

# Domestic Renewable Heat Incentive (RHI)

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Domestic

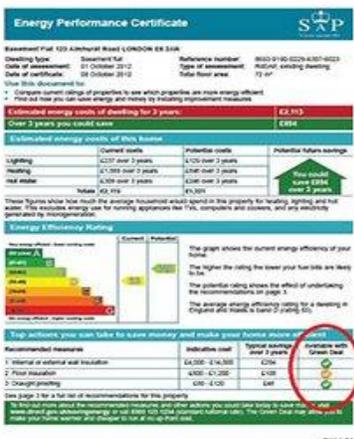


## Application Form Help Sheet

V3 Jun-14

### Get prepared

This Help Sheet is designed to improve the speed at which you can apply as well as reduce the chances of your application going into review by being prepared. Should your application go into review it has some helpful hints and tips making sure we can speed up your review process. You should only read this help sheet after you have read the [Essential Guide for Applicants](#) and have all the necessary documents to hand.



The key three documents are your:

- 📌 **Energy Performance Certificate (EPC)\***
- 📌 **Green Deal Advice Report (GDAR)**
- 📌 **MCS installation certificate number(s).**

Depending on circumstances some people may be asked to provide further information during the application process, or when in review. Page 23 of the [Essential Guide for Applicants](#) explains what you may need.

**\*Please check your EPC has a deemed heat load at the bottom of page 4 before applying.**



## How applying works...

We have designed your application to be as easy as possible. The first page starts with basic questions about you, your property and your heating system. This is to check eligibility. If these initial eligibility requirements are met then you will proceed to the second section.

The application form is designed so questions change in response to your answers. Some fields may also be automatically filled in. You can hover over the  icons with the cursor for further information if you're uncertain about a question.

The answers to some questions will act as triggers for further evidence of information from you. Where we cannot automate this process one of our Application Support Team members will be in touch to help. A  symbol signifies where we may ask you for information, what it would be and how you can submit it to us.

### About you:

Select the option that best represents you.

 If you are a landlord make sure you have read the [dedicated information on our website](#) for Private and Social Landlords and have your letter of authorisation ready to submit once you receive your RHI member number.

### About you

1. Are you applying as: 

An individual  Representing an organisation

2. Do you own the heating system? 

Sole owner  Joint owner with permission to apply from all other owners  Not the owner

3. Are you: 

An owner-occupier  A registered social landlord  A private landlord  A local authority

A resident at the property to which the system provides heat  None of the above

4. Do you own or occupy the property where the heating system is installed? 

Own and occupy  Own but don't occupy  Occupy but don't own  Neither own nor occupy



## About your renewable heating system:

### About your renewable heating system

5. Enter your MCS Installer Certificate Number: ?  
MCS -  -  Example 12345678-H  
By providing this number you give Ofgem permission to access the data about your heating system held by the MCS scheme.

6. Does the renewable heating system at your property have more than one MCS certificate? If you are unsure how to answer this question please read the information in our [reference guide](#). ?  
 Yes  No

7. Have you or any previous owner used any of your own money to buy or install the renewable heating system? ?  
 Yes  No  Don't know

8. Was any money used from public grants, including the Renewable Heat Premium Payment (RHPP), to buy, install or reimburse you for the heating system? ?  
 Yes  No  Don't know

9. What does your system provide heat for? Tick all that apply. ?  
 Space heating such as central heating  Domestic hot water  
 Other purposes, including swimming pools

10. Do you need to be metered for payment? ? [Find out more](#)  
 Yes  No

- ♣ Now you will need your MCS certificate.
- ♣ The certificate number you need is located at the top of the certificate.
- ♣ You only need to select 'yes' to question 6 if the heating system you are applying for has more than one certificate.
  - ★ E-mail the second certificate once you receive your RHI application number.
- ♣ If you have received any public funds to help buy your heating system you must declare yes to question 8.
  - ★ E-mail your grant letter once you receive your RHI application number.
- ♣ If you have been metered for payment, select 'yes' for question 10. You will then be required to answer further questions based on the Installer Metering Questions completed by your installer.
  - ★ If you do not already have these you can select 'skip', but you will not be accredited until they have been submitted, so please speak to your installer.



