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Domestic Renewable Heat Incentive (RHI)

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Essential Guide for Applicants

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

Essential Guide for Applicants

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Section 1

About This Guide

Who it's for

This guide is for anyone looking to apply to the Domestic RHI scheme. It's about the joining requirements, how to apply and the rules you must stick to if your heating system is approved.

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

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

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

How it works

This guide is designed to provide the information about the scheme most commonly sought by applicants. It doesn't give full information about certain aspects; instead you'll see links throughout to the relevant section in our detailed Domestic RHI reference document.

Purpose of the scheme

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

Our other guides

In the Essential Guides series we also have:

Essential Guide to Metering

Essential Guide to Optional Monitoring – Metering and Monitoring Service Package

Essential Guide for Installers

This guide is for you:

Please 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

Before You Apply

Make sure renewable energy is right for you

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

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

Key to applying

The four eligible heating systems 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 domestic Energy Performance Certificate (EPC) for the property. Without one you can't join.

If your property isn't capable of obtaining a domestic EPC, you may wish to see whether you would be eligible for the Non-Domestic RHI scheme.

Before purchasing a renewable heating system

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

In addition to your heating system being one of the four eligible for the scheme, your specific product must also be an eligible type.

If you're planning to purchase or have already installed your heating system you should check whether it's on the Product eligibility list. It's the easiest way to check as the list shows which products have already been assessed as eligible for the scheme.

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

Have a Green Deal Assessment

Before applying for the Domestic RHI you must have a Green Deal Assessment carried out for your property (unless it is self-built – further information will be provided in section 6). If recommended you must then install loft and cavity wall insulation. If you already have it, you're still required to have a Green Deal Assessment.

See Section 6 for more information on how the Green Deal works with the Domestic RHI and the scheme's requirements for loft and cavity wall insulation.

Check the scheme rules

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

The scheme is funded by public money and so to help make sure people keep to the rules, we run a full audit programme, including remote checks and site visits for which anyone can be selected at any time. See Section 12.

For general queries

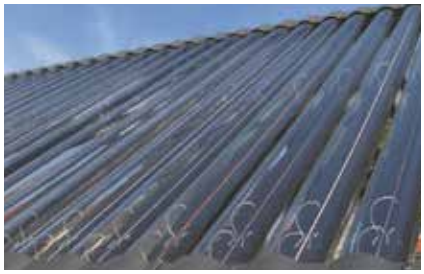
For free, impartial advice about the Domestic RHI scheme contact:

- **Energy Saving Advice Service on 0300 123 1234**
(if you live in England or Wales). Calls are charged at the national standard rate.
- **Email: energy-advice@est.org.uk**

- **Home Energy Scotland on 0808 808 2282**
(if you live in Scotland). Calls are free from landlines and most mobile networks.
- **Online email form**

Section 3

Requirements for Heating Systems



The four eligible heating systems

The eligible heating systems for the Domestic RHI are:

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

Check your product

There is no limit on capacity, the size of your system in kilowatts, but systems must be certified by the Microgeneration Certification Scheme (MCS) or an equivalent scheme[1].

The specific product must also be eligible. Check the Product eligibility list to find out. If your product is not listed, you'll need to contact your installer to discuss your next steps.

Check heat uses

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

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

Solar thermal systems must produce heat solely for domestic hot water.

The table on the next page shows a summary of the eligibility requirements, eligible uses and ineligible uses for the different heating system types. The eligible and ineligible uses will usually correspond to a design feature of the heating system. In these cases, your heating system must not be designed to allow ineligible uses. Criteria for each type are explained in more detail after the table. Please note that all heating systems must meet the relevant EN standards listed in the Domestic RHI reference document.

[1]A scheme with functions equivalent to MCS and accredited under EN 45011 or EN 1S0/IEC 17065:2012

Technical Eligibility Requirements and Uses

Heating System Type	System Eligibility Requirements	Eligible Uses	Ineligible Uses
Biomass boiler	Must use a liquid to provide space heating Must be designed and installed to use solid biomass fuel Must comply with air quality requirements	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
Biomass stove	Must be designed and installed to use with wood pellets. (Log burning stoves are not eligible) Must use a liquid filled heat exchanger, enclosed within the system Must comply with air quality requirements	Space heating **or** space and domestic hot water heating for a domestic property	Designed to generate heat to cook food
Air source heat pump	Must use a compressor driven by electricity Must use a liquid to provide space heating Must have a minimum SPF of 2.5	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
Ground source heat pump	Must use a compressor driven by electricity Must use a liquid to provide space heating Must have a minimum SPF of 2.5	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.	
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.

