

Domestic Renewable Heat Incentive

Guide to Assignment of Rights



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www.ofgem.gov.uk/drhi

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Making a positive difference
for energy consumers

Table of Contents

Part 1 - Introduction	2
Part 2 – Information for investors.....	4
Section 1: Before you register with us	4
Section 2: Requirements to become a member of a consumer code	5
Section 3: Funding requirements	6
Section 4: How to register with the Domestic RHI	7
Section 5: About payments.....	8
Section 6: Your responsibilities as an investor	10
Section 7: Switching investors and participants	11
Part 3: Information for applicants	13
Section 8: Before you apply	13
Section 9: Application	14
Section 10: Other joining requirements	15
Section 11: How to apply to the Domestic RHI.....	15
Section 12: Your responsibilities as a participant.....	16
Part 4 – Information for investors and applicants	19
Section 13: The model contract	19
Section 14: Complaints and disputes.....	20

Part 1 - Introduction

What is Assignment of Rights?

Renewable heating systems can be expensive to install, but in the right properties Domestic Renewable Heat Incentive (Domestic RHI) payments can make them an attractive investment.

The Department for Business, Energy & Industrial Strategy (BEIS) introduced the Assignment of Rights option under the [Domestic Renewable Heat Incentive \(Domestic RHI\)](#) to help householders and organisations access finance to overcome the upfront costs of a renewable heating system. Assignment of Rights allows an investor to help fund the purchase and/or installation of such systems. Households and organisations then, as applicants to the Domestic RHI Scheme and at the same time as that application is made, assign their rights to RHI payments to the investor.

Context

Assignment of Rights under the Domestic RHI came into effect following amendments to the scheme on 27 June 2018, intended to prevent future use of other third-party financing models (i.e where individuals and third parties have an agreement outside of the Domestic RHI to transfer RHI payments to the third party). An investor may only receive RHI payments as a '**nominated registered investor**' in an Assignment of Rights agreement. (The [Non-Domestic Renewable Heat Incentive \[NDRHI\]](#) scheme is unaffected by this change).

In the case of any renewable heating systems for which Domestic RHI applications are made on or after 27 June 2018, and for which funding for purchase and/or installation is provided by a third-party (investor), the Assignment of Rights model will have to be used if the third party is to receive RHI payments. They will receive the payments directly from us. Heating systems accredited, or for which applications were submitted, before 27 June 2018 are unaffected.

What's changing?

The Domestic RHI scheme is closing to new applicants at **midnight at the end of 31 March 2022**. All accreditation applications by new applicants for Assignment of Rights agreements must be submitted by this time.

It will still be possible for investors to apply to take over existing Assignment of Rights contracts with participants, from investors who may wish to exit their agreements, up until **midnight at the end of 30 June 2028**.

Who is this guide for?

This guide is for investors and applicants looking to apply for accreditation to the Domestic RHI scheme using an Assignment of Rights agreement. Due to scheme closure rules, this must be done by **midnight at the end of 31 March 2022**.

The guide is also for new and existing investors looking to transfer existing Assignment of Rights contracts with participants. Under scheme closure rules this can be done up until **midnight at the end of 30 June 2028**.

It also outlines ongoing obligations for all participants and investors on the scheme.

There are details about what an investor application must include, what an applicant must do to nominate a registered investor, how to apply and the rules that investors and participants must stick to if their application is approved. If you're considering entering an Assignment of Rights agreement, or transferring an existing contract, it is essential that you read this guide to understand whether you're eligible. We also recommend that you seek independent legal or other expert advice before entering into any arrangement regarding Assignment of Rights.

We are keen to hear any feedback on how this guidance could be improved and/or whether there are any omissions. You can contact us at RenewableHeat@ofgem.gov.uk.

Part 2 – Information for investors

Section 1: Before you register with us

Understand the eligibility criteria

If you intend to register as an investor under Assignment of Rights on the Domestic RHI, make sure you're familiar with the scheme requirements and your responsibilities under the rules if you're approved. There are eligibility requirements which apply to the investor, applicant, the heating system and the property throughout the seven years payment lifetime, including making sure the system remains eligible during the entire period.

We strongly recommend that you read the [Domestic RHI: Essential Guide](#) before entering an Assignment of Rights agreement. It contains important information about the requirements for the applicant, heating system, property, and the ongoing obligations which apply to both the applicant and the investor.

