

Non-Domestic Renewable Heat Incentive

www.ofgem.gov.uk/ndrhi

Help Sheet – Heat Pumps

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. 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.
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
HA110 Technology	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.	The chosen technology type of your plant must be consistent with the technology you stated in your previously approved Extension or Tariff Guarantee Application. Any material changes may result in your accreditation application being rejected.
HA120 Capacity	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	The installation capacity of a heat pump installation should be determined based on the operational design conditions. The relevant temperature conditions of the operational point should be stated in the application. If there has been any material changes since your Tariff Guarantee or Extension was granted, your application for accreditation may be rejected.
HA150 Design conditions	Please enter the nameplate efficiency (or the system efficiency) of your installation as a percentage (%). For CHP installations please state the total system efficiency (%). If your installation is a heat pump, please enter the coefficient of performance	Please ensure that your COP value listed here matches all other references to the COP within the application. This must be consistent with any values listed within technical data sheets on name plate information

		COP values must not be lower than 2.9%
HC110 and HL181-1 Commissioning	Please enter the date on which the installation was first commissioned or the date the biomethane producer first injected into the grid...	<p>You must enter the date on which your plant was commissioned, as stated on the commissioning certificate of the plant.</p> <p>Your plant's commissioning certificate must be uploaded to HL181-1. It must be signed and include the following details: site address; technology; capacity; serial number(s); heat pump model number; date of commissioning. This information must be consistent with the rest of your application.</p> <p>If your plant is =/<45kWth, it must be installed in accordance with the Microgeneration Scheme or equivalent, and a MCS certificate (or equivalent) must be provided.</p>
HC125 Extension	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 (RHI000...) so that we can match your applications.
HD170-1 Premises	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 (e.g. 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 here.</p>

		<p>Please ensure that photographs of the heat uses and associated buildings are included. We 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 have been provided.</p>
<p>HH120 Heat Use</p>	<p>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.</p>	<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, were 'Space Heating' and 'Water Heating' are selected, the description would need to reflect both uses.</p>

	<p>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>	<p>Please ensure that you include all answers to the following Ground Loop Questionnaire</p> <ul style="list-style-type: none"> - Is the ground loop open or closed loop? If using a borehole, is the borehole new? - Is the source pump new? - Is the pipework connecting the heat pump to the source new? - If there are any tanks on the source side, are they new? <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 again your schematic diagram and the information you have provided in your application.</p>
<p>HH120-1</p>	<p>Which of these are you directly measuring for the purpose of the RHI payment calculation? Please select all options</p>	<p>Please see our guidance on eligible heating systems.</p>

Metering and Payments	that apply;(multiple answers can be selected by holding the Ctrl key)	If your plant uses external pipework to transfer liquid you must complete a heat loss assessment. If your plant uses external pipework to transfer hot air you must complete the ducting questionnaire. Both questionnaires can be found here .
HI100-1 Heat Meters	Please enter the number of relevant hot water meters for the heating system to which your installation delivers heat.	If the meter and calculator are separate, this should be stated and images of both components must be uploaded, showing mid compliance marking, class markings and serial numbers. Photographs can be uploaded to HL190-HL280.
HJ100 Other Plants	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.	You must ensure that any heat generating plant is declared at this point. This includes any immersion heaters. Any other plant(s), including immersion heaters, must be shown on the schematic diagram.
HK110 Plant	Please enter the serial number of your installation. E.g. for boilers you will find this on the boiler nameplate.	Please ensure that this is your Serial number and not your product number. You can obtain this on the pump's nameplate. Serial number(s) must match the commissioning certificate and the pump nameplate.
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	We always require a full detailed description here; please provide a clear comprehensive description of the installation.

