

# Non-Domestic Renewable Heat Incentive

[www.ofgem.gov.uk/ndrhi](http://www.ofgem.gov.uk/ndrhi)

## Help Sheet – Solid Biomass Boiler

### Purpose

This document has been created to support you with making a good quality and properly-made application, and to minimise the assessment period.

To help us assess your application as quickly as possible, it is in your interest to collect the information and provide it to Ofgem before the assessment of your application begins. This guide provides detail on where the information must be provided along the application journey. Where possible, all evidence should be uploaded within the application itself.

If you run out of space and need to provide additional supporting documents, please save them in a compressed zip folder and email it to [RHI.accreditation@ofgem.gov.uk](mailto:RHI.accreditation@ofgem.gov.uk). Please quote your RHI Application number in the subject heading of the email.

## Your RHI Account

Before we can accredit your plant, your RHI account must be verified. This process runs independently from our assessment on the eligibility of your plant. Undertaking the following actions quickly will help to reduce the overall assessment period.

1. Please ensure that the bank account information is uploaded to the RHI Register (this is the bank account that will receive RHI Payments if your plant is accredited). To do this:
  - a. Login to your RHI account, [here](#).
  - b. Select User Management from the menu at the top of the screen
  - c. Select Bank Details
  - d. Enter the bank details you wish to nominate for RHI payments.
  - e. Submit
  
2. Please also email bank account and ID evidence (bill etc.) to [post@ofgem.gov.uk](mailto:post@ofgem.gov.uk).  
The bank account document must:
  - a. Be dated within the last three months
  - b. Show the company/organisation name (as listed under your RHI account), address, sort-code and account number and
  - c. Be on bank headed paper (e.g. a bank statement or letter from the bank)  
Online statements may not be acceptable if they do not meet the above criteria.
  
3. To allow us to complete our identity checks, please email a copy of:
  - a. Photographic ID (e.g. a passport or driving licence)
  - b. Proof of residency at your home address (e.g. council tax or utility bill). Evidence of your home address should be dated within the last three months.

## Application Question Guidance

The following list of questions is a selection that we often require further information on and therefore delay the assessment period

Question	Question Text	Question Guidance
<b>HA110 Technology</b>	Please select your installations technology, or if you are applying for a biomethane plant. Solid Biomass CHP (GB only) should only be selected if certain criteria are met. Please check the RHI Guidance document at the help and guidance link above to understand whether these criteria apply to you.	<p>The chosen technology type of your plant must be consistent with the technology you disclosed within your previously approved Extension Application.</p> <p>Any material amendments may result in your full accreditation application being rejected.</p>
<b>HA120 Capacity</b>	Please enter the installation capacity in kWth. If you have a heat pump that is capable of cooling as well as heating, the capacity entered must be the capacity based on the design heat load only. If your installation is a CHP system, this should be the installation capacity of all plants installed on the system	<p>The capacity of your installation must be consistent with the capacity disclosed within your previously approved Extension Application.</p> <p>Any material amendment may result in your full accreditation application being rejected.</p>
<b>HA160 Fuel and Sustainability</b>	From 5 October 2015 all fuel used must meet the sustainability requirements. From this date, participants must provide information about the sustainability of the fuels used in each quarter (even if the fuel was purchased/received prior to 5 October). Please state which route of compliance you intend to use to demonstrate you meet the sustainability criteria.	<p>Fuel records must be kept from the date on which your application was submitted. Guidance on keeping fuel records can be found <a href="#">here</a>.</p> <p>If you are 'self-reporting', you must complete a Fuel Measurement and Sampling Questionnaire (FMSQ). Guidance on the form can be found <a href="#">here</a>.</p> <p>The completed form must be emailed to <a href="mailto:rhi.biomass-sustainability@ofgem.gov.uk">rhi.biomass-sustainability@ofgem.gov.uk</a>.</p>

