

Domestic Renewable Heat Incentive Quarterly Report

Update

www.ofgem.gov.uk/domestic-renewable-heat-incentive

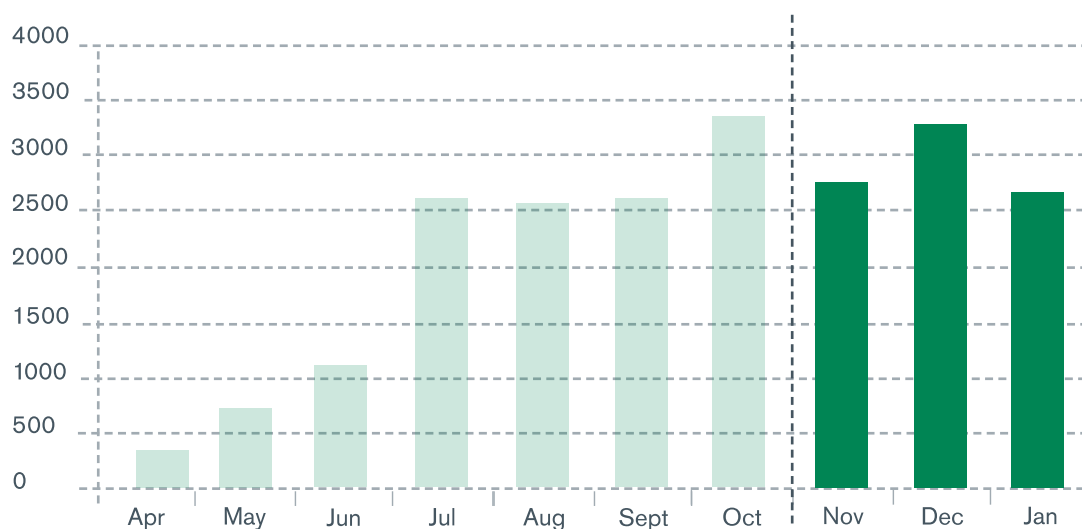
February 2015

Issue 3



The Domestic Renewable Heat Incentive (RHI) opened for applications on 9 April 2014 for customers across England, Scotland and Wales who install eligible renewable heating technologies in their homes. This report details scheme activity in Quarter 3 of the Domestic RHI scheme, covering November 2014 to January 2015*.

No. of accreditations



In December alone, over 3,200 accreditations were made. This was largely due to degression of the biomass tariff for new installations, which caused a high number of new biomass applications. As mentioned in the quarter 2 report, October had a high number of accreditations due to the scheme opening to the second phase of legacy applicants.

Accreditations made

2,777 November	2,659 January
3,247 December	8,683 Quarter Total

In total, we have made

21,932

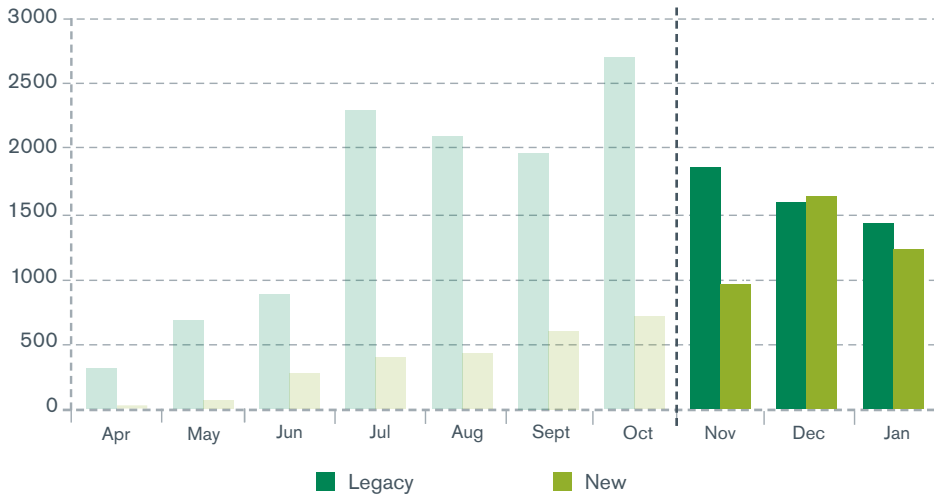
accreditations since the
launch of the scheme

*As per the Domestic RHI regulations, our quarterly reports cover the following periods;

- Q1:** May to July
- Q2:** August to October
- Q3:** November to January
- Q4:** February to April

Legacy* and new accreditations

*The last date for legacy applicants to apply for Domestic RHI is 8 April 2015.



