

# Domestic Renewable Heat Incentive Quarterly Report

# Update

[www.ofgem.gov.uk/domestic-renewable-heat-incentive](http://www.ofgem.gov.uk/domestic-renewable-heat-incentive)

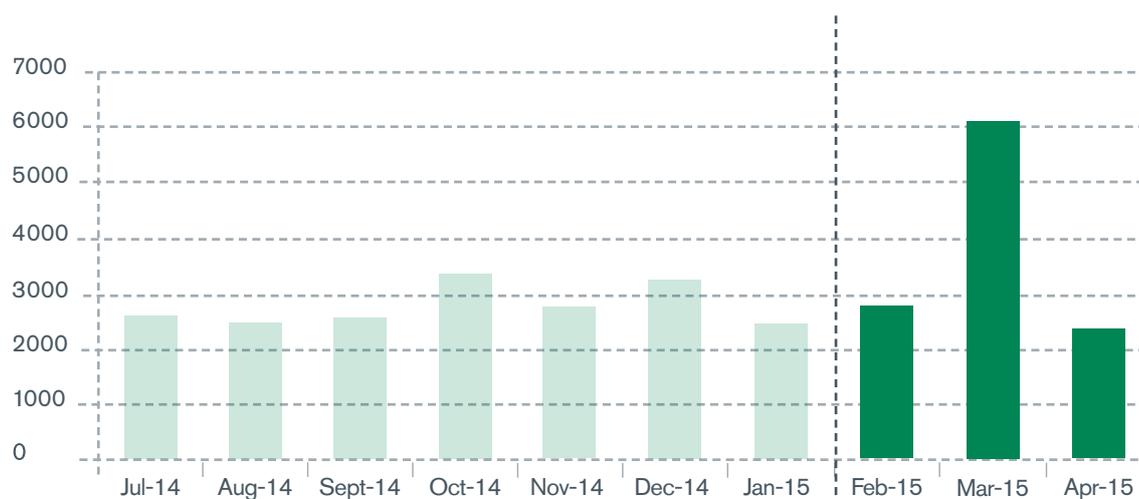
May 2015

Issue 4



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 4 of the Domestic RHI scheme, covering February 2015 to April 2015\*

## No. of accreditations



### Accreditations made

2,857  
Feb - 15

6,044  
Mar - 15

2,450  
Apr - 15

11,351  
Quarter Total

In total, we have made

# 32,962

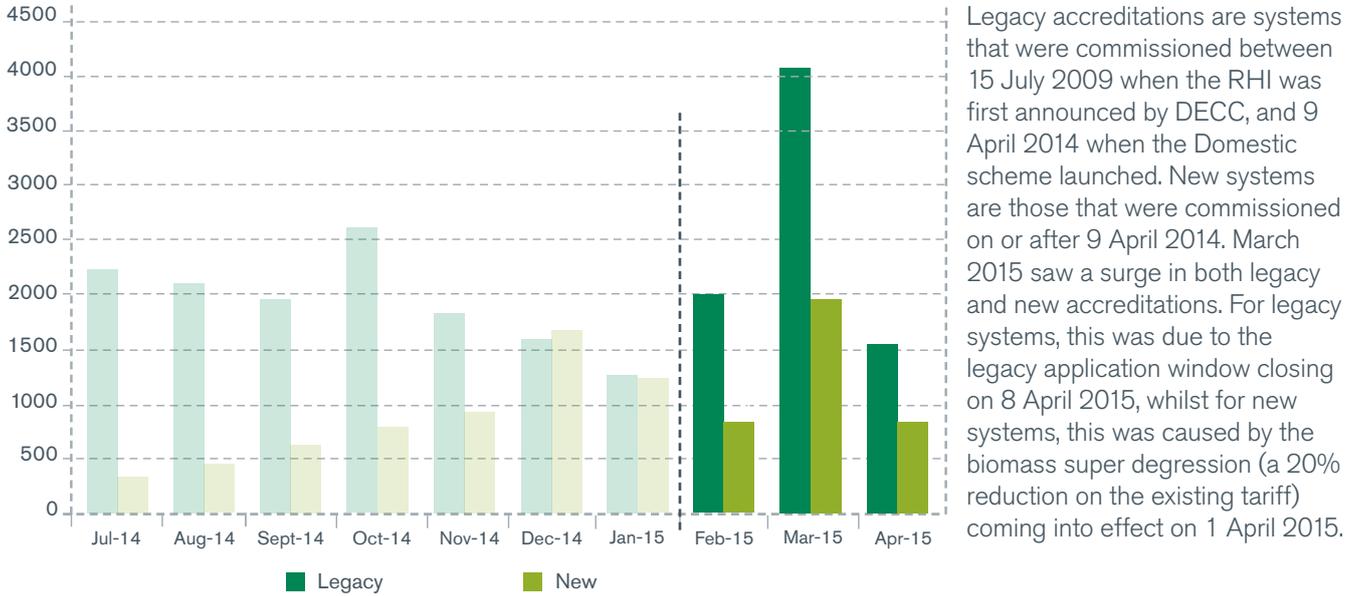
accreditations since the  
launch of the scheme