		Please quote your RHI Application or ORG number in the subject heading of the email.
<b>HA160-1 Fuel and Sustainability</b>	Please enter the authorisation number(s) of the fuel(s) you are using	<p>We most commonly see mistakes being made within typing errors at this question, which results in delays.</p> <p>Please remember that BSL fuel list can change regularly. You must ensure that your current fuel exists within the <a href="#">BSL certification list</a> and your records reflect any change.</p> <p>Tip – Your most recent invoice should have your BSL number on it. You must be able to demonstrate that you have used a compliant fuel since your RHI application was made.</p>
<b>HC125 Extension</b>	If you have an Extension Application for this installation, please enter the RHI number here.	Please ensure that you complete this field with your Extension Application RHI number. This will allow us to complete a comparison assessment to ensure that no material changes have been made and you have been granted an extension.
<b>HD170-1 Premises</b>	Please select the type of premises in which heat from the installation (for which you are applying) is used. Please upload evidence of non-single domestic status at the document uploads at the end of the application (eg Non-Domestic (Business) Rates bill, multiple Council Tax bills or equivalent / similar evidence):	<p>To support your answer to this question, you must provide the necessary evidence. This can be uploaded at HL190-HL280.</p> <p>A Non-Domestic Questionnaire (NDQ), must be provided. The form can be found <a href="#">here</a>.</p> <p>Please ensure that photographs of the heat uses and associated buildings are included. We</p>

		<p>expect to see internal and external pictures. Please ensure that your pictures are clear images.</p> <p>Where a single domestic premises and non-domestic premises are heated, 'Section C' must be completed to demonstrate the split in the heat use between the domestic and non-domestic premises.</p> <p>If held, please provide evidence of non-domestic rates bills and/ or council tax bills for multiple/all premises. The evidence must be legible and dated as recently as possible.</p> <p>Most common issues here occur when the NDQ is not uploaded and poor quality images.</p>
<b>HG122a-1 Boiler Details</b>	Please enter the name of the boilers manufacturer	This should be an exact copy of the manufactures name as it is shown on the boiler name plate
<b>HG123a-1 Boiler Details</b>	Please enter the boiler model	Same as above
<b>HG124a-1 Air Quality</b>	Please enter your boilers tested emissions value for oxides of nitrogen (NOx). This can be found on your RHI emission certificate.	At HL121a-1 you would have provided an Air Quality (Emmissions) Certificate (AQC). The value which you enter here will be cross referenced against this certificate, please ensure that the values here matches the data provided on your AQC (HL121a-1)

<b>HG125a-1 Air Quality</b>	Please enter your boilers tested emissions value for particulate matter (PM). This can be found on your RHI emission certificate.	Same as above.
<b>HG130 Fuel</b>	What fuel(s) are to be used in your biomass boiler(s)? (You can select more than one answer for this question)	<p>It is useful to consider the answer you have provided at HA160. We must ensure that the answer provided here matches the description left at HA160.</p> <p>Most common error is when multiple fuels are being used yet only one BSL number has been provided. For example, if wood chip and wood pellets are selected here, we would then expect 2 corresponding BSL numbers have been provided at HA160.</p>
<b>HH120 Heat Use</b>	Please further describe how heat generated by your installation is used. Where appropriate, this should include: A description of any ineligible heat uses supplied by the heating system, and how the metering arrangements will ensure heat supplied to such uses will not be included in the meter readings submitted for RHI payment purposes Details of any heat customers to which heat is supplied for separate use A brief description of the building or enclosed structure(s) in which the eligible heat is used (For processes other than in a building (GB only)) A description of the commercial cleaning and/or drying process. For ground source heat pumps, a description of the source of heat (i.e. naturally occurring in the ground, heat transferred from cooling process, heat gathered by solar collector, etc)	<p>To ensure consistency throughout the application, we would expect this answer provided here needs to encompass the answer given at HH100-1. For example; if 'Space Heating' and 'Water Heating' is selected, the description would need to reflect both uses.</p> <p>You must also confirm whether the premises where heat is used is wholly enclosed or not.</p> <p>Photographs of the premises (inside and out) and plant must be provided. Photographs must be clear and include the key components of the plant (heat meters, pipework etc) so that we can check them against your schematic diagram and the information you have provided in your application.</p>

If your system uses external pipework (above ground or buried) which is not accounted for by the position of your heat meter(s), you must provide:

1. A completed HLA. The form can be found, [here](#).
2. A completed pipework schedule (if the specific details are not on your schematic diagram) – see template attached to the accompanying email.
3. Datasheets for the insulation/pre-insulated pipework present showing the thermal conductivities/heat loss rates

Photographs of the external pipework, including where it enters and leaves the buildings. Please note: you must declare any external pipework in response to this question.