The **four** eligible systems in detail

BIOMASS

Biomass systems must provide space heating and can 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. Biomass stoves must use an integrated heat exchanger which distributes heat via a liquid (eg radiators).

Biomass boilers and biomass stoves must not be designed to generate heat to cook food. 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.

Air quality requirements for biomass:

All applications for biomass products commissioned after the launch of Domestic RHI must meet the air quality requirements. To be eligible biomass products must have been issued an **RHI emissions certificate**, which contains specific information regarding the emissions created by the 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.

Fuels for biomass:

If you have to meet the air quality requirements, the fuels you're allowed to use are limited to those listed on the emissions certificate. To check, see the HETAS Air quality certificate list or the Product eligibility list. If you use a fuel which is not covered by your emissions certificate, you will be breaking the scheme rules. We may check, so **you should keep a record of fuel purchases.**

Safety:

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

Biomass fuel sustainability:

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

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

Take note:

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

GROUND SOURCE and AIR SOURCE HEAT PUMPS

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

Ground source heat pumps:

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

Air source heat pumps:

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

Seasonal Performance Factor:

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

For heat pumps with a commissioning date on or after the launch of Domestic RHI, your installer will calculate the SPF using the Heat emitter guide. It has six star ratings which equate to six design SPF figures (see the table in figure 1 below). This number will be entered directly into the MCS database when the heating system is registered and **will be the number used when calculating RHI payments**. The SPF figure shown on your MCS Compliance Certificate is **not** the figure that will be used for the purpose of calculating payments.

Figure 1. Heat Emitter Guide star ratings

Star rating	GSHP SPF	ASHP SPF
★★★★★★	4.3	3.6
★★★★★	4.1	3.4
★★★★	3.7	3.0
★★★	3.4	2.7
★★	3.1	2.4*
★	2.8	2.1*

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

For heat pumps with a commissioning date prior to Domestic RHI launch, the SPF won't be listed on the MCS database and will automatically be assigned an SPF of 2.5 (the minimum eligible SPF for heat pumps). If you believe that your heating system performs at a higher SPF, you may wish to contact an MCS installer and request that they assess your SPF in accordance with the Heat Emitter Guide. You will be asked to provide a copy of the installer's calculations at application using the Heat pump SPF calculation template.

Check carefully

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

SOLAR THERMAL SYSTEMS

There are two types of solar thermal systems eligible for the Domestic RHI – evacuated tubes and liquid filled flat plate collectors. Solar thermal systems must be designed and installed **only** to provide heating for domestic hot water. 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. Additionally, solar collectors **cannot** be used to generate electricity.

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

Find out more

For more information on the four eligible heating systems and how they work, the Energy Saving Trust has produced a series of factsheets.

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

Section 4

Requirements for Properties

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

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

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

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

Check whether yours is domestic

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

If you are applying for a heating system installed in England or Wales, you can enter your postcode into the Landmark register at https://www.epcregister.com/.
To check whether an EPC already exists for a property in Scotland see https://www.scottishepcregister.org.uk

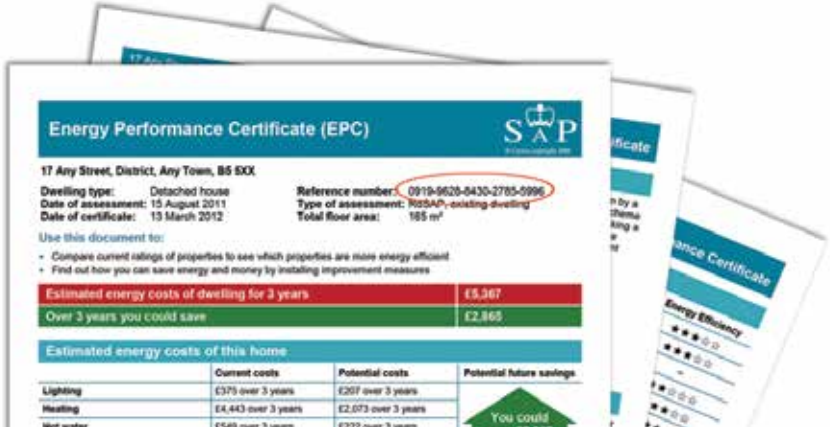


Figure 2: Is my EPC domestic?