It's also important that an investor reads the [Domestic RHI: Guide to Metering](#) and knows under which circumstances a renewable heating system needs to be metered.

Becoming an investor

An investor is an individual or organisation that funds some or all of the purchase and/or installation costs of a renewable heating system in return for being assigned the associated RHI payments.

In order to be eligible for RHI payments, investors must register with Ofgem. Before registering, an investor must be a member of one of the two Chartered Trading Standards Institute (CTSI)-approved consumer protection codes for Assignment of Rights. These are listed in Section 2 of this document. They must also present a contract for Assignment of Rights agreements that has been approved by their consumer code.

If registered, the investor then becomes a 'registered investor'. As part of the application process for accreditation of their renewable heating system, applicants are given the option of assigning the right to RHI payments by nominating a registered investor to receive these payments instead of themselves.

Only registered investors can be nominated by applicants to be assigned their RHI payments.

If nominated, the registered investor becomes the 'nominated registered investor'. If we grant accreditation, the applicant becomes the 'participant' for that renewable heating system. The nominated registered investor will then begin to receive the participant's RHI payments.

Section 2: Requirements to become a member of a consumer code

Register with a consumer code

To be eligible to register with us and enter into an Assignment of Rights agreement, investors must first become a member of either:

[the Renewable Energy Consumer Code \(RECC\)](#) or,

[the Home Insulation and Energy System Scheme \(HIES\)](#)

These are the two CTSI-approved consumer codes for Assignment of Rights. You must agree to their terms and conditions.

Once approved under RECC or HIES, investors can submit an application for registration to us to become a registered investor.

As a registered investor, one of your ongoing obligations is that you must remain a member of RECC or HIES and continue to meet their requirements. If you're not compliant with a consumer code, we may suspend your RHI payments and consider revoking your registration

'Model contract(s)'

As part of the approval process with your consumer code you will be asked to provide a copy of the contract(s) you intend to use to enter into an Assignment of Rights agreement with owners (householders or organisations) of renewable heating systems. They will review the contract you provide in line with their rules and, if compliant, will approve it.

As part of the application to become a registered investor, investors will need to provide a copy of this approved contract to us, see Section 4 of this document.

A 'model contract', see more details at Section 13, has been published by the consumer codes and is available on their respective websites. The contract is designed to facilitate Assignment of Rights for investors and applicants, while maintaining consumer protections. It sets out the rights and obligations for both parties.

Ofgem will assess whether the contract(s) you supply as part of your application to become a registered investor matches the contract that was approved by the relevant consumer code.

It's **strongly recommended** that investors adhere to the model contract published by the consumer codes. If contracts are submitted to us which differ from this model contract, or which don't match the one approved by your consumer code, your application will take significantly longer to assess. Variations will result in you having to go back to the relevant consumer code to have your specific contract reapproved. If the variations are not reapproved by the relevant consumer code, your application to become a registered investor may be rejected.

Section 3: Funding requirements

Funding and ownership requirements of the renewable heating system

Applicants to the Domestic RHI under an Assignment of Rights agreement must be the owners of the renewable heating system. Investors aren't permitted to own all or any part of a renewable heating system for which they will be nominated to receive RHI payments. Investors can never repossess the heating system, either during or after the applicant's accreditation on the Domestic RHI.

Applicants who seek to enter into an Assignment of Rights agreement with an investor can partially fund the purchase and/or installation of their renewable heating system themselves, but the investor must contribute some or all of the cost.

In an Assignment of Rights agreement, the nominated registered investor will always receive all of the RHI payments directly from Ofgem.

It's important that the Assignment of Rights contract outlines clearly the funding contribution of each party. We will ask for evidence to support the financial contribution requirements.

Grant funding

There are a number of rules in the Domestic RHI surrounding the receipt of grants from public funds. To see which parts of the renewable heating system these rules apply to, see the section on the New parts requirement in Section 6 Chapter 2 of the [Essential Guide](#).

If the investor and/or the applicant received a grant from public funds that went towards the cost of purchasing and/or installing the renewable heating system, then in order to avoid a double subsidy, the amount of the grant is deducted from the RHI payments. Both the source and amount of funding received need to be declared. This declaration must be made by the applicant when they apply to the scheme in their application. The registered investor must tell the applicant about any grant funding before the applicant applies to the Domestic RHI.

