# Non-Domestic Renewable Heat Incentive (RHI)

Non-Domestic

www.ofgem.gov.uk                    July 2014

# Easy guide to applying for the Non-Domestic RHI

Practical tips and pointers to help speed the application process

## Introduction

You've checked the eligibility requirements for the Non-Domestic Renewable Heat Incentive (RHI) and have decided to apply for accreditation to the scheme.  This guide will help clarify the application process and prepare you in advance of applying. It will also give you pointers into how to avoid some of the main pitfalls that can cause delay.

This guide is only intended as an overview. For more detailed information on how to apply and to remain in compliance with the Non-Domestic RHI scheme requirements, please refer to our main guidance.

RHI Guidance Volume One:
Eligibility and How to Apply

RHI Guidance Volume Two:
Ongoing Obligations, Payments

## Get prepared

For the application process to be as speedy as possible, it's essential to prepare in advance.  If you've seen the application form questions, got your answers ready and gathered all of the supporting evidence needed **beforehand** it's likely to go more quickly.

**Don't miss our** Guide to the RHI Application Form

Use it together with this guide. It shows you the questions one by one and includes answer tips, pointers to where to find the information asked, and links to documents and templates that you will need.  This includes  tailored sections so you see only the questions for your installation technology.

When you open the guide you'll see it includes questions about the following.

- Ownership and general details about the installation.

- Information on any certification schemes concerning the equipment and installer.

- Details of any grants received or repaid.

- Uses of heat from the installation.

- Meters and metering arrangements.

- Details of all heat-generating plants connected to the heating system.

- Information on non-RHI accredited heat generating plants that are being replaced by the heating system.

# Evidence and documents needed

What you need to supply as part of your application includes the following documents and evidence.

- Receipts and/or invoices relating to the installation of the equipment – we need evidence to see the installation is new, so submit for all components.

- Commissioning certificate or commissioning report for the installation – we need to see evidence of the existence of the installation, its commissioning date and capacity.
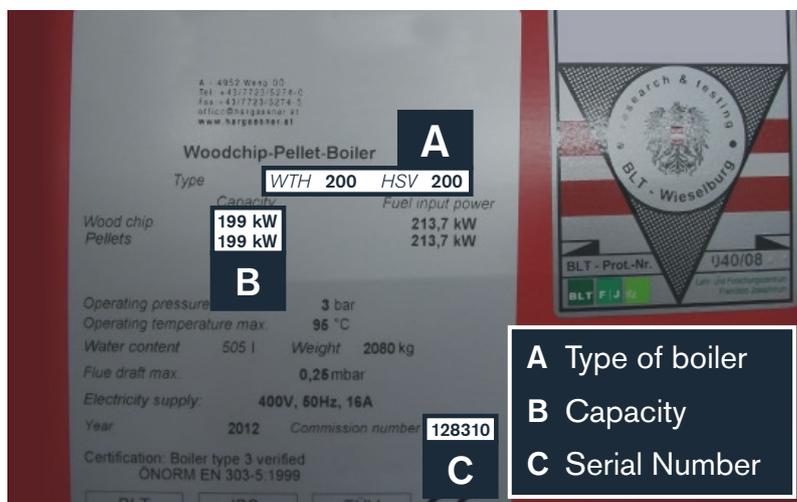
- Photo of the nameplate of the installation clearly showing the capacity and serial number (Figure 1).

- Photo of meter(s), both calculator(s) and flow meter(s), clearly showing the serial number and MID/Class 2 markings (Figure 2).
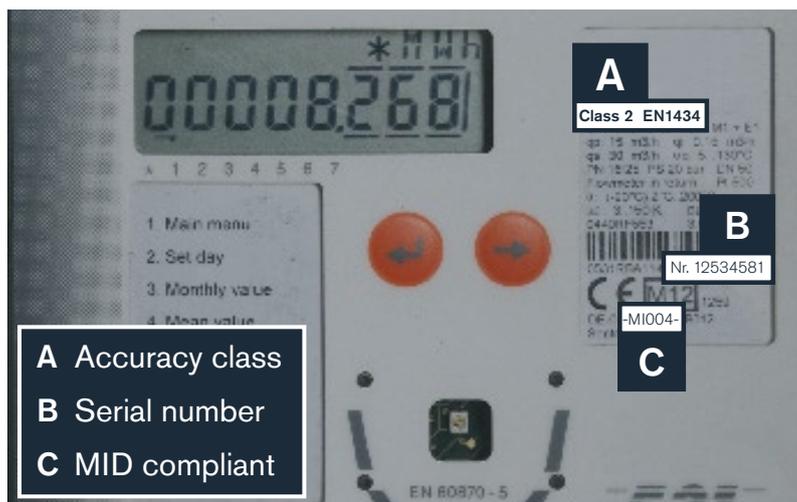
- Copy of Class 2 Measuring Instruments Directives (MID) certificate.

