

Non-Domestic Renewable Heat Incentive (RHI)

www.ofgem.gov.uk

March 2017

Non-Domestic



Easy Guide to applying for the Non-Domestic RHI

Practical tips and pointers to help with the application process



Introduction

You've checked the eligibility requirements for the GB Non-Domestic Renewable Heat Incentive (RHI) and have decided to apply for accreditation or registration to the RHI 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 smooth 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 will help to ease the application process.

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 required, 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, due to be 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.

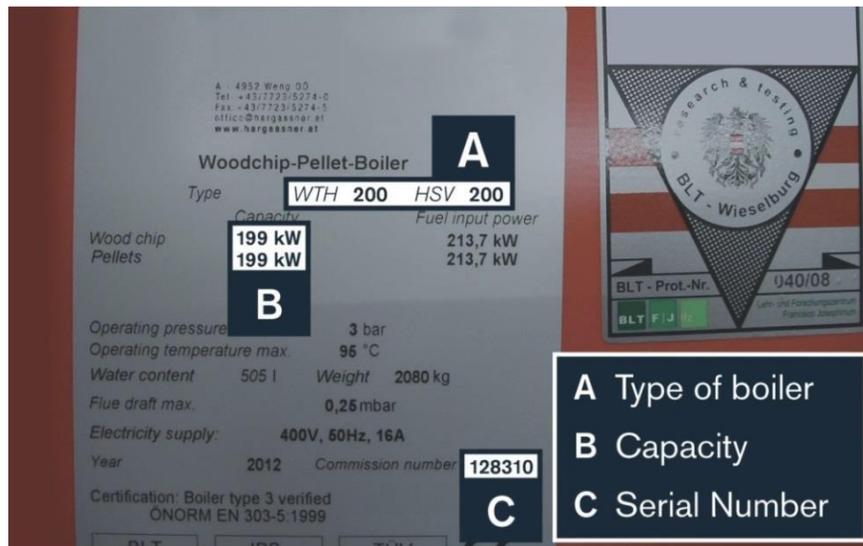
Evidence and documents needed

Evidence and documents needed

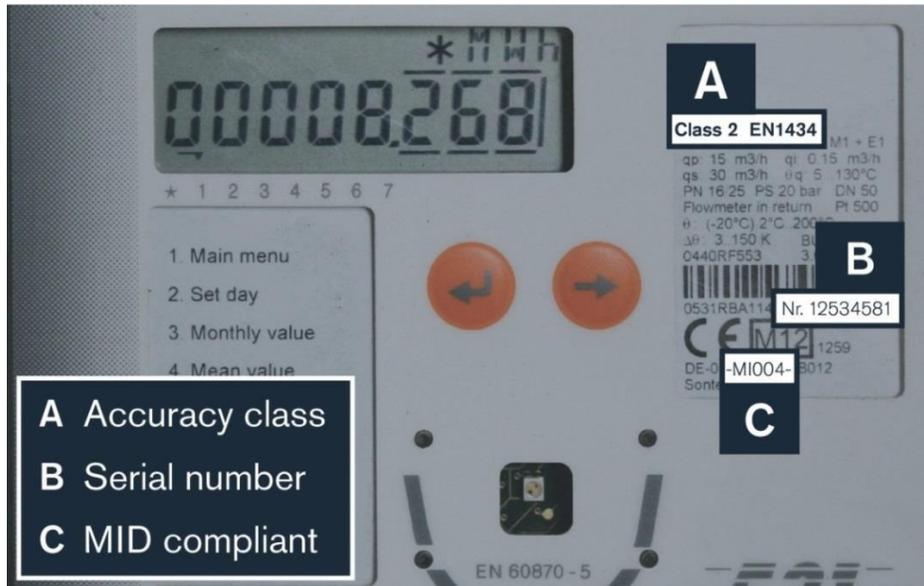
Your application needs to include the following documents and evidence:

- Receipts and/or invoices relating to the purchase and installation of the equipment – we need evidence to see the installation is new, so submit receipts 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 brand; capacity and serial number (see example photo below).