The completed HLA can be uploaded at HL182.

If your system uses ducting to transfer air to the space or process in which it is used, please complete the Ducting Questionnaire attached to the accompanying email.

Pictures of venting are useful to support that they can/cant be fully closed.

Where heat is used for drying, please provide:

		<ul style="list-style-type: none"> <li>a. Details of the specific materials being dried and their end use once dried</li> <li>b. Photographs of the dryer and materials being dried</li> <li>c. Invoices for the sale of dried materials, where applicable.</li> </ul>
<b>HH120-1 Payments</b>	Which of these are you directly measuring for the purpose of the RHI payment calculation? Please select all options that apply;(multiple answers can be selected by holding the Ctrl key)	<p>Please see our guidance on <a href="#">eligible heating systems</a>.</p> <p>If your plant uses external pipework to transfer liquid you must complete a heat loss assessment.</p> <p>If your plant uses external pipework to transfer hot air you must complete the ducting questionnaire.</p> <p>Both questionnaires can be found <a href="#">here</a>.</p>
<b>HI100-1 Heat Meters</b>	Please enter the number of relevant hot water meters for the heating system to which your installation delivers heat.	<p>If the meter and calculator are separate, this should be stated and images included of both. Showing mid compliance marking, class markings and serial numbers.</p> <p>Photographs can be uploaded to HL190-HL280.</p>
<b>HJ100 Other Plants</b>	Please enter the number of other heat generating plants that are connected to the same heating system as the installation for which you are making this application.	<p>You must ensure that any heat generating plant is declared at this point. This includes any immersion heaters.</p> <p>Any other plant(s), including immersion heaters, must be shown on the schematic diagram.</p>
<b>HK110 Plant</b>	Please enter the serial number of your installation. E.g. for boilers you will find this on the boiler name plate.	Please ensure that this is your Serial number and not your not your product number. You can obtain this on the boiler name plate.

**HK120  
Plant**

Please provide a comprehensive description of your installation, including the make & model of the main components. For further details of the information that should be included here, please refer to guidance and available applicant information.

We always require a full detailed description here, please provide a clear comprehensive description of the installation.

Common issues we find occur when inhibitors are in use. Please provide full clarity on any inhibitors that may be used. You must declare whether there is/isnt an inhibitor.

If any inhibitors are present in your heating system, we require:

- a. The manufacturer, product name and concentration as a percentage of system volume.
- b. A copy of the Material Safety Data Sheet (MSDS).
- c. Evidence from the inhibitor supplier in support of the stated dose rate.
- d. If the inhibitor contains glycol, evidence that the heat meter(s) are appropriately calibrated for the specific thermal fluid composition in your system.
- e. This evidence should be specific to the heat meters installed in your system, as well as the product and concentration of glycol applied.

If any other NDRHI installations are present at the same location, we require a statement from you to confirm if they are hydraulic separate.

		<p>Again, if there is external pipework we need it detailed here in the application - even if its described in the HLA.</p>
<p><b>HK125-1 Planning Permission</b></p>	<p>Please provide evidence of any necessary planning permission has been granted and is not subject to enforcement action by a planning authority or the subject of an appeal or legal challenge, or that planning permission is not required</p>	<p>One of the most common issues we find occurs when providing evidence of planning permission.</p> <p>We can only accept official documentation from the local planning authority pertaining to the installation.</p> <p>In cases where the plant is considered permitted development. A certificate of lawful development or written correspondence from the planning authority, which confirms that planning permission is not required, must be provided.</p> <p>Evidence must reference the site, size and technology of the plant.</p> <p>In cases where the plant is not considered permitted development. A decision letter, issued by the planning authority and which confirms that permission has been granted, must be provided. Where the letter does not make reference to the renewable heating technology, additional evidence must be provided which demonstrates that the plant formed part of the planning application.</p>