We'll need to deduct any amount of grant funding from the RHI payments, spread evenly over the seven years of payments. If the grant covered the entire cost of purchase and installation,

the renewable heating system will **not** be eligible for the scheme. Loans, which the investor or applicant are required to repay, are not grants.

Section 4: How to register with the Domestic RHI

What an investor will need

To apply to become a registered investor, you will need to complete an Investor Application Form which can be found on our website [here](#).

You must send this to: Investors.DomesticRHI@ofgem.gov.uk.

The form will ask you to provide the following details:

- information confirming the identity of the person completing the form;
- the name, date of birth, address, email address and telephone number of the investor or person representing the investor;
- where the investor is a company, the trading name by which it is commonly known, its registration number, and the address of its registered office;
- details of the investor's bank account which accepts pound sterling deposits in the United Kingdom;
- proof of membership to a consumer code (RECC or HIES);
- a copy of the contract(s) under which the investor intends to enter into an Assignment of Rights agreement with an applicant. For more on contracts see Section 2 of this document.

We will then check your application for eligibility against the Scheme regulations. This may take several weeks and we can request further supporting information if we believe it's necessary for proper assessment of the application. It could be rejected if this supporting information is not provided within 28 days. We may make an investor's registration subject to conditions which we consider to be appropriate

Authorised representatives

Investors are able to designate an authorised representative within their organisation to apply for registration and receive payments to their bank account. They can indicate this in the investor registration form. This authorised representative will need to provide;

- their name in which the account will be set up;
- an [organisation authorised representative letter](#) confirming that they are able to act on behalf of the individual or organisation; and,
- personal information, including their own address, so that we can carry out identity checks.

Authorised representatives can administer the investor's registration with Ofgem, and conduct any correspondence in regards to it. They will also communicate with us in regards to the investor's ongoing obligations and complete the investor's annual declarations, a yearly confirmation to us that the investor continues to meet our scheme rules.

What happens when you become a registered investor?

If your application is successful, you will become a registered investor and receive a Unique Registered Investor Reference (URIR) and a Contract ID(s) from us. It is at this point that applicants can submit applications to the Domestic RHI and nominate you to receive RHI payments. They will need this information when they apply, as well as a copy of the contract you have both signed.

You will have to comply with the requirements in Section 6 of this guide.

Section 5: About payments

Investor payments

Once any applicants who have nominated you to receive their RHI payments have had their Domestic RHI applications approved, we can make payments to you for up to seven years from the date of successful application, every three months in arrears.

Payments made for Metering and Monitoring Service Packages (MMSP) are not assignable under the Assignment of Rights, for more information on MMSP please see our [Guide to Metering](#).

There are certain circumstances in which we can stop, or suspend payments (as appropriate) for a period of time. These include but are not exhaustive to:

- failure by the investor or participant to comply with their respective ongoing obligations (e.g. informing us of changes to the renewable heating system, property, assignment agreement, etc.);
- providing us with incorrect information and/or;
- when the renewable heating system is not in good working order or stops generating heat.

During an investigation, we can suspend your payments in relation to specific installations or, where appropriate, all installations for which you are the nominated registered investor.

We would inform you and your relevant participants in writing of any investigations and suspension of RHI payments. On conclusion of any investigations, if the non-compliance were

confirmed, compliance action could include permanently withholding payments for periods of non-compliance and/or revoking your registration as a registered investor with the scheme.

MyRHI

A nominated registered investor's payment schedule is visible to the participant on [MyRHI](#) (the online portal where they can view and manage the details of their membership to the Scheme). This is to ensure transparency and consumer protections in accordance with the [Domestic RHI privacy notice](#).

MyRHI is exclusively for the use of participants. Investors are not able to access it.

Once an applicant successfully nominates a registered investor, the full amount of each Domestic RHI payment must go to that nominated registered investor.

Methods for calculating payments

Most payments will be made on an estimate of a property's annual heat demand contained in the Energy Performance Certificate (EPC), or the relevant annual heat demand limit – whichever is lower. The heat demand limit caps the payments that nominated registered investors can receive for the participant's annual heat use.

Some renewable heating systems will require metering for payment. The participant will have to submit meter readings every three months, and RHI payments will be based on these readings. For an overview of the scheme's metering requirements, please read our [Essential Guide](#) and our [Guide to Metering](#).