Legacy accreditations are systems that were commissioned between 15 July 2009 when the RHI was first announced by DECC, and 9 April 2014 when the Domestic scheme launched. New systems are those that were commissioned on or after 9 April 2014. The number of new accreditations made has increased each month, with December's tariff degredation for new biomass systems causing a surge in applications.

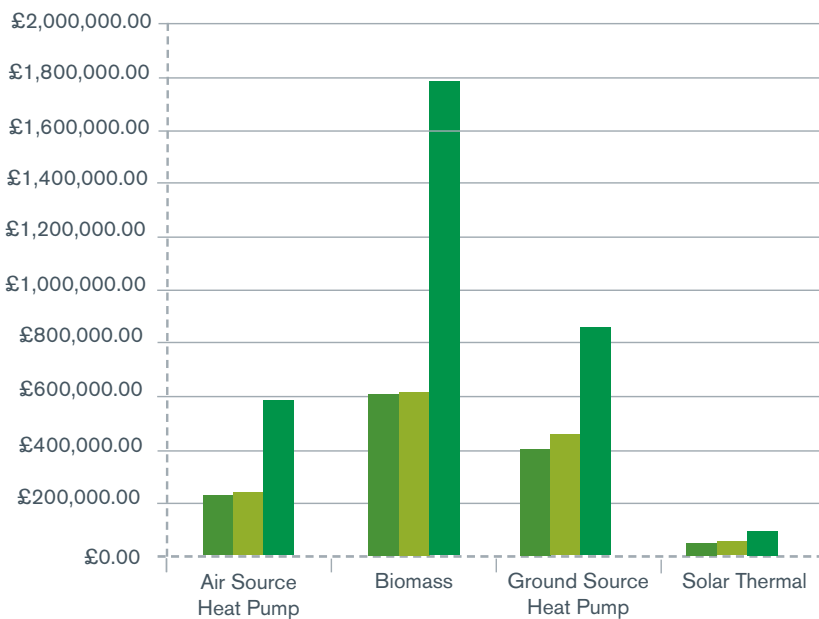
Legacy	
1,807	1,406
Nov	Jan
1,614	4,827
Dec	Quarter Total

New	
970	1,253
Nov	Jan
1,633	3,856
Dec	Quarter Total

In total we have made
15,688
legacy accreditations

In total we have made
6,244
new accreditations

Payments made



November	
£245,115.71	£413,513.19
Air Source Heat Pump	Ground Source Heat Pump
£628,576.16	£57,816.00
Biomass	Solar Thermal
£1,345,021.06	
Grand Total	

December	
£269,074.24	£506,617.24
Air Source Heat Pump	Ground Source Heat Pump
£647,561.05	£58,821.82
Biomass	Solar Thermal
£1,482,074.35	
Grand Total	

January	
£587,928.93	£872,897.04
Air Source Heat Pump	Ground Source Heat Pump
£1,777,512.30	£120,259.37
Biomass	Solar Thermal
£3,358,597.64	
Grand Total	

We have committed to paying out
£323 million
over the lifetime of the scheme

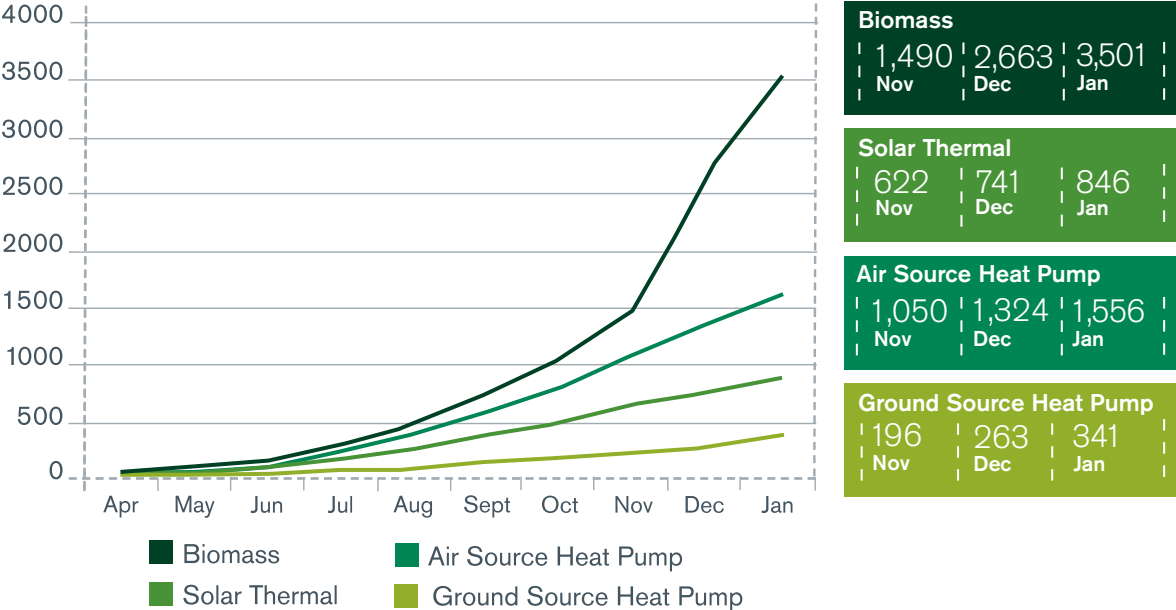
We have made over
21,000 payments
to Domestic RHI applicants