\*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

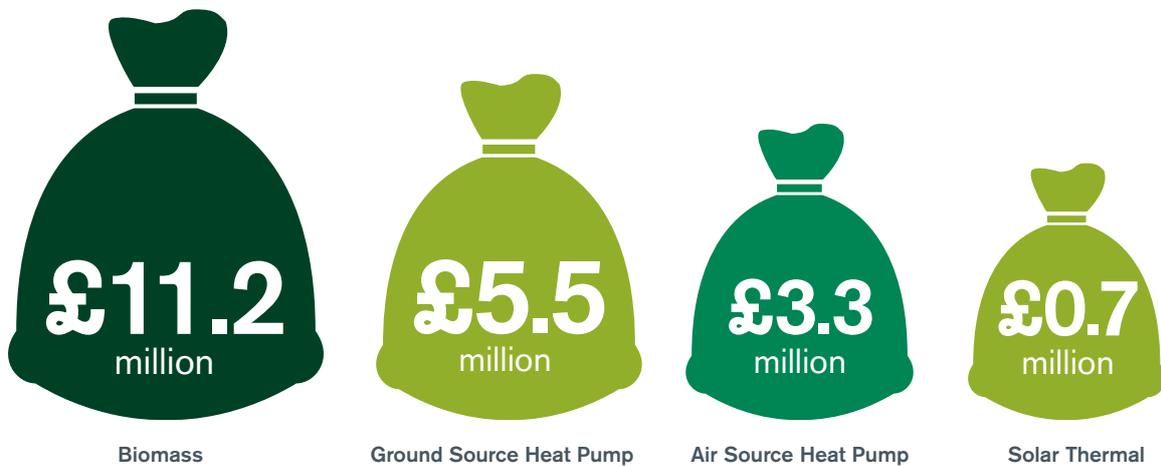
\*The last date for legacy applicants to apply for Domestic RHI was 8 April 2015



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. March 2015 saw a surge in both legacy and new accreditations. For legacy systems, this was due to the legacy application window closing on 8 April 2015, whilst for new systems, this was caused by the biomass super degradation (a 20% reduction on the existing tariff) coming into effect on 1 April 2015.

<b>Legacy</b> 1,987 Feb-15   4,065 Mar-15 1,570 Apr-15   <b>7,622</b> Quarter Total	<b>New</b> 870 Feb-15   1,979 Mar-15 880 Apr-15   <b>3,729</b> Quarter Total	In total we have made <b>23,011</b> legacy accreditations	In total we have made <b>9,951</b> new accreditations
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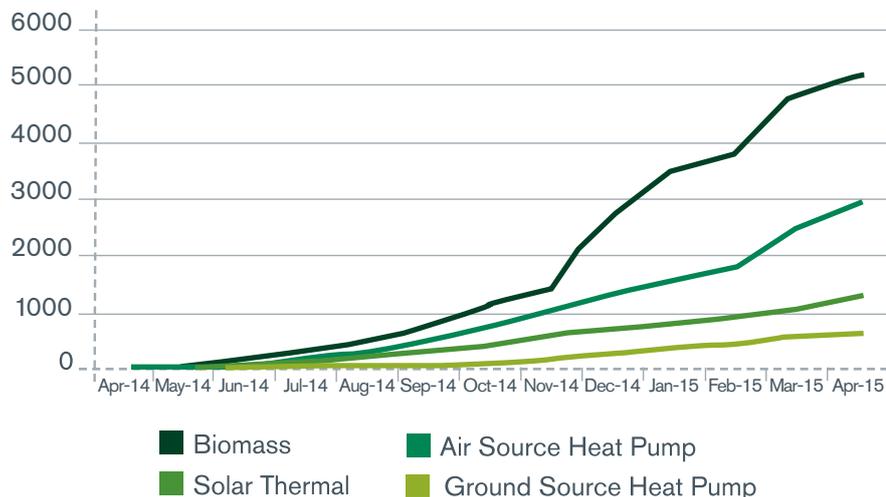
## Payments made



## Accreditations by technology

The graphs below show the cumulative number of accreditations made per technology type. Degressions to the biomass tariffs in both December and March has meant biomass take-up increased substantially in the lead up, with a drop-off in the immediate aftermath. Meanwhile, air source heat pumps continued as the most popular legacy technology.