- Photo of meter(s), both calculator(s) and flow meter(s), clearly showing the meter design details, serial number and MID/Class 2 markings (see example photo below), and the opening readings for each meter. (Please state the date the reading was taken and note that this should be within three days of submitting the application).



- Copy of Class 2 Measuring Instruments Directives (MID) certificate (if information is not shown on meter photo).
- Schematic diagram of the installation.
- [Letter of authorisation](#) that confirms your organisation's Authorised Signatory for its RHI account. The [letter of authorisation template](#) includes information on what to do and templates you can use.
- Evidence that the plant is not generating heat solely for the use of one domestic premise such as multiple council tax bills or business rates bills.
- An [Independent Report on Metering Arrangements](#) if your installation:
 - has a capacity of 1MWth or above, or
 - is classed as 'multiple' for RHI metering purposes and has a capacity of over 45kWth.

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 of at least 2.9, and a declaration completed and signed by the installer(s) that the design Seasonal Performance Factor (SPF) is at least 2.5 For biomass, heat pump and solar

thermal applications, a user guide or manual that includes technical specifications.

- If a grant has been or will be received in respect of any of the costs of purchasing or installing the installation or equipment used to produce biomethane, evidence that this grant 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 diagram in the document upload section of the online application. A schematic diagram is an illustration/diagram of the installation and 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 schematic diagram you provide to us includes the following (this list is not exhaustive):

- The relative position of the plant for which you are making the RHI application.
- Other plants, renewable or otherwise, which are capable of providing heat to the heating system of which the RHI installation is part.
- The location of all heat uses on the system.
- Flow and return pipework (for external piping please show this along with the relevant measurement (in metres) for all flow and return pipe lengths).
- 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 1MWth or more, or using steam as the heat transfer medium 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 completed 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 the most commonly made simple mistakes.

What you can do:

Check your answers to the questions shown **before** you submit the application form on the Ofgem RHI Register.

Question	Common mistakes	Action and Checklist
General installation questions		
<p>HA120 Enter installation capacity in kW.</p>	<ul style="list-style-type: none"> - Entered as MW instead of kW. - For installations of 45kW or less the figure entered differs from the system capacity figure on MCS or equivalent scheme certificate uploaded as evidence in HL150-4. - For installations of 1MW and above the figure entered differs from the one in the Independent Report on Metering Arrangements (IRMA). 	<ul style="list-style-type: none"> - Check the figure entered is in kW. You can convert MW to kW by multiplying by 1000. - Check the capacity entered matches the MCS or equivalent scheme certificate or the IRMA.
<p>HC110 Enter date on which the installation was first commissioned.</p>	<ul style="list-style-type: none"> - The date entered differs from the date on the commissioning certificate or report uploaded as evidence in HL181-1. 	<ul style="list-style-type: none"> - Check the dates match.
<p>HD170-1 Select type of premises in which heat from RHI installation is used.</p> <p>AND</p> <p>HL181-2 Upload evidence of your non-single domestic premise status, e.g. multiple council tax bills or a business rates bill.</p>	<ul style="list-style-type: none"> - There is no evidence uploaded to confirm the non-single domestic nature of the building. - Utility bills are used as evidence of business use. 	<ul style="list-style-type: none"> - See RHI Guidance Volume One to check eligibility. - If your installation is heating a non-domestic premises and you don't have a non-domestic rates bill complete the non-domestic questionnaire and submit photographs clearly showing the non single domestic use of the building.

		- If your installation is heating multiple domestic premises and you don't have multiple council tax bills upload external and internal photographs to evidence multiple self-contained premises.
HK120	- Elements missing	- Cross reference
Please provide a comprehensive description of your installation, including the make & model of the main components.	including the manufacturer, model, diameter / thickness, length, and composition of your external pipework.	make and model against any supporting evidence / other answers (including the schematic diagram) within the application for consistency. - For Heat Pump systems: The design temperature conditions should have been stated here.
Heat Generating Use Questions		
HH110 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 diagram 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 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 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 diagram.