## About your property:

### About your property

11. Enter your Energy Performance Certificate (EPC) number ?

-  -  -  -  Example 1234-5678-1234-5678-1234

By providing this number you give Ofgem permission to access the data on your certificate held by the EPC scheme.

12. In the last 12 months, tell us how long the property was occupied for: ?

Enter the number of days

183 days or more  Less than 183 days

13. What is being heated by the heating system? ? [Find out more](#)

Single domestic property (one building only)  Multiple properties

Domestic property (plus other buildings or swimming pool)

14. To see if your property is an eligible new build, was the renewable heating system commissioned? ?

After the property was first occupied  Before it was first occupied (i.e. when the property was built)

15. Tell us where your property is. ?

England  Wales  Scotland

[Start Application](#)

- 🏠 Now you will need your EPC and GDAR numbers.
- 🏠 Q12: how many days your property was occupied last year. (For example, if you went away for a month you might put 330 days.)
- 🏠 Q13: if you are unsure then select 'Domestic Property (plus other buildings or swimming pool)' and we will send you a heat use form to assess your application.
- 🏠 Selecting 'after the property was first occupied' for question 14 will prompt the application to ask for your GDAR number.  
**(This is to allow eligible new builds to proceed without a GDAR.)**
- 🏠 Selecting 'Before it [the property] was first occupied' will prompt questions about how the property was funded and who owned it. Self-builders will then be asked for further information explained here on Page 23 of [The Essential Guide to Applicants](#)
- 🏠 Click "Start Application"



At this point we will check the validity of your domestic EPC and GDAR as well as the eligibility of the heating system you have applied for. If your application so far meets the eligibility requirements then you will continue to the final form.

**(There may be a slight pause whilst this check happens so do not try to click or refresh your page.)**

If not eligible you will see the 'We're sorry to say...' page with an explanation as to why you haven't met scheme requirements.

Common reasons for this may be that your EPC does not have a heat load or your heating system isn't eligible so please check our [Product eligibility list](#). It is also worth noting at this point our legacy phasing that is in place. If you have received RHPP Phase 1 or 2 you can apply from the 9<sup>th</sup> July. This will then be followed by the 9<sup>th</sup> October for RHPP Phase 2 Extension recipients.

## We're sorry to say...

**Thank you** for considering the Domestic RHI scheme.

Unfortunately your application does not meet the requirements because we can't find a certificate that matches the MCS number that you entered. Please check the number you have entered is correct. The MCS number is shown at the top of the certificate that your heating system installer gave you. The number should look like this: MCS-12345678-H. If you don't have your certificate, or are unsure about which number to use please contact your installer.

Read more information about [RHI scheme requirements](#) and [eligible products](#). You may reapply to join Domestic RHI if you make any changes to your heating system to meet the scheme requirements.

**Final form:****Application to join Domestic RHI**

Secure form

Complete the details below and when all sections are complete click 'Continue'. You'll receive an immediate response.

1 of 7 **Your personal details**

Please complete your personal details. We'll verify this information to process your application. Your email address will also be your username to sign into My RHI, to retrieve saved applications or view your Domestic RHI account.

Title

First name

Surname

Please enter your name as it appears on your passport or other official ID. Otherwise, we may not be able to process your application.

Date of birth  ?

Email address  ?

Confirm email address

Contact number  ?

[Next section →](#)

This final page has at least 6 sections to complete. These allow us to create a profile for you, as well as gain some information in order to be able to pay you should your application be successful.

In section 1 you will be asked for your:

- 🏠 **Name**
- 🏠 **Date Of Birth**
- 🏠 **E-mail address**
- 🏠 **Contact number**

★ Please write your name as it appears on documents such as your passport or the electoral register to make verifying your identity easier.

e.g. David James Smith and not Dave Smith or James Smith

This is because we use an external identification verification company who will check such records to verify who you are. Please be aware that this will NOT affect your credit rating.