Overpayments and audits

In circumstances in which overpayment has occurred, we will we'll notify you within 21 days of the conclusion of our investigation and give you reasonable time to comply. We may take court action to recover the payments if they are not repaid within the timeframe we've specified.

We also have the right to carry out audits on the participant's property to ensure that the rules of the scheme are being complied with. These audits may be carried out at short notice. Please see the audit section of the [Essential Guide](#) for more information.

Section 6: Your responsibilities as an investor

Ongoing obligations

There are ongoing obligations for registered investors. Failure to meet these obligations may result in suspension of payments or registration with the Domestic RHI being revoked.

Investors must understand their ongoing obligations (for both registered investors and participants) prior to seeking registration.

As a registered investor, ongoing obligations are to:

- maintain membership with RECC or HIES;
- comply with any condition, administrative requirement, or request for information which relates to their registration;
- inform us of any incorrect information or change of circumstance which affects their registration, including if they intend to amend any contract used for Assignment of Rights agreements;
- submit annual declarations;
- repay any overpayment which Ofgem decide that they have received

Once nominated by an applicant to receive RHI payments, in addition to their obligations as a registered investor, a *nominated* registered investor will need to:

- make sure the applicant has informed us, during their application, about any grants from public funds the investor received, that went towards the costs of purchasing and/or installing the renewable heating system;
- notify us regarding any change of circumstances regarding the participant, property or renewable heating system in relation to an accreditation that might affect whether it should be metered for payment (this is why we encourage investors to familiarise themselves with the participant's ongoing obligations);
- ensure that we have been notified if a renewable heating system which they receive RHI payments for has been replaced or is not in good working order.

Notifications

Failure to comply with any ongoing obligations will affect your payments. We strongly recommend that all parties discuss and understand their own obligations **before** entering an Assignment of Rights agreement.

On joining the scheme, nominated registered investors and participants must notify Ofgem separately of any changes affecting the participant's ongoing obligations.

Participants also have their own annual declarations to submit each year. Investors can't complete these on their behalf.

Investors have 28 days to notify Ofgem of any matters relating to their ongoing obligations.

Annual declarations

Each year participants and registered investors have to complete declarations which show that they are still meeting their ongoing obligations to the scheme. As a registered investor you must declare annually that:

- you have not, since accreditation, received any grants or funding which reimbursed you or a previous investor for a participant's renewable heating system, for which you are now the nominated registered investor;
- you are still a member of either RECC or HIES;
- the participant owns all of the renewable heating system for which you have been assigned their RHI payments;
- the contract between you and the participant, signed and submitted on application to the scheme, is still in force and you have notified us of any alterations; and,
- the transfer of any Assignment of Rights agreements to or from another registered investor has been effected correctly.

Section 7: Transferring agreements

Transferring the nominated registered investor

Up until the end of midnight on 30 June 2028 it will be possible to apply for an accredited renewable heating system to transfer from the existing nominated registered investor to a new nominated registered investor, provided that the original nominated registered investor, the participant and the new registered investor provide us with:

- confirmation that they all agree to the transfer of nominated registered investor status;
- the date on which you intend to make the transfer, or the 'switch date' (this must be at least 14 days after you notify us);
- the new investor's Unique Registered Investor Reference (URIR);
- the Contract ID;
- copies of the amended contract between the participant, existing investor, and the new investor; and
- any additional information which we may require in order to consider the transfer.

We may request further supporting information if we consider it's necessary for the proper assessment of a transfer of nominated registered investor status. This supporting information must be provided within 28 days. If not, then we may reject your transfer of investor request.

Once we've reviewed this request and if we're satisfied that the transfer is compliant, we'll let all parties know. RHI payments will begin going to the new nominated registered investor from the switch date.

If the transfer of investor request isn't compliant, we'll reject it, giving reasons for our decision. You may wish to submit another request afterwards.

Transferring ownership of the renewable heating system

If a participant is planning to sell their property and renewable heating system, it will be possible for the new owner to take over the Domestic RHI membership and Assignment of Rights agreement.

For RHI payments to continue, the new owner has 12 months from the date of transfer to notify us that they wish to continue the Domestic RHI accreditation and Assignment of Rights agreement. This is an ongoing obligation under the scheme. For more information about ongoing obligations, see Section 6.