Where it's straightforward

A domestic EPC is the proof we need that your property has been assessed as a domestic premises.

Most individual properties (detached, semi-detached and terraced houses, flats and maisonettes) which serve primarily as a residence for a single household will be considered to be domestic properties or dwellings and so will receive a domestic EPC.

Domestic properties which have small business uses within the property will be eligible for the scheme, providing that the business function is **within the property that is covered by the domestic EPC.** For example, a home office within a domestic property would be eligible, providing the domestic EPC covers the entire property, including the office.

Where it can be more complicated

If your property set-up doesn't quite fit into the standard descriptions, or if your renewable system supplies heat to more than one building, it can be more difficult to decide whether to apply to the Domestic or Non-Domestic RHI scheme. Or, if you'd be eligible to join either. It depends on several factors and will be assessed on a case-by-case basis, but very generally:

- **properties with a home office within a house that has, or can get a domestic EPC, should be eligible for Domestic RHI.**
- **properties with annexes attached to the house are normally covered by one domestic EPC and should therefore be eligible for Domestic RHI.**
- **properties with a main house and a self-contained outbuilding (with its own bathroom and kitchen), both heated by a single renewable heating system would normally have an EPC for each, and would not be eligible for the Domestic RHI (as it provides heat to multiple domestic properties) . They may be for the Non-Domestic scheme.**
- **properties with a main house and other outbuildings, all heated by a renewable heating system may not be eligible for the Domestic RHI. They may be for the Non-Domestic scheme.**

As a starting point, you could check for what buildings your EPC was issued with your EPC advisor. For more information about eligibility for renewable systems that heat multiple buildings, see domestic in the reference document.

Section 5

Other Joining Requirements

Other requirements for heating systems:

MCS certification: The renewable heating system must be Microgeneration Certification Scheme (MCS) certified, or equivalent[2] . All heating systems must have an MCS certificate and will therefore be installed by an MCS-certified installer. Heating systems which do not have an MCS certificate will not be eligible for the Domestic RHI. See the MCS accredited installers section of MCS website

The heating system must have been first commissioned from 15 July 2009:
Any heating systems first commissioned before 15 July 2009 are not eligible. Any systems commissioned on or after 15 July 2009, but before the Domestic RHI opened are termed **'legacy' applications**. There are some differences in the eligibility criteria and application information that needs to be provided by legacy applicants versus others, as well as restrictions on when you can apply. See section 8.

The heating system must have been first commissioned on or after 15 July 2009:
All relevant parts of the heating system must have the same first commissioning date, and this must be on or after 15 July 2009. No relevant part of the renewable heating system which generates heat can have been before the first commissioning date (no relevant equipment can be second hand).

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

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

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

[2]A scheme with functions equivalent to MCS and accredited under EN 45011 or EN 1S0/IEC 17065:2012

Making a financial contribution towards funded heating systems

All applicants must have made some financial contribution to the cost of the heating system or its installation. If your heating system 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 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 systems paid for wholly or partly this way are still eligible.

If you did not make a financial contribution to your heating system, or its installation please see the section on making a financial contribution in the Domestic RHI reference document.

You must not be approved for the Non-Domestic RHI

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

Other property eligibility criteria

Ownership: The applicant must either **own** or **occupy** the property the heating system heats.

Timing of commissioning of the heating system: The heating system must be installed after the property is first occupied, unless the property is an eligible new build (self-build).

Eligible new build (self-build): For Domestic RHI, a new build property is any property that had a renewable heating system installed and first commissioned before the property was first occupied.

New build properties are only eligible when the property was built principally using the labour or resources of the first owner. The first owner of the new build property must be an individual as must all subsequent owners (and part-owners).

If your property is an eligible new build, you'll be asked to provide a copy of your self-build insurance warantee, VAT exemption letter for building materials from HMRC or a copy of your Community Levy exemption letter.

