

Domestic Renewable Heat Incentive (RHI)

www.ofgem.gov.uk

Domestic



Why is my application in review?

Our IT system can approve your application automatically, but in some cases we will need more information before we can come to a decision on its eligibility. When we need more information our IT system puts your application into review and sends it to one of our team who will contact you with a request for supporting evidence. In most cases you have up to 28 days to provide the requested information or your application may be rejected. Your payment will still be calculated from the date you applied, even if further information is asked for.

How can you help to speed up the process?

- 1) Complete your Domestic RHI application, and check in MyRHI to see if there is a message saying that your application is in review.
- 2) If your application is in review you may be able to send us the information we need straight away. Tables 1 and 2 explain the reasons why your application could be in review and detail the information that we might ask for. If you don't send us the information we need, you'll receive a request asking for it from our team within 5 days of submitting your application.
- 3) Please send copies of the relevant information to us. Scanned or photographed documents are fine. The fastest way to do this is to email them to domesticRHI@ofgem.gov.uk, quoting your application number in the email's subject heading.
- 4) Once we have your additional evidence we will assess your application to see if it meets our eligibility criteria, and will let you know if your application has been successful. Please note, we may ask you for more information once your application has been assessed.

Table 1 – Further information that you will need to provide

| The reason for your application being in review | The additional information we need | Why we need this information |
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| <p>‘Multiple MCS’ (When your heating system is made up of more than one product of the same technology type)</p> <p>You answered yes to Question 6.</p> <p>Does the renewable heating system at your property have more than one MCS certificate?</p> | <p>Please provide:</p> <ul style="list-style-type: none"> ♣ All relevant MCS certificates that relate to the heating system you are applying for (this does not include MCS certificates for solar PV). <p>Remember, if you’re applying for a space heating system you must submit a 2nd application for a solar thermal domestic hot water system.</p> | <p>We need to check that all parts of your heating system are the same technology type and have the same commissioning date.</p> |
| <p>‘Grant Funding (Non-RHPP)’</p> <p>You answered yes to Question 8.</p> <p>Was any money used from public grants and you have received funding other than RHPP?</p> | <p>Please provide:</p> <ul style="list-style-type: none"> ♣ The grant offer letter from the issuing body. <p>We may ask you to provide additional information about:</p> <ul style="list-style-type: none"> ♣ The source of the funding if we are unfamiliar with the issuing body or grant. ♣ A breakdown of how your grant was spent – especially in circumstances where a large grant went towards multiple heating systems (e.g. for social landlords). | <p>The scheme rules state that any public funding will be deducted from your Domestic RHI payments. So we need to know the details of your grant to ensure that we deduct the correct amount.</p> |
| <p>‘Loft and/or Cavity Wall’</p> <p>Your EPC recommends that you install loft and or cavity wall insulation.</p> | <p>Please provide:</p> <ul style="list-style-type: none"> ♣ A completed Insulation Exemption Template signed by a member of your local planning authority or from a registered professional that has expertise in the relevant field. | <p>One of the pre-requisites of the scheme is that you must either satisfy the loft and or cavity wall insulation recommendations on your EPC (and get a new EPC) or be exempt from doing so.</p> <p>We use this template to check if you meet the exemption requirements.</p> |
| <p>‘Self-build (Eligible new build)’</p> <p>In your answer to question 14 you stated that your renewable system was commissioned before the property was first occupied.</p> | <p>Please provide:</p> <ul style="list-style-type: none"> ♣ An invoice for substantial structural materials or labour. <p>N.B. This must be in the name of the first owner of the property and show the site address.</p> <p>If you are not the first owner, please also provide:</p> <ul style="list-style-type: none"> ♣ Title Deeds of the first owner (you can request this from the Land Registry using an HC1 form). | <p>Your answer to question 14 tells us that you may be applying for a new build property.</p> <p>The only type of new build that is eligible is a ‘self-build’ property. So we need evidence to show that your property is a ‘self-build’.</p> |