	<p>should be included here, please refer to guidance and available applicant information.</p>	<p>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/isn't an inhibitor.</p> <p>If any inhibitors are present in your heating system, we require:</p> <ul style="list-style-type: none">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. <p>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>
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		Again, if there is external pipework we need it detailed here in the application - even if it is described in the HLA.
HK130 Design Conditions	Please provide the design conditions to support the Coefficient of Performance (COP) for the installation at its representative operational point.	<p>For consistency across all applications, we request that standard design conditions are used in line with EN14511, which are:</p> <p style="text-align: center;">ASHP: A7/W35 GSHP: B0/W35 WSHP: W10/W35</p> <p>To support your answer, please provide a copy of the technical datasheet for your heat pump model that shows the rated capacity and COP at the relevant design conditions. This can be uploaded at HL190-HL280</p> <p>Where non-standard design conditions have been selected, please provide:</p> <ul style="list-style-type: none"> • Evidence the relevant source temperature has been achieved in practice • Manufacturer evidence of the capacity and COP at these design conditions <p>This evidence can be uploaded at HL190-HL280</p>
HK125-1 Planning Permission	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	We can only accept official documentation from the local planning authority pertaining to the installation.

	<p>of an appeal or legal challenge, or that planning permission is not required</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 location, 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 refer to the renewable heating technology, additional evidence must be provided which demonstrates that the plant formed part of the planning application.</p> <p>For example, architectural drawings which show the plant, or a Design and Access Statement which refers to the plant.</p>
<p>HL122</p>	<p>Please upload the completed installer declaration form regarding your heat pump</p>	<p>Please ensure that the Installer Declaration that has been completed by the heat pump installer.</p> <p>The template can be found, here.</p> <p>Most common issues arise when handwriting is unclear or information is incorrect or</p>

		incomplete. Please ensure you provide a legible, accurate and complete declaration.
HL150-4	Please upload a copy of your MCS certificate or equivalent certification.	Please ensure that all information included on the certificate is legible and consistent to any other information provided in your application. An MCS certificate is only required where the plant is $\leq 45\text{KW}$.
HL150 IRMA	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 IRMA guidance pack.</p> <p>It is important to note that any external pipework must be factored in as these may be classed as a deduction in eligible heat use. 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> <p>If deductions exist, then payments would be affected. This is mainly due to a deduction being considered as a 'meter' it is then classed as multiple metered installation and calculations will be worked out inclusive of this.</p>
HL170-1 Schematic Diagram	Please provide a comprehensive schematic or diagram of the heating system of which your installation forms part. This must include the following:	This must be an accurate representation of the installation. Please follow the guidance that can be found here .

	<p>All plants providing heat to the heating system, whether eligible or ineligible</p> <p>All uses supplied with heat from the heating system, both eligible and ineligible</p> <p>The pipework connections between all plants and heat uses, including clear indication of any pipework not located within a building</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>	<p>It must include details such as Flow direction, heating sensors, serial numbers, boundaries, buildings, plants etc.</p>
HL180-1 LOA	<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 here.</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>
HL181-1 Commissioning	<p>Please upload a copy of your commissioning certificate or commissioning report.</p>	<p>The commissioning certificate(s) for each heat pump must be provided. Please ensure that your commissioning certificate(s) contains the minimum required information detailed below:</p> <ul style="list-style-type: none"> • Details of the boiler(s) installed. Including: make; model; and serial numbers • Full installation address and postcode • Date of commissioning

		<ul style="list-style-type: none"> Commissioning engineer's name, company, company address, and signature <p>All details provided in the commissioning certificate must be consistent with the rest of the application.</p>
HL182 Heat Loss	<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>If your plant uses external pipework to transfer water or hot air, you must complete the ducting questionnaire. Both questionnaires can be found here.</p>
Metering	<p>For each meter on your plant (heat/ elec/ steam) please provide the following information:</p> <ul style="list-style-type: none"> 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, which show the meter serial number, the Class accuracy and meter reading in kilowatts where possible. <p>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.</p>	

	<p>If the capacity of your plant is <1MW, meter readings, for all meters (heat and electricity), <u>must</u> be taken every 3 months from the date on which you submitted your application.</p> <p>If the capacity of your plant is 1MW>, meter readings, for all meters (heat and electricity), <u>must</u> be taken every month from the date on which you submitted your application.</p> <p>It is recommended that you take date stamped photographs (.jpeg format) to support your meter readings.</p> <p>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.</p> <p>Please check our Metering Guide for more info.</p>
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Additional Guidance

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

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