate payments. Therefore it would be misleading to quote these figure when estimating RHI payments. However, you may wish to use them to estimate fuel bill savings for your customer.

Payments for some applicants will be based on metering but will still be capped at the limit indicated by the EPC. [See more in section 6.](#)

*Include the heat use figures in the Domestic RHI installer checklist. It's not a mandatory document but completing it is good practice. It provides assurance that you're designing the system with it being eligible for the Domestic RHI. You leave a copy with your customer. It's included at the rear of this guide in [section 9.](#)

For BIOMASS:

We take the heat load figure in kWh from the EPC. It could be the total space and domestic hot water heating figure, or just the space heating figure, depending on what the system has been sized to heat. The EPC is produced as part of the Green Deal Assessment. If it recommends loft and cavity wall insulation we take the figure from the follow-up EPC. This is necessary to verify that the insulation has been installed. Note, the heat load figure will be lower.



For HEAT PUMPS:

As with biomass systems, **we take the heat load figure from the EPC**, but factor the design SPF into the payment calculation (more information overleaf).



For SOLAR THERMAL:

We use the estimated annual generation figure that you calculate.



Tariff rates

These are published on our website. They will be adjusted on 1 April each year in line with the Retail Price Index. Aside from that, applicants stay on the same tariff level as when they were approved for the scheme, throughout their seven years' participation.

Take note: Ensure that you use the total (both space and domestic hot water) heating demand unless the equipment is sized only to produce space heating, in which case only space heat load is used. Use the figures from the follow-up EPC after loft and cavity wall insulation have been installed if they were recommended in the Green Deal Advice Report.

Calculating payments for deemed properties (payments based on estimated heat use)

All participants to the scheme will be paid at quarterly intervals over the seven years' payment lifetime. The following figures calculate the total annual payment.

For biomass installations: All of the heat output is counted as renewable. The tariff rate is multiplied by the annual deemed heat load (kWh) taken from the EPC:

$$\text{Home icon} \quad \text{kWh} \times \text{tariff (p/kWh)} \div 100 = \text{£/yr}$$

For heat pump installations: Because heat pumps run on electricity, not all of the heat output is counted as renewable. We deduct the portion that isn't renewable by using the design SPF (as a decimal) as part of the calculation. This figure is on the MCS database. If it has a star-rating, convert this into a decimal using the [Heat emitter guide \(HEG\)](#). Please note that we will not use the SPF figure worked out using MIS 3005 stated on the Compliance Certificate to calculate deemed payments.

The annual deemed heat load is multiplied by the tariff rate and (1-1/SPF). Figure 2 on the next page illustrates what numbers to use for the (1-1/SPF) calculation. The red figures are for a HEG design SPF of less than 2.5 and would not be eligible for the Domestic RHI. An SPF of 2.5, which is the default value for legacy systems would result in a multiplier of 0.6

The calculation is:

$$\text{Home icon} \quad \text{kWh} \times \text{tariff (p/kWh)} \times (1-1/\text{SPF}) \div 100 = \text{£/yr}$$

For solar thermal installations: All the heat output of solar thermal panels is counted as renewable. The tariff rate is multiplied by the deemed heat load, taken from the 'estimated annual generation' figure you calculate:

$$\text{Home icon} \quad \text{kWh} \times \text{tariff (p/kWh)} \div 100 = \text{£/yr}$$

Heat emitter guide

HEG Star rating	Ground Source Heat Pumps	(1-1/SPF)	Air Source Heat Pumps	(1-1/SPF)
★★★★★★	4.3	0.77	3.6	0.72
★★★★★	4.1	0.76	3.4	0.71
★★★★	3.7	0.73	3.0	0.67
★★★	3.4	0.71	2.7	0.63
★★	3.1	0.68	2.4*	Not eligible
★	2.8	0.64	2.1*	Not eligible

Figure 2. Numbers to use for the heat pump SPF calculation

Calculating payments for metered properties

Payments are based on the quarterly meter readings supplied by the customer. They're calculated as the tariff rate multiplied by the eligible renewable heat generated that quarter.

Payments are capped at the deemed heat load amount for the property. So in a given year, metered applicants will not be paid for any heat generated in excess of the kWh figure on their EPC (adjusted by the SPF for heat pumps) or MCS certificate.

For more, see the [Essential guide to metering](#).

Payments for owners of heating systems that received grant unding

If the funding was from a public source, we deduct it from the quarterly payments in even amounts spread over seven years.

Scheme budget management

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

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

Take note: Degression affects only new applicants – legacy applicants and applicants who submit an application before the reduction takes effect will not be affected. For more information on degression, including the rules surrounding reductions, see [scheme budget management](#) in the reference document.



Section 8

Differences for Legacy Customers

People who installed a renewable heating system before the scheme launches are counted as 'legacy' applicants. This includes both people who received the Renewable Heat Premium Payment (RHPP) and those who didn't.

The eligibility requirements are largely the same, although there are a few differences.