If you need help

Telephone: 0300 003 0744 **Email:** DomesticRHI@ofgem.gov.uk

(RHI enquiry line open Monday to Thursday 8am-7pm and 9am-2pm Saturdays)

| The reason for your application being in review | The additional information we need | Why we need this information |
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| <p>'Legacy SPF Calculation'</p> <p>In the 'Your heat pump's efficiency?' question you changed your SPF value from the deemed 2.5 to another number.</p> | <p>Please provide:</p> <ul style="list-style-type: none"> An SPF calculation completed by an MCS accredited installer in an appropriate template e.g. SPF Calculation Template. <p>The SPF value you entered in the application must match the one in the SPF calculation template.</p> <p>It doesn't have to be completed by the same MCS installer who installed your renewable system; it can be any accredited MCS installer.</p> | <p>You have stated that your SPF value is higher than the deemed 2.5. We need to carry out a technical review of the submitted calculation to ensure it follows the Heat Emitter Guide.</p> <p>Your SPF value will impact your payments. To ensure that you're getting the correct amount, we'll ask you to evidence the calculation behind your reassessed SPF.</p> |

Table 2 – Further information that we may ask for

| The reason for your application being in review | The additional information we need | Why we need this information |
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| <p>'PEL inconclusive' (PEL – Product Eligibility List)</p> <p>We don't have enough information on your product to assess if it is eligible.</p> | <p>On request from our team, please provide either:</p> <ul style="list-style-type: none"> A PEL template completed by your installer. <p>and/or</p> <ul style="list-style-type: none"> An AQ certificate template (biomass only) completed by your installer. | <p>We maintain a Product Eligibility List to help us to assess a product's eligibility. If we have not seen a product before we may not have sufficient information to make an assessment regarding your product. By providing us with your product's information we will be able to review your product's eligibility.</p> |
| <p>Applications that require metering for payment</p> <p>You answered yes to Question 10.</p> <p>Do you need to be metered for payment?</p> <p>Or</p> <p>In your answer to question 12 you stated that you have occupied your property for less than 183 days in the last 12 months.</p> | <p>Please complete in MyRHI:</p> <ul style="list-style-type: none"> The Installer Metering Questions for biomass or heat pumps. <p>If asked for please also provide:</p> <ul style="list-style-type: none"> An Alternative Metering Arrangement Template for biomass or heat pumps. | <p>Most of these applications will be processed automatically; however some applicants will need to provide an 'alternative metering arrangement' (for example if you can't meter the renewable heat separately or have a heat pump that is used for cooling). These applications will need to be reviewed by our technical team.</p> |

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| <p>'Eligible Property Type' (multiple buildings)</p> <p>In your answer to Question 13 you have stated that your heating system provides heat or hot water, to multiple buildings or swimming pools.</p> | <p>Please provide:</p> <ul style="list-style-type: none"> 📌 A completed Heat Use Template that will be sent to you by our team. | <p>We need to check the type of buildings that are being heated to check your eligibility for the Domestic RHI scheme.</p> <p>Depending on the details you provided in the template it could be that the Non-Domestic RHI is more appropriate for your heating system.</p> |
| <p>First applications from social or private landlords</p> <p>If your Domestic RHI payments are to be paid into an organisation or company account belonging to a social or private landlord, and your name does not match the name on the bank account.</p> | <p>Please provide:</p> <ul style="list-style-type: none"> 📌 A Letter of Authorisation. 📌 Contact details for any additional administrators. | <p>If payments are going into an organisation or company bank account, we need an authorised representative of the organisation to complete the Domestic RHI application.</p> <p>To do this a signatory to the organisation's bank account, needs to complete a Letter of Authorisation.</p> <p>Additional administrators can be appointed by the authorised representative.</p> |
| <p>'Bank + ID'</p> <p>If the Bank and ID verification process cannot be completed by the automated system.</p> <p>Depending on the reason for this a variety of different forms of supporting evidence may be requested.</p> | <p>You may need to provide copies of the following (we'll let you know exactly what we need and how to send it to us):</p> <ul style="list-style-type: none"> 📌 Proof of identity 📌 Proof of address 📌 Supporting evidence of bank details. <p>(a list of acceptable documents will be emailed by our team to you by our team with postage instructions)</p> | <p>We are able to verify most applicants' ID & Bank details automatically. However we may need to ask you for additional information to help complete these checks.</p> |
| <p>Other</p> <p>There are a number of other reasons your application might be in review.</p> | <p>Please speak to the team member who is reviewing your application.</p> | <p>Our team member will contact you to explain why your application is in review. Please note that a random selection of all applications are put into review for quality assurance purposes.</p> |

Please send the relevant information to domesticRHI@ofgem.gov.uk quoting your application number in the subject heading.

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