The new owner must contact us and nominate you to be assigned their RHI payments. This includes providing your URIR, Contract ID and a copy of the new signed contract between themselves and you. If accredited, the new owner becomes the new participant with you as their nominated registered investor. Once this has been confirmed and ownership details are updated, your payments will resume.

Payments are permanently withheld for periods when the renewable heating system has been sold to a new owner who has not yet become a participant of the Domestic RHI. Payments can only be made when there is both a participant and a nominated registered investor in relation to a renewable heating system.

If the new owner doesn't wish to continue the Assignment of Rights agreement, the accreditation will cease. You may wish to contact the new owner and discuss this with them.

We will also review the accreditation of the renewable heating system to ensure that it continues to meet the eligibility criteria.

Part 3: Information for applicants

Section 8: Before you apply

Understand the eligibility criteria

Under scheme closure rules, all applications for accreditation to the Domestic RHI under the Assignment of Rights will need to have been submitted **by midnight at the end of 31 March 2022**.

You should ensure you're familiar with the scheme requirements and your responsibilities under the rules if you're approved. There are specific requirements which apply to you, your tenants (if relevant), your renewable heating system and your property. Before applying to the Domestic RHI, it's important that you read the [Essential Guide](#). It contains important information about ongoing obligations and requirements for you, your heating system and your property.

Know your rights

Ofgem works closely with Chartered Trading Standards Institute (CTSI) approved consumer protection codes. The two consumer codes for Assignment of Rights are:

- [the Renewable Energy Consumer Code \(RECC\)](#)
- [The Home Insulation and Energy Systems Contractors Scheme \(HIES\)](#)

Investors who are registered with us, to enter Assignment of Rights agreements with applicants, must be a member and comply with the requirements of one of these codes.

The consumer codes have published 'model contracts' designed to facilitate Assignment of Rights for investors and applicants, while maintaining consumer protections, see Section 13 of this guide. The contract should be written in language that you can understand and sets out the rights and obligations for both parties. We and the consumer codes strongly encourage you to use the model contract in agreements with applicants.

If investors decide to use different contracts these will need to be approved by the relevant consumer code.

Section 9: Application

Applying

When you apply to the scheme under Assignment of Rights, you'll nominate a registered investor to receive your RHI payments. As part of this process, you must provide their Unique Registered Investor Reference (URIR), Contract ID and a copy of the signed contract between yourself and the registered investor. In return you can expect to benefit from financial contribution towards a new renewable heating system and lower heating costs. For free impartial information on how to save energy in your home, you can contact [Energy Saving Trust \(England and Wales\)](#) or [Home Energy Scotland](#).

If your application has been approved and you have successfully nominated your registered investor, you'll become the participant and they'll become your 'nominated registered investor'.

My RHI

Your nominated registered investor's payment schedule is visible to you on [MyRHI](#) (the online portal where you can view and manage the details of your membership to the scheme). This is to ensure transparency and consumer protections in accordance with the [Domestic RHI privacy notice](#).

Only you can access your MyRHI account.

Advice

The consumer protection codes can also provide advice, and help deal with complaints regarding breaches of the consumer code or contract, such as:

- where misleading information has been provided regarding the scheme or the renewable heating system installed,
- where the heating system is underperforming, or
- where the information in the contract and the actual service provided are inconsistent.
- any issues with pre-contractual information.

Before you enter into any kind of contract, it's a good idea to speak with an independent legal or other expert advisor. Before applying, be absolutely sure that an Assignment of Rights agreement suits your needs. You'll need to be very careful with the terms and conditions of any contract you're offered. Make sure you fully understand what your agreement entails and don't enter into any kind of contract until you are completely comfortable.

Only registered investors can be nominated to receive RHI payments. Payments made for Metering and Monitoring Service Packages (MMSP) are not assignable under the Assignment of Rights, for more information on MMSP please see our [Guide to Metering](#).

Section 10: Other joining requirements

Funding and ownership requirements of the renewable heating system

Applicants to the Domestic RHI under an Assignment of Rights agreement must be the owners of the renewable heating system. Investors aren't permitted to own, or part-own, all or any part of the renewable heating system for which they will be nominated to receive RHI payments. The investor can never repossess the renewable heating system.

Applicants who seek to enter into an Assignment of Rights agreement can partially fund the installation and/or purchase of the renewable heating system themselves. The investor must contribute to at least some of the costs.