Joining requirements

- 🏠 Legacy installations don't need to meet current MCS standards, only the standards that applied at the time of commissioning the system.
- 🏠 Biomass systems don't need to be metered for payment if they are not sized to meet 100% of the property's space heating requirements, unless other reasons apply.
- 🏠 Legacy applicants with biomass installations don't need to meet the [air quality requirements](#).
- 🏠 Some legacy applicants who have heat pumps may ask you to calculate their SPF. To do this, use the 'Heat Emitter Guide' on page 17 and complete our [Legacy SPF assessment form template](#). They can only do this before they apply, not afterwards.

Timing for applying

If your customer received the RHPP, their application to the Domestic RHI will be subject to a phased scheme launch and they won't be able to apply straight away. This is to avoid problems that could be created by large numbers of legacy applicants applying at the start.

The phasing in works as follows:

- 🏠 if the customer installed their heating system before the scheme opened, but did not receive Renewable Heat Premium Payment (RHPP) funding, they can apply straightaway.

- 🏠 if the customer applied for RHPP funding before 20 May 2013, they will be able to apply three months after the scheme opened, ie from 9 July 2014.
- 🏠 if the customer applied for RHPP funding from 20 May 2013 they can apply six months after the scheme opened, ie from 9 October 2014.

Deadline for applying

To be eligible for Domestic RHI payments, all legacy applicants must apply in the first year of the scheme, ie before 9 April 2015.

Tariffs

If during the first year of the scheme, government has to reduce tariffs as part of its budget control known as degression – see page 16, legacy applicants won't be affected and will receive the original tariff.

Anything else?

- 🏠 Some legacy applicants may need meters retrofitted, or may have metering that requires verification by an MCS installer. In both scenarios you will need to give your customer answers to the installer metering questions in their application form. See the [Essential guide to metering](#).
- 🏠 They will have to check their system is eligible. An easy way to do this is using the [Product eligibility list](#).
- 🏠 They will still need a Green Deal Assessment*.
- 🏠 They must still fit loft and cavity wall insulation if recommended in their Domestic EPC, unless they can provide suitable evidence that it is unfeasible. See [insulation exceptions](#).

* The only exception is for eligible new-builds, by people who built their own new home.



Supporting and Handing Over to Customers



Supporting your customer's application

The Domestic RHI has a much simpler application process than its Non-Domestic counterpart. It's designed to be straightforward, so generally customers won't need your help to complete it. Unlike the Non-Domestic RHI scheme, they won't be able to set you up as an additional user, so you can't complete it on their behalf. This is because they need to make certain declarations.

You may find our 'Domestic RHI Installer Checklist' on page 22 useful and you should also see section 5, on evidence required to apply.



Handing over to your customer

Documentation

Under MCS rules, you should produce an MCS certificate for each installation you have commissioned (within ten working days of the commissioning date). The customer needs the certificate number to be able to apply to the scheme.

For new installations you will also need to complete a MCS Compliance Certificate before a MCS certificate can be generated. Compliance certificates can be downloaded from the [MCS website](#).

Additional documentation

In addition to the MCS installation certificate you may need to provide:

- 🏠 an itemised invoice, showing parts and labour
- 🏠 a calculation of SPF using the [Heat emitter guide](#) and our [Legacy SPF template](#) (for customers with legacy heat pumps only)
- 🏠 the completed Installer metering questions form if your customer requires metering, plus other metering documentation. There are versions for [biomass](#) and [heat pumps](#).

See the [MCS Domestic RHI metering guidance](#) for full information about metering document requirements at handover.

Use the checklist

Consider using the [Domestic RHI Installer Checklist](#). It's not mandatory, but it gives your customer the key information they will need when applying – including the figures their payments will be based on.

The checklist also provides assurance that you're designing the system with the intention of it being eligible for the Domestic RHI. See a copy on page 22.

Maintenance, servicing and efficient use of heating system

The scheme requires the owner to keep the heating system in good working order throughout their seven years' participation. It would be helpful for you to outline anything that the customer should do to run their heating system to its design efficiency, and to best maintain it. This especially includes any actions that might invalidate the warranty, such as tampering with the system or burning inappropriate fuel in a biomass system.

Remember that your customer might not live in the property. It's vital that this information is shared with the user of the system.

How you can help your customer

- 🏠 Make sure your customer reads the [Essential guide for applicants](#), knows to refer to the reference document where necessary, and the [Essential guide to metering](#), if you believe they require metering to be eligible for payments.
- 🏠 Highlight where the **MCS installation number, EPC number** and **Green Deal Advice Report number** are on their certificates. Or even better, complete our [installer checklist](#) so that your customer has all of this information they need in one place.

For metered customers:

- ✔ Make sure you provide a copy of the installer metering questions which your customer will need when completing their application.
- ✔ Make sure you show them how to use and read the meters.
- ✔ Label the meters so that they know which is which.

For heat pump customers:

- ✔ Remind them to check they're on the right tariff. If having a large heat pump installed, they may be able to negotiate rates with an electricity supplier. A small fault in the installation can result in a large increase in electricity bills. Encourage them to pay attention to readings when the heat pump starts working and contact you if they appear to be increasing too quickly.