### New Accreditations (cumulative)



Biomass		
3,823	4,798	5,143
Feb	Mar	Apr

Solar Thermal		
967	1,151	1,278
Feb	Mar	Apr

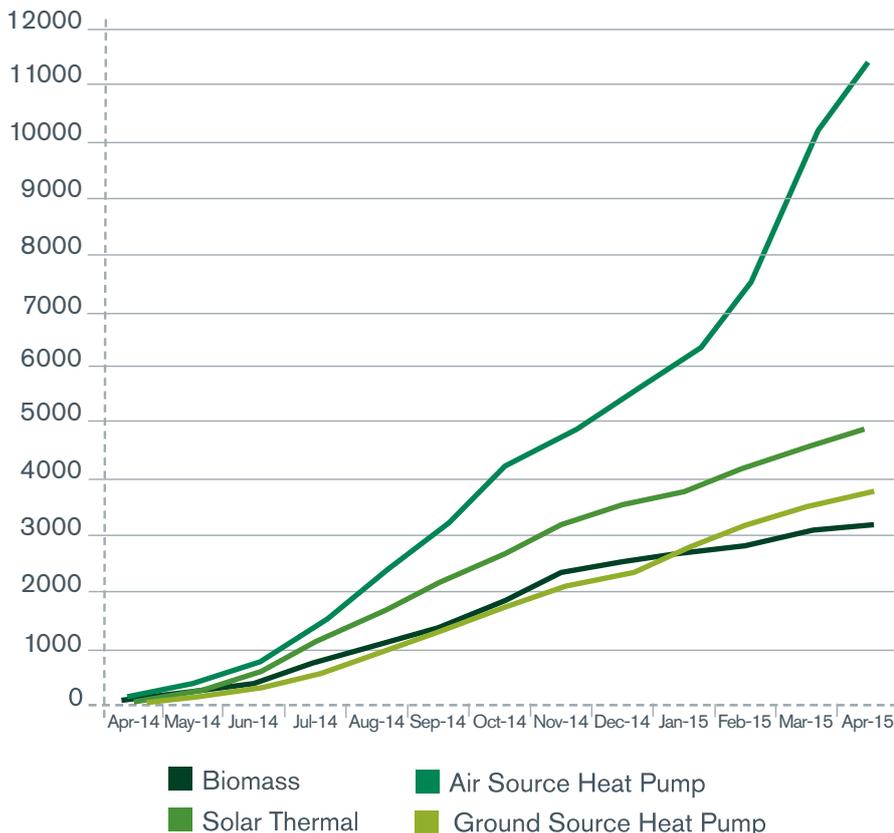
  

Air Source Heat Pump		
1,858	2,567	2,939
Feb	Mar	Apr

Ground Source Heat Pump		
444	555	591
Feb	Mar	Apr

### Legacy Accreditations (cumulative)



Biomass		
2,776	3,057	3,120
Feb	Mar	Apr

Solar Thermal		
4,023	4,622	4,890
Feb	Mar	Apr

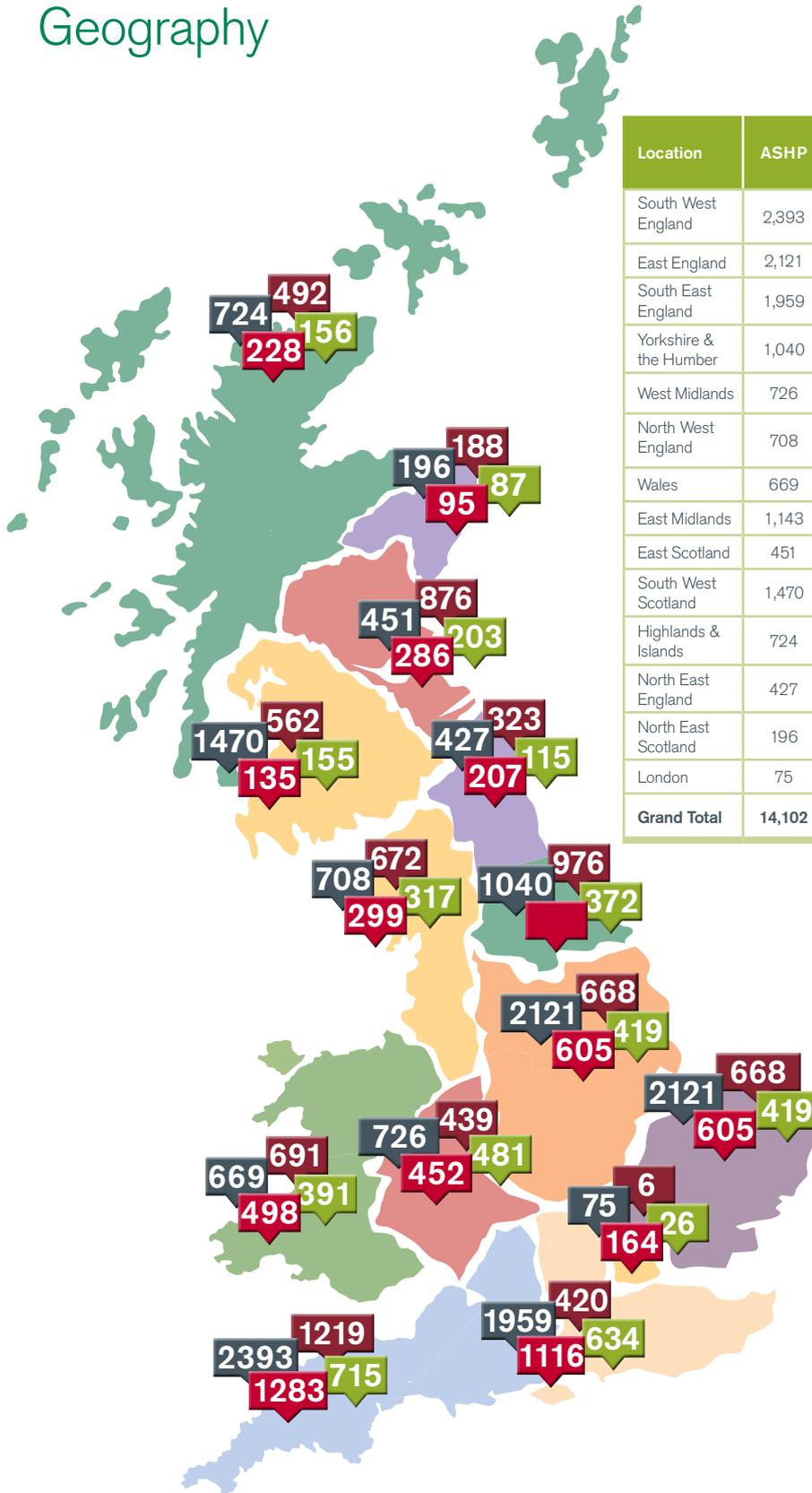
  

Air Source Heat Pump		
7,439	10,181	11,163
Feb	Mar	Apr

Ground Source Heat Pump		
3,138	3,581	3,838
Feb	Mar	Apr

# Geography



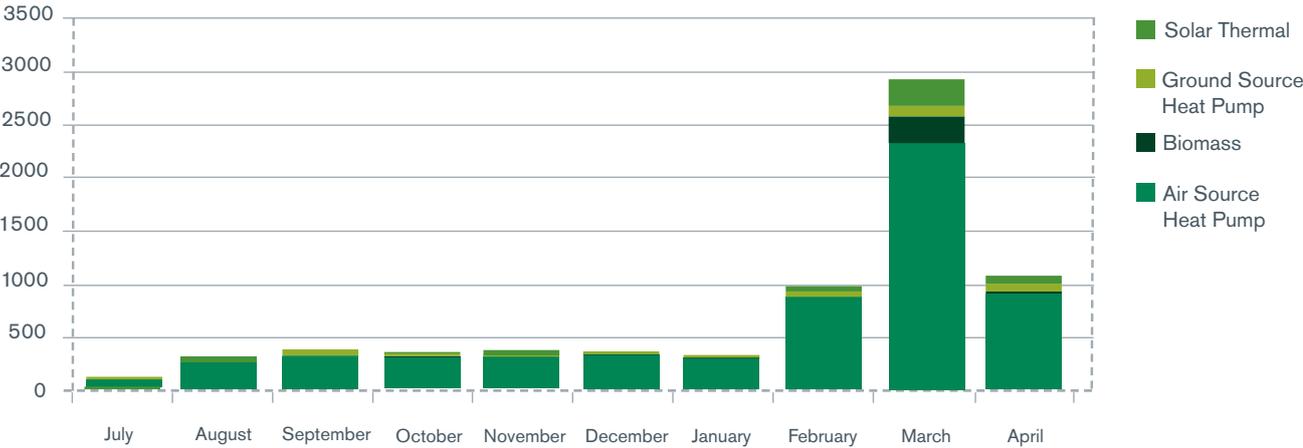
Location	ASHP	Biomass	GSHP	Solar Thermal	Grand Total	% increase from last quarter
South West England	2,393	1,219	715	1,283	<b>5,610</b>	<b>38%</b>
East England	2,121	668	419	605	<b>3,813</b>	<b>49%</b>
South East England	1,959	420	634	1,116	<b>4,129</b>	<b>40%</b>
Yorkshire & the Humber	1,040	976	372	386	<b>2,774</b>	<b>44%</b>
West Midlands	726	439	481	452	<b>2,098</b>	<b>55%</b>
North West England	708	672	317	299	<b>2,111</b>	<b>49%</b>
Wales	669	691	391	498	<b>2,134</b>	<b>31%</b>
East Midlands	1,143	731	358	414	<b>2,646</b>	<b>38%</b>
East Scotland	451	876	203	289	<b>1,816</b>	<b>48%</b>
South West Scotland	1,470	562	155	135	<b>2,322</b>	<b>159%</b>