The average payment is
£435.67
across all technologies

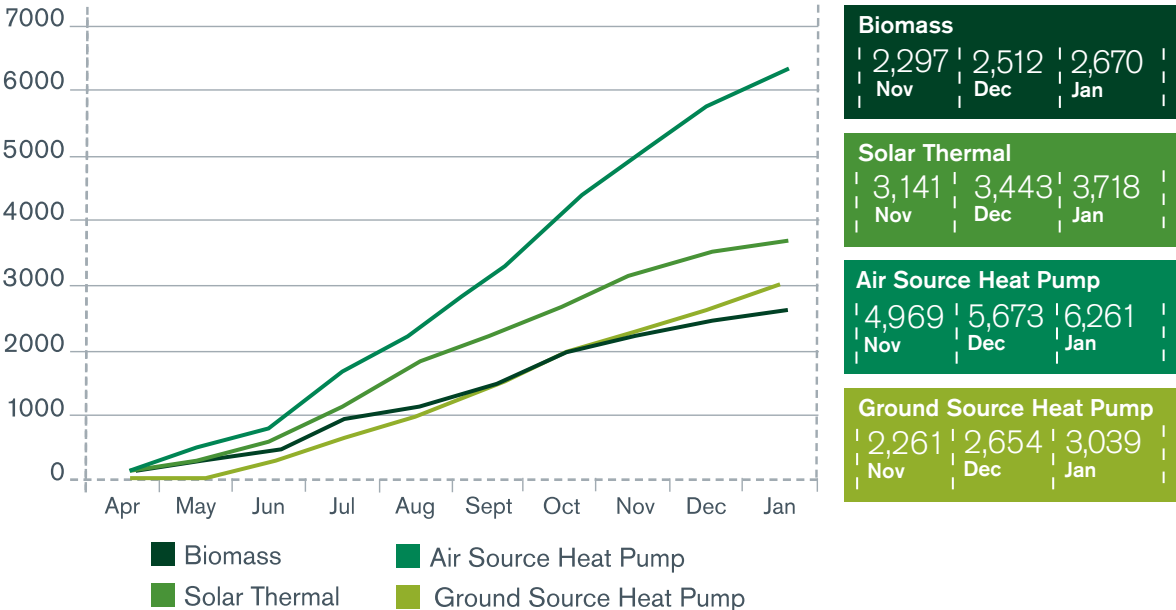
Accreditations by technology

The graphs below show the cumulative number of accreditations made per technology type. For legacy accreditations, air source heat pumps have the highest number of accreditations with 6,261. However, looking at new accreditations, biomass has the highest number with 3,501. This follows the degression announcement made by DECC on 28 November 2014.