See more information on eligible new builds and evidential requirements in the Domestic RHI reference document.

Section 6

Getting a Green Deal Assessment and Installing Loft and Cavity Wall Insulation

Before applying to the Domestic RHI

You must have a Green Deal Assessment carried out for your property. This applies to everyone except eligible newbuilds. Eligible properties constructed by self-builders will already be energy efficient because they're built to recent building regulation standards. Instead of obtaining a Green Deal Assessment, self-builders will just need to supply a domestic Energy Performance Certificate (EPC).

GREEN DEAL Occupancy A

Your next steps

GREEN DEAL Occupancy Assessment

Improvements recommended on the EPC

Improvements	Estimated costs	Your estimated annual savings	Expected Green Deal repayment in year 1
Increase loft insulation to 270mm	£100 - £350	£99	£86
External or internal solid wall insulation	£4,000 - £14,000	£712	£618
Replace boiler with new condensing boiler	£2,200 - £3,000	£383	£346
Total	£6,300 - £17,350	£1,194	£1,050

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

Loft and cavity wall insulation

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

If you already have loft and cavity wall insulation: You will still need a Green Deal Assessment. If your insulation meets minimum efficiency standards you can apply to the scheme as soon as your renewable heating system is installed and you've carried out the Assessment.

If you don't have loft and cavity wall insulation: You must install loft and/or cavity wall insulation if it's recommended in the Green Deal Advice Report. If so, it will be listed in the section 'Improvements recommended on the EPC', which can be found towards the end of the report. (see example in figure 3):

After installing loft and cavity wall insulation: Once you've had it done, you will need to have a **new** Energy Performance Certificate (EPC) issued before you can apply to the Domestic RHI scheme. The EPC will no longer recommend loft or cavity wall insulation, so confirms it's been installed. This second EPC could be completed by the same assessor who did your Green Deal Advice Report, or any Domestic Energy Assessor. You can find an assessor at http://epcadviser.direct.gov.uk/home.html

When recommended loft and cavity wall insulation is recommended but can't be installed: In certain circumstances, some applicants won't be able to install loft and/or cavity wall insulation, even though it's been recommended in the Green Deal Advice Report. 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 them in your property, we will need you to supply evidence from a relevant body as to why. See the section on insulation exemptions in the Domestic RHI reference document. It describes the permitted reasons and evidence requirements.

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

If other improvements (eg 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.

Section 7

Do You Need Metering?

What is metering?

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

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

How do I know if I need metering?

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

1. If you have back up heating

- **You have a renewable system eligible for the Domestic RHI, like a biomass boiler and also a fossil-fueled heating system, like an oil boiler (solar thermal for heating hot water doesn't count).**
- **Your heating system combines a heat pump with a fossil fuel system like an gas boiler within the same product.**
- **You have more than one renewable heating system for space (ie room) heating. This can be complicated, so if you do have more than one renewable system, please see multiple products in the reference document.**

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

2. If your home is only partially occupied

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

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

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

If you commissioned after scheme launch and your biomass boiler is not sized to meet all of your heating needs, then we can't pay you the same amount as if it did so will need metering. Check with your installer to see if this applies to you.

If any of the three situations apply

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

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

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

Please note

This guide only has basic information about metering and does not cover their technical requirements. Before buying one, please read our Essential guide to metering.

Optional metering and monitoring package

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

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

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

Section 8

If You Installed Before Scheme Launch

Legacy applicants

If you installed and commissioned your heating system before the scheme opened you fall into the category of 'legacy' applicants.

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

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

Eligibility differences

- **Legacy systems don't need to meet current MCS installation standards – being MCS-certified at the time of commissioning is sufficient.**
- **Legacy applicants with biomass systems don't need to meet the air quality requirements.**
- **Legacy biomass systems do not need to be metered if the system isn't sized to provide heat for the entire property.**
- **Legacy heat pumps will be allocated an SPF of 2.5, unless you have it reassessed. You can only do this before you apply, not afterwards.**

When you can apply

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

- **if you commissioned your heating system before scheme launch, but did not receive Renewable Heat Premium Payment (RHPP) funding, you can apply as soon as the scheme opens**
- **if you applied for RHPP funding before 20 May 2013 you'll be able to apply three months after scheme launch, ie from 9 July 2014**
- **if you applied for RHPP funding on or after 20 May 2013 you'll be able to apply six months after scheme launch, ie from 9 October 2014**

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

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

Section 9

How To Apply

General checklist for eligibility to join.