Highlands & Islands	724	492	156	228	<b>1,600</b>	<b>83%</b>
North East England	427	323	115	207	<b>1,072</b>	<b>65%</b>
North East Scotland	196	188	87	95	<b>566</b>	<b>53%</b>
London	75	6	26	164	<b>271</b>	<b>37%</b>
<b>Grand Total</b>	<b>14,102</b>	<b>8,263</b>	<b>4,429</b>	<b>6,168</b>	<b>32,962</b>	<b>50%</b>

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

The highest regional percentage increase between quarter 3 and quarter 4 was seen in South West Scotland where total accreditations increased from 896 in Q3 to 2,322 in Q4. Social landlord activity was the main driver of this increase, accounting for 78% of all Q4 accreditations in the region. Elsewhere, South West England continues to have the highest number of accredited systems across all four technologies.

# 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.



## RSL accreditations

Air Source Heat Pump						Biomass					
32	124	229	249	210		2	4	1	1	0	
Jul	Aug	Sept	Oct	Nov		Jul	Aug	Sept	Oct	Nov	
245	189	847	2,463	867	<b>5,510</b>	0	0	2	185	8	<b>203</b>
Dec	Jan	Feb	Mar	Apr	Grand Total	Dec	Jan	Feb	Mar	Apr	Grand Total

Ground Source Heat Pump						Solar Thermal					
1	0	4	38	31		1	17	36	13	44	
Jul	Aug	Sept	Oct	Nov		Jul	Aug	Sept	Oct	Nov	
6	8	81	54	102	<b>325</b>	37	25	74	214	64	<b>524</b>
Dec	Jan	Feb	Mar	Apr	Grand Total	Dec	Jan	Feb	Mar	Apr	Grand Total

We have made over

# £260,000

of payments to Registered Social Landlords so far.

**90%** of applications receive a decision within 30 days

We use feedback from our applicants to continuously improve and streamline the application process. Our survey is sent to applicants where a decision has been made on their application, and we have received over 9,500 responses to date. Our results so far show;

**7.6** average satisfaction with the application process  
**10**

**8.0** average satisfaction with the customer service received  
**10**

**8.6** likelihood to recommend the Domestic RHI based on the application process  
**10**

Our Net Promoter Score (NPS) for the last quarter **+56.2%**

The NPS is calculated by asking our applicants how likely they would be to recommend the Domestic RHI application process to others. We then take the percentage of applicants who score us 9 or 10 out of 10, and subtract the percentage of applicants who score us 1 to 6 out of 10.

**92%**  
of calls are answered within  
**20** seconds

**44,345**  
calls have been made to our customer service team since scheme launch



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