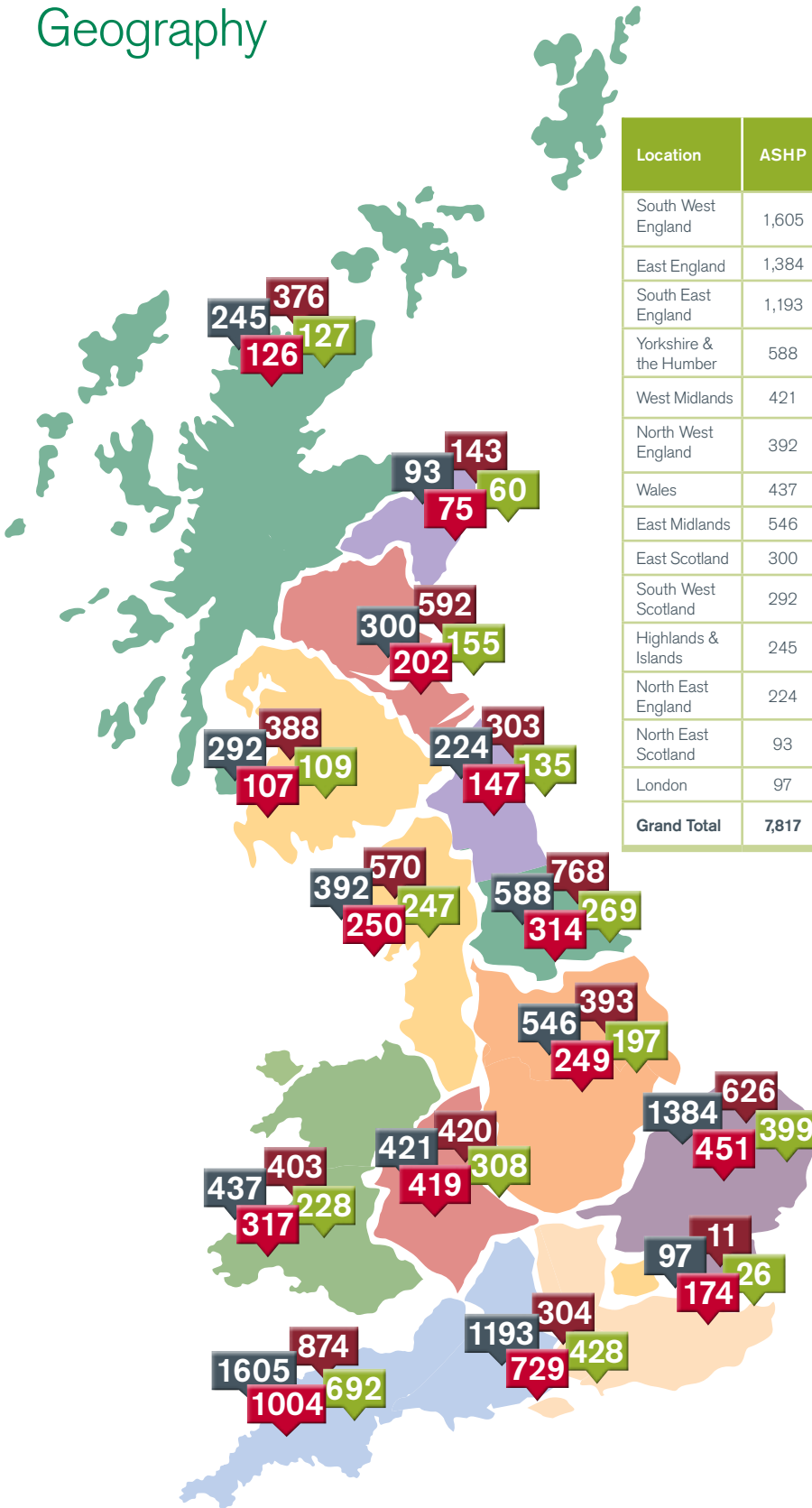
New Accreditations (cumulative)



Legacy Accreditations (cumulative)