- Schematic diagram of the installation.

- Letter of Authorisation that confirms your organisation's Authorised Signatory for its RHI account. The letter of authorisation includes information on what to do and templates you can use.



Figure 1: Nameplate

A Type of boiler
B Capacity
C Serial Number



Figure 2: Meter

A Accuracy class
B Serial number
C MID compliant

- Evidence of non-single domestic status such as multiple council tax bills or a business rates bill.

- An Independent Report on Metering Arrangements if your installation has a capacity of 1MW or above, or is classed as 'multiple' for RHI metering purposes.. The fact sheet includes information, a template and instructions on how to complete the report. **OR** if your installation is 45kW or below we require an MCS certificate or equivalent certificate.

- For heat pumps – manufacturer's technical specification for heat pump units to support Coefficient of Performance (CoP) claims and a declaration signed by the installer that the design SPF is at least 2.5.

- Technical specification for biomass, heat pump and solar thermal applications.

- Evidence that a grant received for the installation has been repaid or surrendered in full. For more information, see our Grant Repayment Guidance.

# Avoid the main pitfalls

## The prime causes of delay

Our experience with handling thousands of applications for the Non-Domestic Renewable Heat Incentive has shown the following to be the major causes of delay.

## Poor quality schematic diagram

All applicants must submit a schematic in the document upload section of the online application. It's a diagram of the heating system that we use to verify the number and positioning of meters to make sure the installation meets RHI regulations.

**What you can do:** Ensure the diagram you provide to us includes the following (this list is not exhaustive):

- The plant for which you are making the RHI application.

- All other plants, renewable or otherwise, which are capable of providing heat to the heating system.

- The location of all heat uses on the system.

- Flow and return pipework.

- All meters you have installed and all their components, i.e. you must show the position of the flow meter, temperature sensors and integrator. Meters should be labelled to clearly match the information provided in the application.

- Building boundaries so we can verify the position of meters in relation to buildings.

## Poor quality Independent Report on Metering Arrangements (IRMA)

Installations classed as 'multiple' for RHI metering purposes or with a capacity of 1MW or more must submit an Independent Report on Metering Arrangements as part of their application. Click on the link for an IRMA template pack which provides information, a template and instructions on how to complete the report.

**What you can do:** Make sure that the report is done by a 'competent' person. For more information and what we mean by a 'competent' person see RHI Guidance Volume One, chapter 13. Also give them our IRMA template pack and insist they use it for the report.

# Easily avoidable mistakes on the application form

This table shows the questions on the form where we've observed
people most commonly make simple mistakes.

**What you can do:** Check your answers to the questions shown
before you submit the application form on the RHI Register.

| Question | Common mistakes | Action and Checklist |
|---|---|---|
| **General installation questions** | | |
| **HA120**<br>Enter installation capacity in kW | • Entered as MW instead of kW<br><br>• For installations of 45kW or less the figure entered differs from the system capacity figure on MCS certificate uploaded as evidence in HL150-4.<br><br>• For installations of 1MW and above the figure entered differs from the one in the Independent Report on Metering Arrangements (IRMA). | • Check the figure entered is in kW. You can convert<br><br>• MW to kW by multiplying by 1000<br><br>• Check the capacity entered matches the MCS certificate or the IRMA. |
| **HC110**<br>Enter date on which the installation was first commissioned. | • The date entered differs from the date on the commissioning certificate or report uploaded as evidence in HL181-1. | • Check the dates match. |
| **HD170-1**<br>Select type of premises in which heat from RHI installation is used.<br><br>AND<br><br>**HL181-2**<br>Upload evidence of your non-single domestic status, e.g. multiple council tax bills or business rates evidence | • Installations heating one single domestic premises are not eligible for the RHI scheme.<br><br>• There is no evidence uploaded to confirm the non-single domestic nature of the building. | • See RHI Guidance Volume One to check eligibility. |