In an Assignment of Rights agreement, the nominated registered investor will always receive all of the RHI payments. It's important that your agreement outlines clearly the funding contribution of each party. We may ask for evidence to support the financial contribution requirements in your application or as part of an audit.

Section 11: How to apply to the Domestic RHI

What you'll need to apply

When you have entered into an agreement with a registered investor and the renewable heating system has been installed, you can apply to the Domestic RHI on our website [here](#).

When you do, you must comply with the scheme rules and provide:

- personal information;
- the registered investor's Unique Registered Investor Reference (URIR);
- the registered investor's Contract ID;
- a copy of the signed agreement between yourself and the registered investor;
- answers to eligibility questions and others related to the application and agree to the scheme rules;
- answers to survey questions to help evaluate the scheme;
- [Microgeneration Certification Scheme \(MCS\)](#) certificate number;
- [Energy Performance Certificate \(EPC\)](#) number, and

- Where you have a Metering and Monitoring Service Package (MMSP) installed, your bank details.

Your registered investor should provide you with their URIR and Contract ID.

Who can complete the application form?

Anyone who owns and/or occupies the property where the renewable heating system is installed can apply for the Domestic RHI, provided they also own or jointly own the renewable heating system. This needs to be the person who wishes to become the scheme participant once accreditation of the heating system has been obtained.

If you're applying under Assignment of Rights, you'll be asked to nominate a registered investor to assign your RHI payments to them.

You'll be asked to select which type of applicant you are, such as an owner-occupier, Registered Social Landlord (RSL) or private landlord or tenant and the questions we will then ask you will vary accordingly.

You must complete the application yourself, as you need to accept declarations and understand your ongoing obligations - third parties are not permitted to complete it on your behalf.

Your investor or installer cannot complete the application form for you. Do not share your user name or password with anyone.

For a renewable heating system with two or more owners, the owners must nominate one person with the authority to act on behalf of all and be the participant. It will be their responsibility to ensure compliance with all participant ongoing obligations. Investors can't own any part of a plant for which they will be nominated to receive RHI payments for.

Section 12: Your responsibilities as a participant

For your nominated registered investor to continue to receive payments, you'll both need to comply with a number of ongoing obligations. You'll also need to submit annual declarations about yourself, your renewable heating system and the property it's installed in.

Ofgem also has the right to carry out audits on your renewable heating system to ensure that rules of the scheme are being complied with. These audits may be carried out at short notice.

Our [Essential Guide](#) provides full details about your membership responsibilities under the Domestic RHI scheme, including in Chapter 3:

- information about ongoing obligations
- information about audits and compliance

Change of ownership

As you will see from the list of your ongoing obligations under the scheme, you must notify us if ownership of your renewable heating system changes.

It's possible for the new owner to take over the Domestic RHI accreditation and Assignment of Rights agreement with your nominated registered investor but you, as the original owner of the heating system, must inform us of your intention to transfer ownership.

The new owner has 12 months from the date of transfer to notify us if they wish to take over the accreditation and Assignment of Rights agreement. The new owner would have to nominate the existing nominated registered investor, provide proof of ownership and the information listed in Section 11.

The new owner then becomes the new participant with the existing nominated registered investor. Once this has been confirmed and ownership details are updated, payments will resume to the nominated registered investor to be assigned their RHI payments.

If the new owner doesn't wish to continue the Assignment of Rights agreement, the accreditation and payments to the nominated registered investor will cease. In these cases, early termination clauses in the contract between yourself and your investor may apply.

In the event of a transfer of ownership, payments will be paused. These payments will be resumed, and backdated once the new owner becomes accredited. Payments can only be made when there is both a participant and a nominated registered investor in relation to a renewable heating system. The investor cannot seek compensation from the new owner, but may be able to recover these payments from you as the original participant through your contract. Please also see Change of Ownership in Section 8, Chapter 3 in our [Essential Guide](#).

Change of investor

Another ongoing obligation under the scheme rules is that you must notify us of any change in investor.

If you or your investor are planning to switch the nominated registered investor, it will be possible **up until midnight at the end of 30 June 2028** under scheme closure rules, as long as you, the original nominated registered investor, and the new registered investor provide us with:

- confirmation that you all agree to the transfer of nominated registered investor status;

- the date on which you intend to make the transfer, or the “switch date”;
- the new investor’s Unique Registered Investor Reference (URIR);
- the Model Contract Reference Number;
- copies of the signed agreement between yourself and the new investor; and,
- any additional information which we may require in order to consider the transfer.