## 2 of 7 Password



Use your email address and the password you create below to retrieve saved applications and to sign into My RHI to view your account. Your password must be:

- Minimum 8 characters long
- Have 1 uppercase letter and 1 lowercase letter
- Have 2 numbers

Password

Confirm password

Next section →

- 🏠 Creating a password to allow you to log into MyRHI once you have applied.
- 🏠 (Your password must be **8 characters with one upper case** and at least **2 numbers**. E.g., Password10).

## 3 of 7 Address details



Your flat number, building number or building name should be entered separately in the boxes provided. Please follow the examples shown in the boxes below. You must enter **at least** a flat number, building number or building name and a postcode.

**Address where heating system is installed**

Flat number

Building name

Building number

Address line 1

Address line 2

Town

Postcode

Home address  Same as above

Correspondence address  Same as above

Next section →

- 🏠 If you would like us to contact you at a different address then un-tick one of the boxes below and the section will expand.
- 🏠 If the addresses are the same then you can leave the boxes selected.



#### 4 of 9 Your heat pump's efficiency

As your heat pump was installed before the scheme launched, its seasonal performance factor (SPF) has been defaulted to 2.5. The SPF is a measure of its efficiency and we'll take it into account to calculate your payments. You have the option to submit a new SPF, however you must send us evidence for this change for us to approve your application. For examples of how the SPF affects payments, see the 'About payments' section in the Essential guide for applicants.

Please select a value from the list below if you wish to change your SPF:

SPF value

Next section →

- 🏠 If you are a legacy applicant and wish to increase your SPF you must do this **now**. The SPF value must be the output of your installer's assessment using a [Heat Pump SPF Calculation Template](#). You will not be able to change this after being accredited.



E-mail this evidence once you receive your RHI application number.

#### 4 of 7 More about your heating system

Was the heating system new when it was installed? 

Yes  No

Next section →

- 🏠 If you are unsure about what this means please view our reference guide [here](#).

#### 5 of 7 Metering and Monitoring

Your renewable heating system can be used with an optional Metering and Monitoring Service Package to help you understand and optimise your system's performance.

To register your Package you must send your service agreement and the Ofgem technical checklist to [DomesticRHI@ofgem.gov.uk](mailto:DomesticRHI@ofgem.gov.uk). Read our guide [material](#) for more information.

Do you have a Metering and Monitoring Service Package installed that you would like to register in order to receive additional quarterly payments?

Yes  No

Next section →

- 🏠 If you have installed a Metering and Monitoring Service Package, select 'yes' to receive your additional payments.



Please email us the relevant documents. These could include the technical checklist and metering and monitoring agreement once you have an RHI application number.

**If you have been metered for payment:**

5 of 8 **Metering questions**

You must complete these questions using the Installer Metering Questions document. Hover over the question mark icons for help. To find answers to the questions on the document look for the section numbers shown in the icons (e.g. 2.1)

Do you have a copy of the Installer Metering Questions document, completed by an MCS certified installer? ?

Yes  No

MCS company name ?

MCS company number ?

**MCS**

Do you have a biomass stove or boiler? ?

Stove  Boiler

Do the meters measure heat output from the biomass installation only? ?

Yes  No

Next section →

If you selected 'yes' for Q10 on page one you will see this section.

- 🏠 You need your Installer Metering Questions. These have been laid out in the same format as the ones your installer gave you.

6 of 7 **Survey questions**

Providing answers to the following questions will help us understand the cost of installing renewable heating systems and evaluate the effectiveness of the RHI scheme. It won't effect any payments.

Total cost of ALL the work to install the renewable heating system £  ?

Cost of labour to install the heating system in your home £  ?

Cost of renewable heating product only £  ?

How was the property heated before the renewable heating system was installed?  ?

Next section →

- 🏠 This section is for scheme evaluation purposes. The information will be used to better understand the renewable heating industry. You may require your invoice here.
- 🏠 Whilst these fields are mandatory, if you do not know the answer you can answer with your best estimate. Your answers will not affect your payments or your eligibility for the scheme.



7 of 7 **Bank account details** 

If your application is successful we'll pay you every quarter. Please provide details for a valid bank account that accepts BACS payments.