Table continued on next page…

| Question | Common mistakes | Action and Checklist |
|---|---|---|
| **Heat Generating Use Questions** | | |
| **HH110**<br>Is the heat generating plant for which you are making this RHI application located in the same building as all the uses of the heat produced by the plant, with all these uses being eligible? | ▪ People select 'yes' wrongly when for example the schematic doesn't correspond or no ineligible heat uses are declared, such as heat losses from external pipework. | ▪ Refer to the information given for this question in the Guide to the Application Form before selecting 'yes' or 'no'. |
| **HH120**<br>Describe how heat generated by your installation is used. | ▪ Not nearly enough detail supplied. | ▪ Refer to the information required for this question in the Guide to the Application Form and complete fully. |
| **Metering questions** | | |
| **HI100**<br>Enter the number of relevant hot water meters for the heating system to which your installation delivers heat | ▪ Number entered doesn't match the schematic diagram uploaded as evidence for HL170. | ▪ Check the number entered matches the schematic. |
| **Meter Grid**<br>Opening meter reading. | ▪ Entered in megawatt hours (MWh) instead of kilowatt hours (kWh). | ▪ Check it's in kilowatt hours (kWh). If you can't alter the display on your heat meter from a MWh to a kWh setting, you can convert MWh to kWh by multiplying by 1000. |
| **Meter Grid**<br>Opening meter reading date. | ▪ Meter readings are out of date as they were taken more than three days before the date the application is submitted. | ▪ Check the meter reading(s) on your submitted application form were taken no earlier than three days before you submit the application. |
| **HJ100**<br>Enter the number of non-RHI accredited heat generating plants that are connected to the same heating system as the RHI installation. | ▪ The number of ineligible plants doesn't match the schematic. | ▪ Check the number entered matches the number shown on the schematic diagram. Speak to your installer or person that supplied the schematic to confirm the number if you are unsure. |
| **HK110**<br>Enter the serial number of your installation. (For biomass installations this can be found on the boiler nameplate).<br><br>AND<br><br>**HL181-3**<br>Upload a photo of the nameplate of the installation clearly showing the capacity and serial number. | ▪ The serial number entered incorrectly in HK110 doesn't match the one showing in the photo uploaded as evidence in HL181-3<br><br>▪ The serial number is not clear from the photo. | ▪ Check the serial number is entered correctly and matches the photo<br><br>▪ Check the serial number and capacity show clearly in the photo. |

# When you're ready to apply

## STEP 1
### Create an account on the RHI Register

Before you can use the RHI Register to start the online application form, you first have to create a user account. To do this you need to be the Authorised Signatory for your organisation. This means that you're either the owner or authorised representative of the company.

Don't miss our Guide to Using the RHI Register which gives screenshots and instructions. See the sections Accessing the RHI Register and Account Management.

## Hints and tips

- When creating your account, you can't change the Companies House name and number for your organisation once it's entered on the system, so take care to get it right first time. Also it must match the name of the organisation stated on the bank details provided so don't enter a 'parent company' here if it doesn't appear on the bank account.

- Once you've created your account, make a note of your user name, password and RHI account reference number which begins with ORG.

- If you forget your password, get locked out of your account or get stuck with the online application form, you'll find everything you need in the Guide to Using the RHI Register. See the Contents page.

## STEP 2
### Complete the online application form

When you've gathered all the information and documents you require and prepared your responses, you can begin the application form. It's accessed from the RHI Register - look for the tab named Accreditation.

The Guide to Using the RHI Register, specifically the section, Applying for Accreditation, gives you screenshots and step-by-step instructions for what to do. The IT system allows you to save what you've completed and come back to it later.

## STEP 3
### Upload documents to the RHI Register

When you have completed the questions in the online application form, the document upload section will follow. This is the part when you supply us with the relevant documents and evidence.

- First you will have to convert all the documents into PDFs. If you can't do this on your computer, this video will help explain how to do it

- Next, you upload the PDFs to the RHI Register as directed. If you're unsure how to do this, you can see in the Guide to Using the RHI Register for screenshots and instructions or watch our short video on YouTube