Non-Domestic Renewable Heat Incentive (RHI)

<p>Meter Grid Opening meter reading.</p>	<ul style="list-style-type: none"> - Entered in megawatt hours (MWh) instead of kilowatt hours (kWh). 	<ul style="list-style-type: none"> - 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,
		<ul style="list-style-type: none"> you can convert MWh to kWh by multiplying by 1000.
<p>Meter Grid Opening meter reading date.</p>	<ul style="list-style-type: none"> - Meter readings are out of date as they were taken more than three days before the date the application is submitted. 	<ul style="list-style-type: none"> - Check the meter reading(s) on your submitted application form were taken no earlier than three days before you submit the application.
<p>HJ100 Enter the number of non-RHI accredited heat generating plants that are connected to the same heating system as the RHI installation.</p>	<ul style="list-style-type: none"> - The number of ineligible plants doesn't match the schematic diagram. 	<ul style="list-style-type: none"> - Check the number entered matches the number shown on the schematic diagram. Speak to your installer or person that supplied the schematic diagram to confirm the number if you are unsure.
<p>HK110 Enter the serial number of your installation. <i>(For biomass installations this can be found on the boiler nameplate).</i></p> <p>AND</p> <p>HL181-3 Upload a photo of the nameplate of the installation clearly showing the capacity and serial number.</p>	<ul style="list-style-type: none"> - The serial number entered in HK110 doesn't match the one showing in the photo uploaded as evidence in HL181-3. - The serial number is not clear from the photo. 	<ul style="list-style-type: none"> - Check the serial number is entered correctly in HK110 and matches the photo in HL181-3. - Check the serial number and capacity are shown clearly in the photo.

Non-Domestic Renewable Heat Incentive (RHI)

HH120-1

Which of these are you directly measuring for the purpose of the RHI payment calculation?

AND

- Any Heat Loss Assessment provided is inconsistent.

- Check that any Heat Loss Assessment provided is consistent and that all the macros are enabled.

- See the links below

<p>HL182 Please email the completed Heat Loss Assessment in macro-enabled excel format to RHI.Heatloss@ofgem.gov.uk, quoting your ORG number.</p>		<p>for further details.</p> <ul style="list-style-type: none">- HLA User Guide and Questionnaire
---	--	--

When you're ready to apply



STEP 1 – Create an account on the RHI Register

Before you can use the Ofgem 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.
- Take care when entering your bank account details, this is the account we will make your payments to when you are accredited

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 Ofgem [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 Ofgem 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 Ofgem 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 – Identity and bank details if requested

As part of your application we need to verify your identity and bank details. We will collect these details as part of the registration process but if we are unable to verify them we may ask you to post them to us. If we contact you via email to request this, please respond quickly to allow your application to progress. **Do not upload bank statements to the RHI Register or email them to us.**

Contact us

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

- By telephone: 0300 003 2289

Non-Domestic RHI enquiry line open Monday to Thursday 9am-5pm and 9am-4.30pm on Fridays.

Note: Calls may be recorded for training, quality control, monitoring or fraud prevention purposes.

- By email: rhi.enquiry@ofgem.gov.uk

Easy Guide series

[Easy Guide to the Non-Domestic RHI](#)

[Easy Guide to Eligibility](#)

[Easy Guide to Applying](#)

[Easy Guide to Metering Requirements](#)

[Easy Guide to Compliance](#)

[Easy Guide to Periodic Data Submissions](#)

[Easy Guide to Sustainability](#)

[Easy Guide to Heat Pumps](#)

This Easy Guide is applicable to applicants and participants on the GB Non-Domestic scheme. If you're an applicant or participant on the Northern Ireland Non-Domestic scheme then please refer to: <https://www.ofgem.gov.uk/environmental-programmes/non-domestic-renewable-heat-incentive-rhi/northern-ireland-renewable-heat-incentive>