Account number

Sort code

[Next section](#) →

- 🏠 You will need your bank account number and sort code.
- 🏠 Your account must be able to accept BACS payments (please read our [FAQs](#) if you don't understand this).
- 🏠 Please use a bank account that is registered to the same address to which your heating system is registered. It's best if the bank account is registered to your name only.

★ Please note this is because we use an external identification verification company who will check bank details to verify the account exists. We have noticed it has trouble recognising joint bank accounts and will endeavour to resolve this issue. Checks will NOT affect your credit rating.

★ As a landlord your first application will always be placed into review whilst we check your identification. We will check the Letter of Authorisation when you send it to us but please note that we may require further ID and bank evidence.

**(All bank details are checked and then protected by our finance department. If you are accredited and wish to change your details you can either edit them in MyRHI or you will need to contact the payments manager.)**



## Finally...submitting your application:

After completing the application form, you will be asked to declare that all you have written is correct to the best of your knowledge alongside some other terms, conditions and obligations.

There is a link included for you to read and print off for your records. Once and only when you are happy tick the box and press submit.

### Application to join Domestic RHI

Secure Form

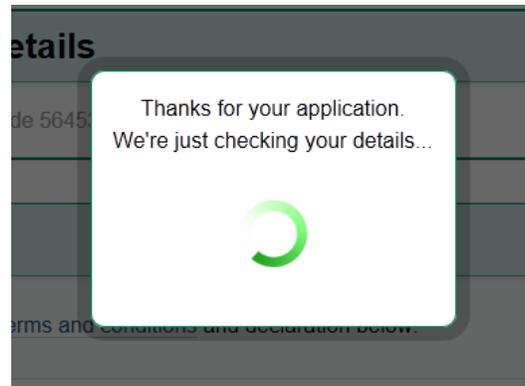
Complete the details below and when all sections are complete click 'Continue'. You'll receive an immediate response.

1 of 7	<b>Your personal details</b>	✓
Miss Blank White, 01041975, lea11@me.com, 67916722795		<a href="#">Change</a>
2 of 7	<b>Password</b>	✓
Password accepted		<a href="#">Change</a>
3 of 7	<b>Address details</b>	✓
Addresses complete		<a href="#">Change</a>
4 of 7	<b>More about your heating system</b>	✓
Section complete		<a href="#">Change</a>
5 of 7	<b>Metering and Monitoring</b>	✓
Metering and Monitoring section complete		<a href="#">Change</a>
6 of 7	<b>Survey questions</b>	✓
Total system cost £3725, Installation cost £765, equipment cost £3075, Boiler, Gas		<a href="#">Change</a>
7 of 7	<b>Bank account details</b>	✓
Account number 6798700, Sort code 767067		<a href="#">Change</a>
<b>Declaration</b>		
<input type="checkbox"/> I have read and agree to the terms and conditions and declaration below.		
<p><b>Your application:</b></p> <ul style="list-style-type: none"><li>- The information I have given is accurate to the best of my knowledge and belief.</li><li>- I have read and agree to the terms and conditions of the scheme.</li><li>- I agree to send any information in the manner and form Odgma requires within this application form, and where further information is needed to process my application.</li></ul>		
		<a href="#">Submit</a>



## What happens next?

Once you have pressed submit you will see a screen showing this, it may take a few seconds to process.



After which you will be informed if your application has been accepted, rejected or placed under review. If this is the case we will get back to you within 5 working days.

If you are asked to submit any of the following:

- 🏠 Heat Pump SPF calculation template
- 🏠 Letter of Authorisation
- 🏠 Insulation Exemption letter
- 🏠 MMSP documentation
- 🏠 Second MCS certificate
- 🏠 Self-build Evidence
- 🏠 Installer Metering Questions

Then you can now email it to us at [DomesticRHI@Ofgem.gov.uk](mailto:DomesticRHI@Ofgem.gov.uk) with your application number as the subject header. This will help speed up your application process.

You will now have access to MyRHI using your email address and password. If you have any further issues whilst filling in your application form 0300 003 0744

Your suggestions for how we can improve our service are always welcome.

**Email us at** [suggestions.domesticrhi@ofgem.gov.uk](mailto:suggestions.domesticrhi@ofgem.gov.uk)