		For example, architectural drawings which show the plant, or a Design and Access Statement which makes reference to the plant.
<b>HL121a-1 Air Quality</b>	Model 1	An emissions (AQC) certificate is required here. This should detail the correct boiler model and correct fuel type
<b>HL150 IRMA</b>	IRMA	<p>If required, it is important that your IRMA is filled out correctly. For assistance with understanding when these are required please read our <a href="#">IRMA guidance pack</a>.</p> <p>It is important to note: Any external pipework must be factored in as The heat loss value may need to be deducted from payments.</p> <p>Where deductions do apply, your installation type will be classed as “multiple”</p>
<b>HL170-1 Schematic Diagram</b>	<p>Please provide a comprehensive schematic or diagram of the heating system of which your installation forms part. This must include the following:</p> <ul style="list-style-type: none"> <li>All plants providing heat to the heating system, whether eligible or ineligible</li> <li>All uses supplied with heat from the heating system, both eligible and ineligible</li> <li>The pipework connections between all plants and heat uses, including clear indication of any pipework not located within a building</li> </ul>	<p>This must be an accurate representation of the installation. Please follow the guidance which can be found <a href="#">here</a>.</p> <p>It must include details such as Flow direction, heating sensors, serial numbers, boundaries, buildings etc.</p>

	<p>The positions of relevant hot water and steam meters and their associated components.(e.g. both temperature sensors, flow meter and integrator).</p> <p>Please ensure that all of the items listed above are clearly labelled, that the schematic has a key, and that building boundaries are indicated.</p>	
<b>HL180-1 LOA</b>	<p>Please provide a letter of authorisation from your organisation</p>	<p>Please ensure that you read the guidance provided for completing an LOA which can be found <a href="#">here</a>.</p> <p>Most common issue is the wrong section is filled in and that an RHI number is entered instead of your Organisation Number (ORG)</p>
<b>HL181-1 Commissioning</b>	<p>Please upload a copy of your commissioning certificate or commissioning report.</p>	<p>The commissioning certificate(s) must contain the following information:</p> <ul style="list-style-type: none"> <li>• Details of the boiler(s) installed. Including: make; model; and serial numbers</li> <li>• Full installation address and postcode</li> <li>• Date of commissioning</li> <li>• Commissioning engineer's name, company, company address, and signature</li> </ul>
<b>HL182 Heat Loss</b>	<p>Please email the completed Heat Loss Assessment in macro-enabled excel format to RHI.Heatloss@ofgem.gov.uk, quoting your ORG number. Overground pipework: upload supporting documents for the Heat Loss Assessment including pipework specifications and photographs. Underground pipework: upload evidence demonstrating that your pipework is properly insulated.</p>	<p>Please provide a fully completed HLA.</p> <p>Points to note: It is crucial that we receive detailed information on your pipework and that data sheets are provided.</p> <p>HLA template can be found <a href="#">here</a>.</p>
<b>Metering</b>	<p>For each meter on your plant (heat/ elec/ steam) please provide the following information:</p>	

- Serial Number. If a separate meter/flow meter exists, you must provide serial numbers for both/all. Serial numbers will be checked against the photographs provided.
- Opening Meter reading. This must have been taken within three days of the application submission date and must be in kilowatts.
- Opening Meter reading date. This must have been taken within three days of the application submission date
- A description of what the meter is measuring.
- Clear photographs that show the meter serial number, the Class accuracy and meter reading in kilowatts where possible.

If any of the heat meters on the system have separate integrator (calculator) and flow meter components, you must provide a clear photograph showing the serial number and any class accuracy marking on the flow meter and integrator.

If the capacity of your plant is <1MW, meter readings, for all meters (heat and electricity), must be taken every 3 months from the date on which you submitted your application.

If the capacity of your plant is 1MW>, meter readings, for all meters (heat and electricity), must be taken every month from the date on which you submitted your application.

It is recommended that you take date stamped photographs (.jpeg format) to support your meter readings. We strongly recommend that you take weekly meter readings throughout the assessment period, to allow you to monitor your system and deal with any issues promptly.

Please check our [Metering Guide](#) for more info.

## Additional Guidance

[Guidance Volume 1: Eligibility and how to Apply](#)

[Easy Guide to Sustainability](#)

[Fuel Measurement and Sampling Guidance](#)

[NDRHI Guide to application form - Questions](#)