## STEP 4
### Post identity and bank details

As part of your application we need to verify your identity and bank details. **Do not upload them to the RHI Register** as they must be posted to us. Click on the link ID and Bank Details for a form which explains exactly what information you should send us together with address details.
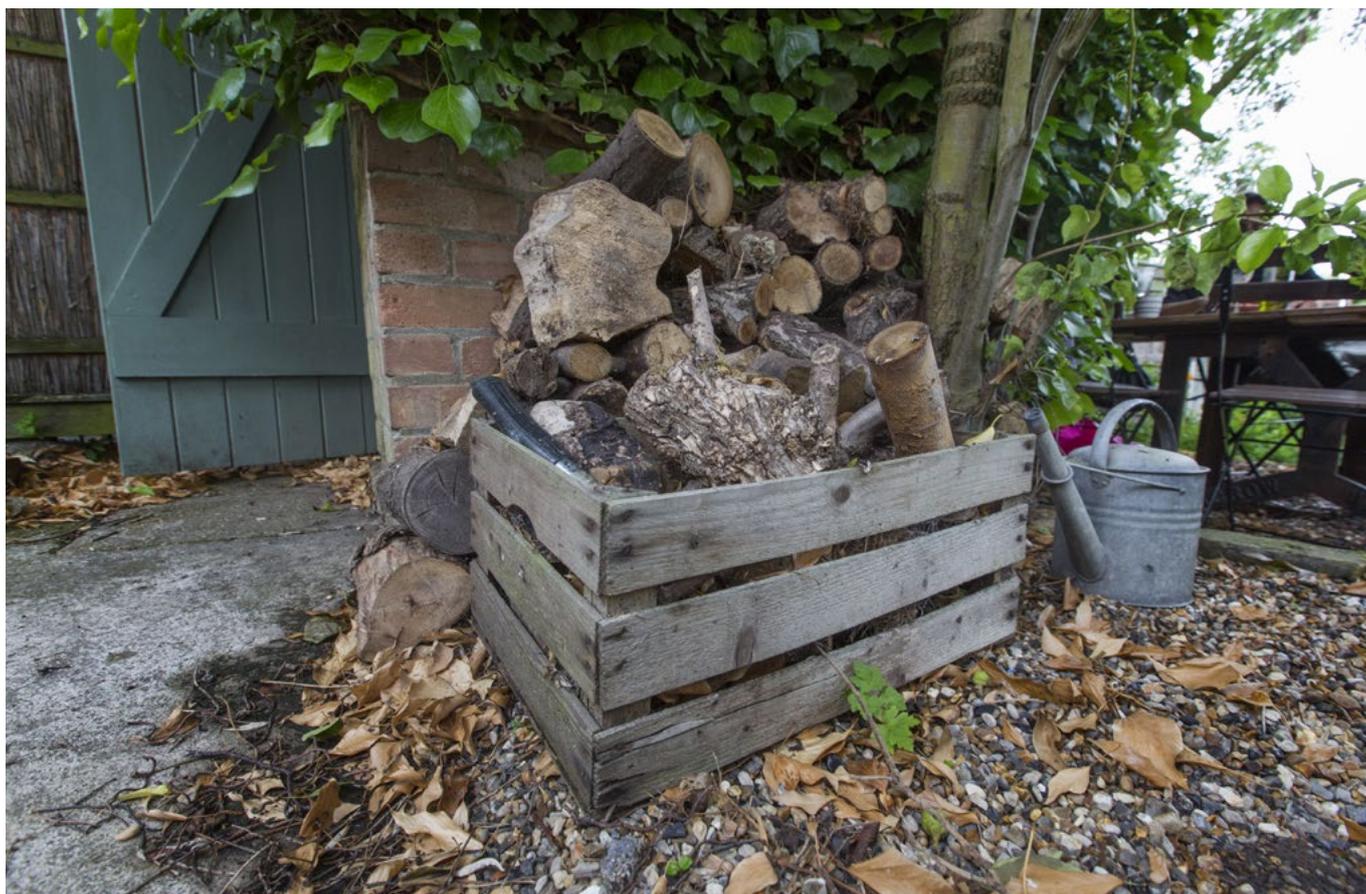
## Other easy guides

**Easy Guide Introduction to the Non-Domestic RHI**

**Easy Guide to Eligibility for the Non-Domestic RHI**

**Easy Guide to Metering Requirements for the Non-Domestic RHI**

**Easy Guide to Compliance for the Non-Domestic RHI**

**Easy Guide to Meter Readings**

## Contact us                                     **Ofgem.gov.uk/RHI**

Help is at hand if you need it. Our enquiries staff are experts on the RHI and can provide further information.

Telephone: **0845 200 2122**   Email: **rhi.enquiry@ofgem.gov.uk**

RHI enquiry line open Monday to Thursday 9am-5pm and 9am-4.30pm on Fridays.  Note: Calls may be recorded.