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

- The property must have a domestic **Energy Performance Certificate** (EPC) – this will be issued as part of the Green Deal Assessment.
- Applicants must be the owner of the heating system and own or occupy (or both) the property it's in.
- The eligible heating systems 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 systems**.
- All heating systems must provide heat via a liquid medium.
- The heat generated by the heating system must be for an eligible use – all biomass heating systems and heat pumps must provide space (room) heating and solar thermal systems must provide heating for domestic hot water only.
- The heating system must not provide heat for any ineligible uses. Biomass systems must not be designed to generate heat to cook food. Air source heat pumps must not be designed to use heat that was expelled from the building to generate heat. Solar thermal systems must not provide space heating or be used to heat a swimming pool, or used for any other purpose than heating domestic hot water.
- The renewable heating system must be **Microgeneration Certification Scheme** (MCS) certified or equivalent.
- The heating system must be an eligible product. To check which products are eligible, please see the Product eligibility list.
- The parts of the heating system which generate heat must not have been previously used on the first commissioning date; any refurbished equipment won't be eligible.
- The heating system must have been first commissioned on or after **15 July 2009**.
- The heating system must have been installed after the property was first occupied, unless the heating system was installed in a new property which was built using the labour or resources of the individual who first owned the property, (referred to as 'self-builders').
- The property must have a **Green Deal Advice Report**. The only people exempt from having to carry out a Green Deal Assessment are self-builders. This is because self-built houses must be built to recent building regulation standards.
- If the Green Deal Advice Report recommends loft and cavity wall insulation it must be installed prior to applying. There are some circumstances under which applicants may be exempt from this requirement for which they must submit evidence.
- Applicants must **apply within 12 months of the commissioning date of the heating system**, which is shown on the MCS certificate. All people whose commissioning date is before scheme opening must apply by the end of its first year.
- Applicants must have made some financial contribution to the heating system.
- Applicants who have a heating system which requires metering to be eligible for payments must install an eligible meter or meters. Section 8 provides basic information. See also the Essential guide to metering.

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

Initial eligibility questions on the application form

Before setting up an account, you need to answer some questions. These cover basic information about you, your property and your renewable heating system, and determine your eligibility against some essential criteria. Once we've assessed your basic eligibility to apply, we'll invite you to set up an account and begin a full application.

Who can complete the application form?

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

The application form is designed to be straightforward. Third parties are not permitted to complete it on your behalf.

For a heating system with multiple owners, the owners should nominate one person with the authority to act on behalf of all. For more information, see joint ownership letter of authorisation in the reference document.

Organisations applying for the Domestic RHI

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

What you'll need to apply

All applicants need to provide:

- **Personal information and bank details**
- **Answers to eligibility questions and to sign up to the scheme rules**
- **Answers to survey questions to help evaluate the scheme**

and

- **Microgeneration Certification Scheme (MCS) certificate number.**
- **Green Deal Advice Report number, unless you're a self-builder.**
- **Energy Performance Certificate (EPC) number.**