Geography



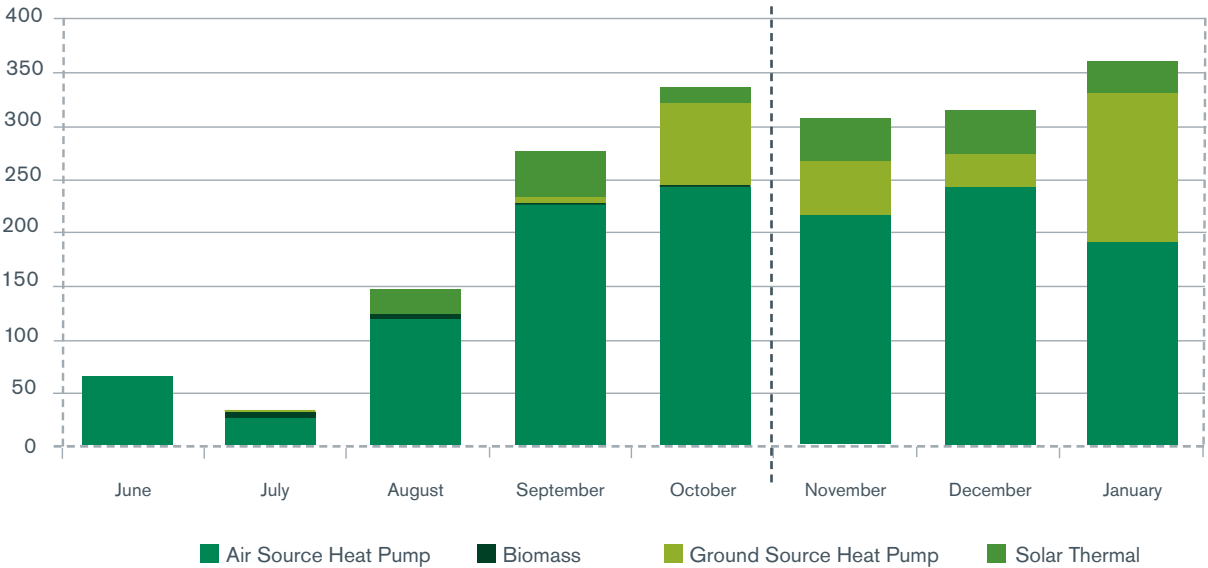
Location	ASHP	Biomass	GSHP	Solar Thermal	Grand Total	% increase from last quarter
South West England	1,605	874	692	1,004	4,175	56%
East England	1,384	626	399	451	2,860	75%
South East England	1,193	304	428	729	2,654	56%
Yorkshire & the Humber	588	768	269	314	1,939	83%
West Midlands	421	420	308	419	1,568	63%
North West England	392	570	247	250	1,459	69%
Wales	437	403	228	317	1,385	60%
East Midlands	546	393	197	249	1,385	69%
East Scotland	300	592	155	202	1,249	65%
South West Scotland	292	388	109	107	896	82%
Highlands & Islands	245	376	127	126	874	50%
North East England	224	303	135	147	809	86%
North East Scotland	93	143	60	75	371	50%
London	97	11	26	174	308	39%
Grand Total	7,817	6,171	3,380	4,564	21,932	

- Biomass
- Air Source Heat Pump
- Solar thermal
- Ground Source Heat Pump

South West England remains the region with the highest number of accreditations, with 20% of all accreditations being made in this region. North East England saw the largest percentage increase (86%) for accreditations from the second quarter (August 2014 to October 2014), to the third quarter (November 2014 to January 2014), shortly followed by South West Scotland with a 82% increase. Meanwhile, London has both the lowest number of accreditations and the lowest percentage increase.

Registered Social Landlords

In addition to homeowners, Registered Social Landlords (RSLs) are also eligible to apply for the Domestic RHI. From June onwards, when the first RSL accreditation was made, the number of RSL accreditations has increased substantially. In total, 1,818 RSL accreditations have been made so far, 80% of which have been legacy systems.



Air Source Heat Pump				
55	32	126	229	
Jun	Jul	Aug	Sept	
249	211	245	190	1,337
Oct	Nov	Dec	Jan	Grand Total

Biomass				
0	2	5	1	
Jun	Jul	Aug	Sept	
1	0	0	0	9
Oct	Nov	Dec	Jan	Grand Total

Ground Source Heat Pump				
0	1	0	5	
Jun	Jul	Aug	Sept	
78	50	25	141	300
Oct	Nov	Dec	Jan	Grand Total

Solar Thermal				
0	1	17	36	
Jun	Jul	Aug	Sept	
13	44	37	25	173
Oct	Nov	Dec	Jan	Grand Total

We have made over

£90,000

of payments to Registered Social Landlords so far.

90% of applications receive a decision within 30 working days

We use feedback from our applicants to continuously improve and streamline the application process. Our survey is sent to all applicants where a decision has been made on their application. Our results so far show;

7.7 average satisfaction with the application process
10

8.0 average satisfaction with the customer service received
10

8.6 likelihood to recommend Domestic RHI
10

On average, we will answer your call within **5.8** seconds

412 'Metered for payment' accreditations made

161
Air Source Heat Pump

145
Biomass

61
Ground Source Heat Pump

45
Solar Thermal



If you have any questions about the content of this report, please let us know by emailing Survey.DomesticRHI@ofgem.gov.uk