We will then review the request and, if we are satisfied that the transfer is compliant with the Regulations, notify you and make payments to the new nominated registered investor from the switch date.

If we conclude that the transfer is not compliant, we will deny the request, giving reasons for our decision.

Part 4 – Information for investors and applicants

Section 13: The model contract

What's it for?

The model contract is an approved template contract designed to facilitate Assignment of Rights for registered investors and applicants. It is written in clear language and sets out the rights and obligations for both parties, which are legally-enforceable once they have signed the contract.

The model contract has been developed by the Department for Business, Energy and Industrial Strategy (BEIS), Ofgem, and the two consumer protection codes RECC and HIES, and can be found on their websites at [HIES](#) and [RECC](#).

We strongly encourage investors to use it without making changes. If investors do change it, their approval process with the consumer codes and application for registration with Ofgem could be significantly delayed for up to several months, and may ultimately be rejected. It is in the best interests of investors and applicants for the model contract to be used without alteration.

How we treat it

The model contract has been written to work with the [Domestic RHI Regulations](#) – which is one of the reasons we recommend its use.

It's important to remember that both parties must follow legal rules from two separate sources: the agreed contract and the Domestic RHI Regulations. They must comply with both.

It's Ofgem's role to decide whether the Domestic RHI Regulations have been complied with and, if not, whether any appropriate enforcement action should be taken. Ofgem will decide this separately to whether or not you have met your contractual obligations under an agreed contract.

The Domestic RHI Regulations will always take precedence over any agreed contract. The model contract has been written such that it should not contradict the Domestic RHI Regulations - which is one of the reasons why we recommend its use.

Withholding RHI payments due to non-compliance

If we believe the participant and/or registered investor are failing to comply with their responsibilities under the scheme rules, and/or the application or investor's registration/nomination was approved based on incorrect information, we have the authority to put in place a number of sanctions. This could include suspending or permanently withholding payments to the nominated registered investor, or even revoking registration or accreditation to the scheme.

In circumstances where nominated registered investors have been overpaid, we can recover any payment(s) made to them, either by setting them off against future payments or requiring them to repay the money.

Section 14: Complaints and disputes

The dispute process

Ofgem enforces compliance with the Domestic RHI Regulations. For disputes between investors and participants (such as contractual breaches or consumer complaints) you should visit the website of the relevant consumer code to find out more about their disputes procedure.

Review and complaints process

If investors or participants would like to request a review of a decision we have made, or make a complaint about a service we have provided regarding their Domestic RHI membership or investor registration, they should refer to our website page [here](#).

Please note: In accordance with the [Domestic RHI Privacy Notice](#), Ofgem will share information on investigations, sanctions, complaints and disputes with the relevant consumer code and the Department for Business, Energy and Industrial Strategy (BEIS).

Further information

Our website:

[Domestic Renewable Heat Incentive \(Domestic RHI\)](#)

[Non-Domestic RHI](#)

[Essential Guide](#)

[Guide to Metering](#)

[Domestic RHI: Guide to making an application](#)

Find out more

See the Department for Business, Energy & Industrial Strategy's (BEIS): [Domestic RHI Payment Calculator](#)

Ask your installer to fill out and leave for you the: [Domestic RHI installer checklist](#)

For a list of MCS-certified products and installers' information on MCS standards visit:

[Microgeneration Certification Scheme](#)

Contacts

Before you apply, you may find it useful to reach out to either of the following services for help or with any questions you may have about the Domestic RHI: [Simple Energy Advice](#) or [Home Energy Scotland](#).

For consumer protection information contact:

Renewable Energy Consumer Code (RECC) at: www.recc.org.uk or

The Home Insulation and Energy Systems Contractors Scheme (HIES) at:
www.hiesscheme.org.uk

If you need help with a Domestic RHI application:

If you have a question, complaint or recommendation, you can find more information on our website at [Complaining about Ofgem](#).

You can contact our enquiries team at domesticrhi@ofgem.gov.uk. For opening hours, please see [our website](#).

If you have difficulty accessing the internet, you can phone us on 0300 003 0744, or contact us by post at: Commonwealth House, 32 Albion Street, Glasgow G1 1LH.