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

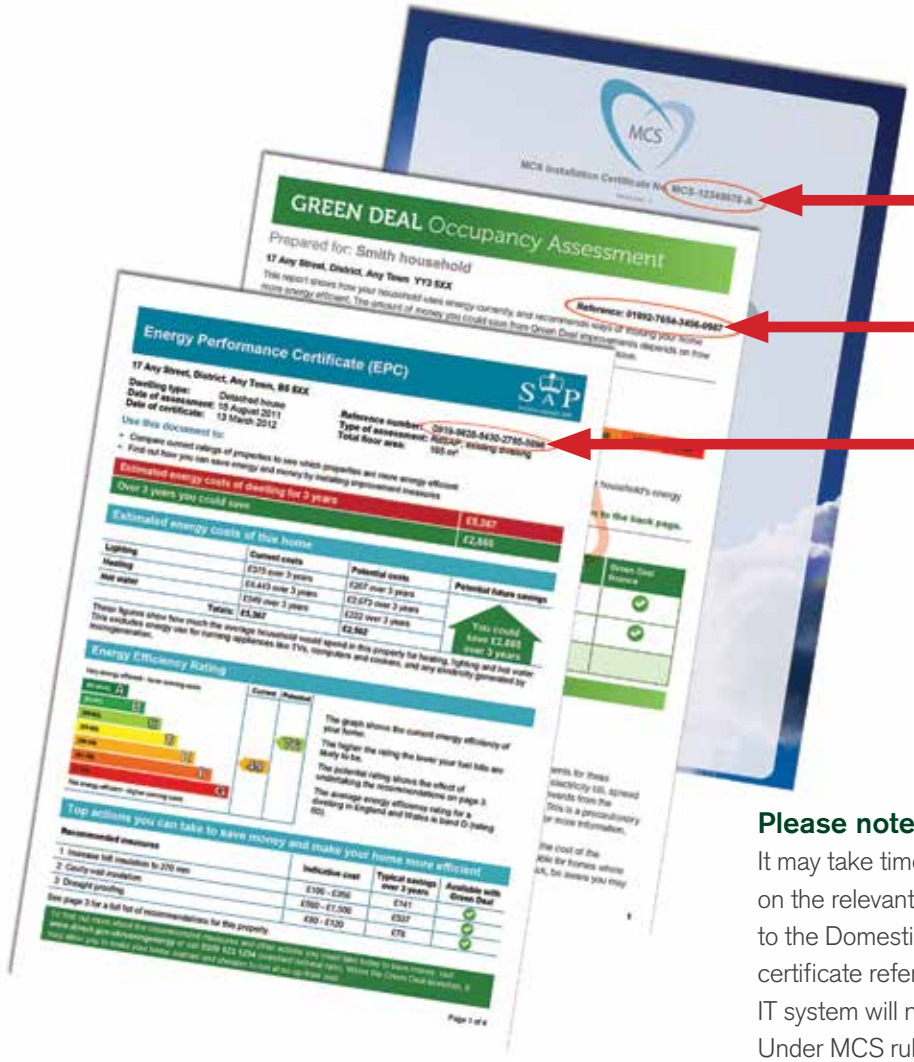


Figure 4. Find MCS number

Figure 5. Find Green Deal Advice report number

Figure 6. Find EPC number

Please note

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

Some applicants will need to provide additional information

For example:

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

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

Situations requiring an application manual review

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

- **Where there is an insulation exemption – if it is not possible for you to install loft or cavity wall insulation where it is recommended in the Green Deal Advice Report.**
- **Where the applicant has received non-RHPP grant funding – if you have received public funding for the heating system, other than RHPP funding.**
- **Where the applicant has a self-build property – if you constructed or commissioned the construction of their own home.**
- **Legacy SPF calculation – if you had your heat pump's performance reassessed.**
- **Metering and monitoring service package – where you have installed one.**
- **New product – if you apply with a product that is MCS-certified, but is not listed on the Product Eligibility List.**
- **Multiple products – if you apply for a heating system that is made up of more than one product.**
- **Data discrepencies – if the data you enter on the application form doesn't match in the relevant database.**

Survey questions for scheme evaluation

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

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

The application date

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

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

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

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

Deadline

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

Once you submit an application

If your application does not require a manual review and is automatically approved: You'll receive your 'statement of eligibility' as both a notification within your account and by email. It consists of information about the heating system, the date your payments will start and finish, a metering statement (if applicable) and your responsibilities to comply with the scheme rules.

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

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

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

If your application is rejected after this stage, we'll send you an email explaining why. The reason may be something that you might be able to change, in which case you can reapply.

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

Can't apply online

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

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

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

Information for Welsh-speaking applicants

A Welsh version of the online application form will be available, but not by scheme launch. For the first three months, there will be a Welsh telephone application service for Welsh-speaking applicants. There will also be a dedicated Welsh-speaking Applications Support Centre by selecting the relevant option on **0300 003 0744.**

Section 10

Your Responsibilities

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

Your responsibilities

These cover six main situations, summarised below. See the detailed explanation of ongoing obligations in the reference document.