For biomass customers:

- ✔ Sustainability requirements for biomass are expected to come into force in autumn 2014. From then, fuel must be purchased from a renewable source from an approved supplier. You may want to advise your customer to think before entering into a long-term agreement with a supplier until the approved supplier list is published.
- ✔ Discuss safe fuel storage with your customer.

Reminders

- 🏠 Customers installing after the scheme opening date have 12 months to apply. This begins on the commissioning date on the MCS certificate.
- 🏠 If your customer can't apply online, we can offer support. Ask them to call our applicant support centre on **0300 003 0744**.
- 🏠 Provide an itemised invoice, broken down into parts and labour, when billing your customers. They need this information at application.





Ofgem Domestic RHI installer checklist

This optional checklist doesn't need to be submitted to us but can be used to:

- confirm whether the heating system has been designed and installed to be eligible for the Domestic RHI
- provide some of the key information that will be needed at application
- provide some of the key information used to calculate payments

The renewable heating system

Is this installation intended to be Domestic RHI compliant? Yes No

Does the product meet the technical RHI eligibility requirements? Yes No

(you can check if we've already assessed the product as eligible using the Product eligibility list)

Is the installation comprised of [multiple products](#)? Yes No

Heat provision

Heat is delivered by a liquid? Yes No

Designed to provide:

Space and water heating

Space heating only

Water heating only

Having read the [MCS Domestic RHI Metering Guidance](#), does the installation require metering? Yes No

Key numbers for application

MCS installation number:

(if known) EPC number:

(if known) Green Deal Advice Report Number:

Key numbers for payments

For heat pumps: HEG SPF:

For solar thermal: MCS estimated annual generation kWh:

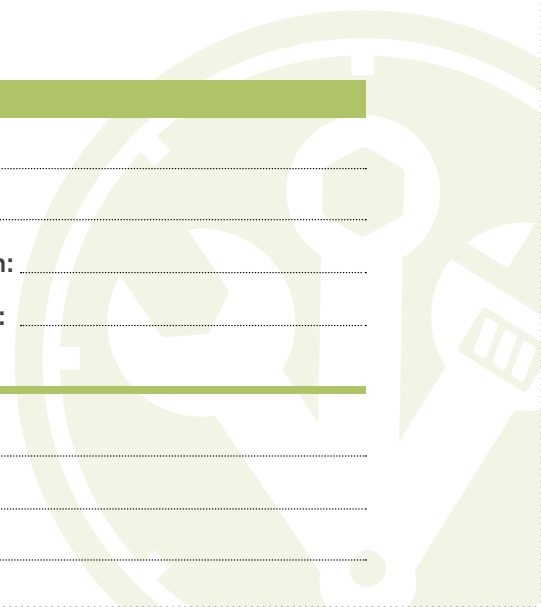
(if known) the EPC deemed load: Space heating kWh:

Water heating kWh:

MCS installation company name and number:

MCS installer name:

MCS installer signature:





Section 10

Contact Details, Guides and Useful Links

Factsheets Basic information for consumers

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

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

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

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

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

Domestic RHI essential guides

Full information about the scheme

[Essential guide for applicants](#)

[Essential guide for installers](#)

[Essential guide to metering](#)

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

Domestic RHI reference document

Use to check the finer detail of a particular topic

[Domestic RHI reference document](#)

Contact details for consumers

If they haven't started the application process yet:

consumers can get free general information about the Domestic RHI from:

Energy Saving Advice Service

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

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](#)

Once consumers have started the application

process and afterwards: consumers can direct queries to Ofgem at our Domestic RHI Applicant Support Centre:

Call **0300 003 0744**

Email domesticrhi@ofgem.gov.uk

Ofgem links

[The Domestic RHI application portal](#)

[Product eligibility list for Domestic RHI](#)

[Heat emitter guide for Domestic RHI](#)

[Non-Domestic RHI scheme](#)

[Domestic RHI installer checklist](#)

Department of Energy and Climate Change

For information on the policy

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

All our guide material is based on the Domestic Renewable Heat Incentive Scheme Regulations 2014.

Relevant associations and organisations

Microgeneration Certification Scheme (MCS)

MCS certification bodies

<http://www.microgenerationcertification.org/mcs-standards/certification-bodies>

MCS Installer Standards and MCS Domestic RHI

Metering Guidance documents

<http://www.microgenerationcertification.org/mcs-standards/installer-standards>

Renewable Energy Consumer Code (RECC) - for

queries relating to the consumer code

<http://www.recc.org.uk/>

Renewable Energy Association

<http://www.r-e-a.net/>

Heat Pump Association

<http://www.heatpumps.org.uk/>

Ground Source Heat Pump Association

<http://www.gshp.org.uk/>

Solar Trade Association

<http://www.solar-trade.org.uk/>

London

9 Millbank
London SW1P 3GE
Tel: 020 7901 7000

Scotland

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

Wales

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

www.ofgem.gov.uk