1 **To notify us regarding any changes to the heating system.** You have a duty to inform us if the heating system is broken, or if it's been repaired, replaced, or if the heat use changes. If the capacity of the heating system is increased, the payment calculation won't be adjusted. Moving the heating system to a different property isn't permitted and your payments may stop.

2 **To make sure the heating system is in good working order.** We recommend that you maintain the heating system in line with manufacturer's instructions to ensure it works at an appropriate level of efficiency. For further information on heating system maintenance, contact your installer.

If your system stops generating heat and needs repair, your payments may be stopped or suspended. See repairing and replacing equipment in the reference document.

3 **To notify us regarding any change in ownership of the heating system.** If ownership changes, both the original owner and the new owner of the heating system need to inform us. If you don't within 12 months, your payments will be stopped. The new owner will need to provide proof of ownership. Once this has been confirmed and ownership details (and bank details) are updated in the account, payments will transfer to the new owner. For more information see change of ownership in the reference document.

4 **To notify us regarding any change in circumstances that might affect your eligibility to receive payments.** These include, but are not limited to:

- **The amount of time the property is occupied changes so that it is more or less than half the year:** If the property changes from being occupied for 183 days a year or more, to less than 183 days a year, you will need to install a meter. If the property subsequently becomes occupied for 183 days or more, where previously it wasn't, you will still continue to be subject to metering for payment for the remainder of the scheme.

- **Funding:** You are not permitted to receive public funding for the system once you have successfully applied and cannot receive funding from other sources that would fully reimburse you.

- **You must not** apply for the Non-Domestic RHI scheme for a system that's been approved for Domestic RHI.

5 **To use permitted fuels for biomass systems.** To only use fuel that is listed on the emissions certificate of your product and does not exceed the maximum moisture content limit. To provide proof of fuel purchase if requested. To check your products emissions certificate, see the HETAS Air quality certificate list. This may also be used as evidence for the fuel sustainability requirements, which we anticipate that the Department of Energy and Climate Change will introduce in 2014.

These requirements don't apply to legacy applicants – people that commissioned their heating system before the Domestic RHI scheme opened.

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

For information on the ongoing obligations for metering, please see the Essential guide to metering.

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

Annual compliance declarations

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

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 break the rules

We can withhold payments if we believe someone isn't complying with the scheme rules, or if their heating system was approved based on incorrect information. Where this is the case we inform the participant in writing of an investigation. If it confirms the non-compliance, we may suspend or withhold payments permanently and/or revoke the heating system's approval to the scheme.

Scheme evaluation

To improve the Renewable Heat Incentive, it's being evaluated in several ways:

- If you're approved, we'll contact you with a short survey to get your feedback on the application and approval process.

- You may be contacted to take part in an evaluation of the scheme the Department of Energy and Climate Change (DECC) is carrying out with research companies. Any data you provide will be confidential and any published findings won't identify you.

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

Section 11

About Payments

Start date for payments

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

How long payments last

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

Tariff rates

Current tariff rates are always published on our website.

Method of calculating payments

Most heating systems will receive payments based on an estimated heat generation figure. The **estimate will be taken from the heat load on the EPC**[3], except for solar thermal systems, where payments will be calculated using the estimated annual generation figure calculated by your MCS installer.

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

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

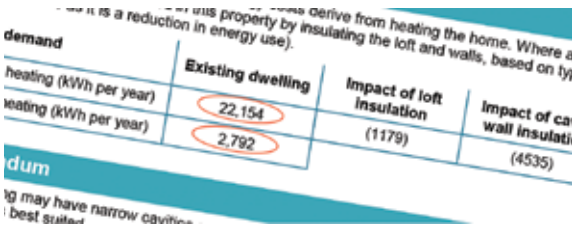


Figure 7: Space and water heating figures on the EPC. If you were eligible for payments on space and water heating, you would add together 22,154 and 2,792 to get a combined space and water heating figure of 24,946 kWh per year.

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

Examples of how payment calculations work by heating system type

Example 1 – For biomass heating systems (not subject to metering for payment):
The tariff rate is multiplied by the estimated annual heat load figure taken from the EPC (which is divided by four to generate a quarterly figure).[3]

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

* Example figures are not representative

Example 2 – For air source heat pump systems (not subject to metering for payment): The tariff rate is multiplied by the estimated annual heat load figure taken from the EPC (which is divided by four to generate a quarterly figure).[4] Heat pumps require an additional calculation to take their efficiency into consideration. It's done using the heat pump's SPF which converts the estimated annual heat load into the estimated renewable heat load. The recalculated heat load is them 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.

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

* Example figures are not representative

Example 3 – For solar thermal systems:
The tariff rate is multiplied by the estimated annual generation figure taken from the MCS certificate (which is divided by four to generate a quarterly figure). The estimated annual generation figure is calculated by your MCS installer, taking into account a common variable that affects the amount of heat solar systems generate.

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

* Example figures are not representative

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

Payments if the heating system is metered

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

Payments for heating systems that have received a public grant

We need to avoid subsidising you twice: We'll do this by deducting the amount of public grant you have already received, from your RHI payments, spread evenly over the seven years of payments. This includes heating systems that received Renewable Heat Premium Payment (RHPP) funding.

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

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

Scheme budget management

The Department for Energy and Climate Change (DECC) aims to control the scheme budget using a tariff reduction mechanism. Tariff rates for each type of heating system will be reviewed quarterly and if the scheme uptake exceeds DECC's predictions (risking an increase in its cost), the tariffs will be reduced. This process is known as 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 by 20% if a 'super trigger' (where uptake of a technology is significantly higher than expected) is hit. If a tariff reduction is scheduled to take place, it will be publicised a month before the reduction comes into effect.

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

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

See more information on scheme budget management, including the rules surrounding reductions, in the reference document.

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

Section 12

Audit Checks

Why we audit

We carry out audit checks to help make sure people comply with the scheme rules. Auditing can also help identify and protect against errors and fraud. We select heating systems for audit based on a number of reasons, including random sampling. However if we do suspect fraud, or the heating system is particularly complex, we may put if forward for a desk audit, site audit, or fraud review depending on the nature of the concern.

Audit types

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

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

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

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

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

Access requirements for site audits:

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

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

Withholding RHI payments due to non-compliance

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

Section 13

Queries and Complaints

Queries

Before you apply

If you've started the application process yet, direct any general queries about the Domestic Renewable Heat Incentive (RHI) to:

Energy Saving Advice Service
Call 0300 123 1234 (if you live In England and Wales). Calls are charged at the standard national rate.
Email energy-advice@est.org.uk

Home Energy Scotland
0808 808 2282 (if you live in Scotland).
Calls are free from landlines and mosts mobile networks.

Online email form

On and after applying

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

Contact:
Domestic RHI Applicant Support Centre at Ofgem.

Telephone 0300 003 0744.
Monday to Friday 08:00 to 19:00 and Saturday 09:00 to 14:00

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

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

Complaints

Complaints about policy

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

Complaints about scheme administration

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

Complaints about Green Deal

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

Complaints about installers

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

The Microgeneration Certification Scheme (MCS)

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

The Renewable Energy Consumer Code (RECC)

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

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

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

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

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

Section 14

Useful Contacts and Links

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

For queries regarding scheme requirements and eligibility:

Energy Saving Advice Service
(England and Wales) **0300 123 1234**

Home Energy Scotland
(Scotland) **0808 808 2282**

Green Deal information
https://www.gov.uk/green-deal-energy-saving-measures/how-the-green-deal-works

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

Metering information
Essential Guide to Metering

Essential Guide to Optional Monitoring - Metering and Monitoring Service Package.

Microgeneration Certification Scheme
For a list of MCS-certified products and installers information on MCS standards
http://www.microgenerationcertification.org

Products eligibility list
Information on renewable heating technology products eligible for the Domestic RHI.

Link to application portal
To begin making an application

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

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

Renewable Energy Consumer Code
For problems with installers http://www.recc.org.uk

Domestic RHI factsheets
An introduction to the Domestic Renewable Heat Incentive

The Renewable Heat Incentive – Domestic or Non-Domestic?

Installed a renewable heating system before Domestic RHI opening?

Do I need metering for the Domestic RHI?

A metering and monitoring service package for the Domestic RHI

Domestic RHI essential guides
Essential guide for applicants

Essential guide for installers

Essential guide to metering

Essential guide to optional monitoring - Metering and Monitoring Service Package

Domestic RHI reference document
Domestic RHI reference document

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