

Domestic Renewable Heat Incentive Quarterly Report

Update

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

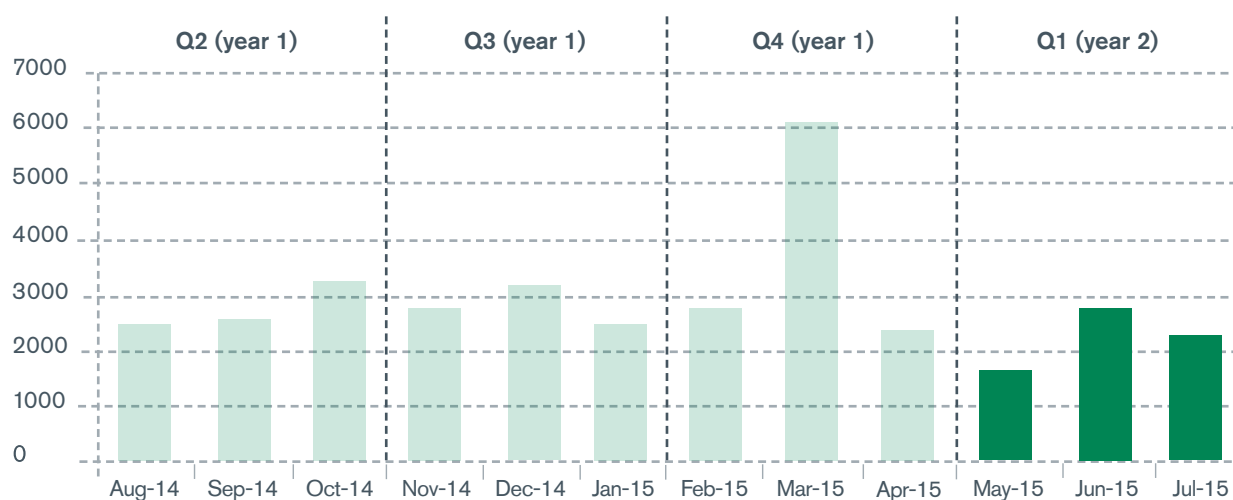
August 2015

Issue 5



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 1 (year 2) of the Domestic RHI scheme, covering the period May 2015 to July 2015*

No. of accreditations



Quarterly accreditations

Q2
Aug 14 - Oct 14 8,305

Q3
Nov 14 - Jan 15 8,449

Q4
Feb 15 - Apr 15 11,321

Q1
May 15 - Jul 15 6,921

Accreditations made (Q1)

1,690 May - 15
2,377 Jul - 15
2,854 Jun - 15
6,921 Quarter Total

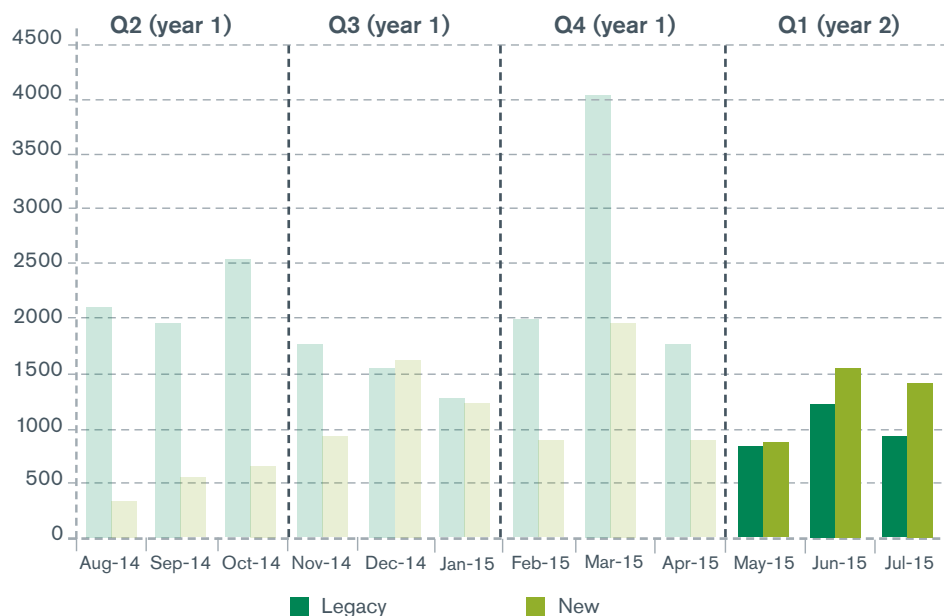
In total, we have made
39,733
accreditations since the
launch of the scheme

*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 RHI scheme launched. New systems are those that were commissioned on or after 9 April 2014. We saw an influx of new biomass applications in the run up to 1 July 2015, when the biomass tariff degressed. This meant that the number of new accreditations made in both June and July increased from May.

Legacy	
820 May-15	1,299 Jun-15
960 Jul-15	3,079 Quarter Total

New	
870 May-15	1,555 Jun-15
1,417 Jul-15	3,842 Quarter Total

In total we have made
25,983
 legacy accreditations since
 the launch of the scheme

In total we have made
13,750
 new accreditations since
 the launch of the scheme

Payments made to date



Biomass



Ground Source Heat Pump



Air Source Heat Pump

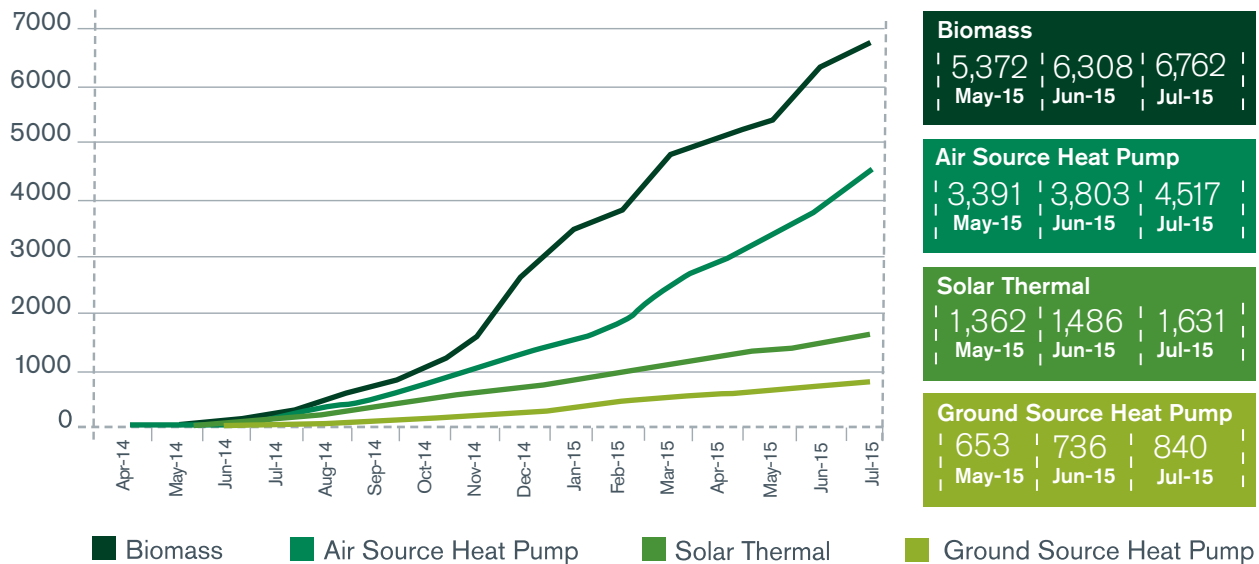


Solar Thermal

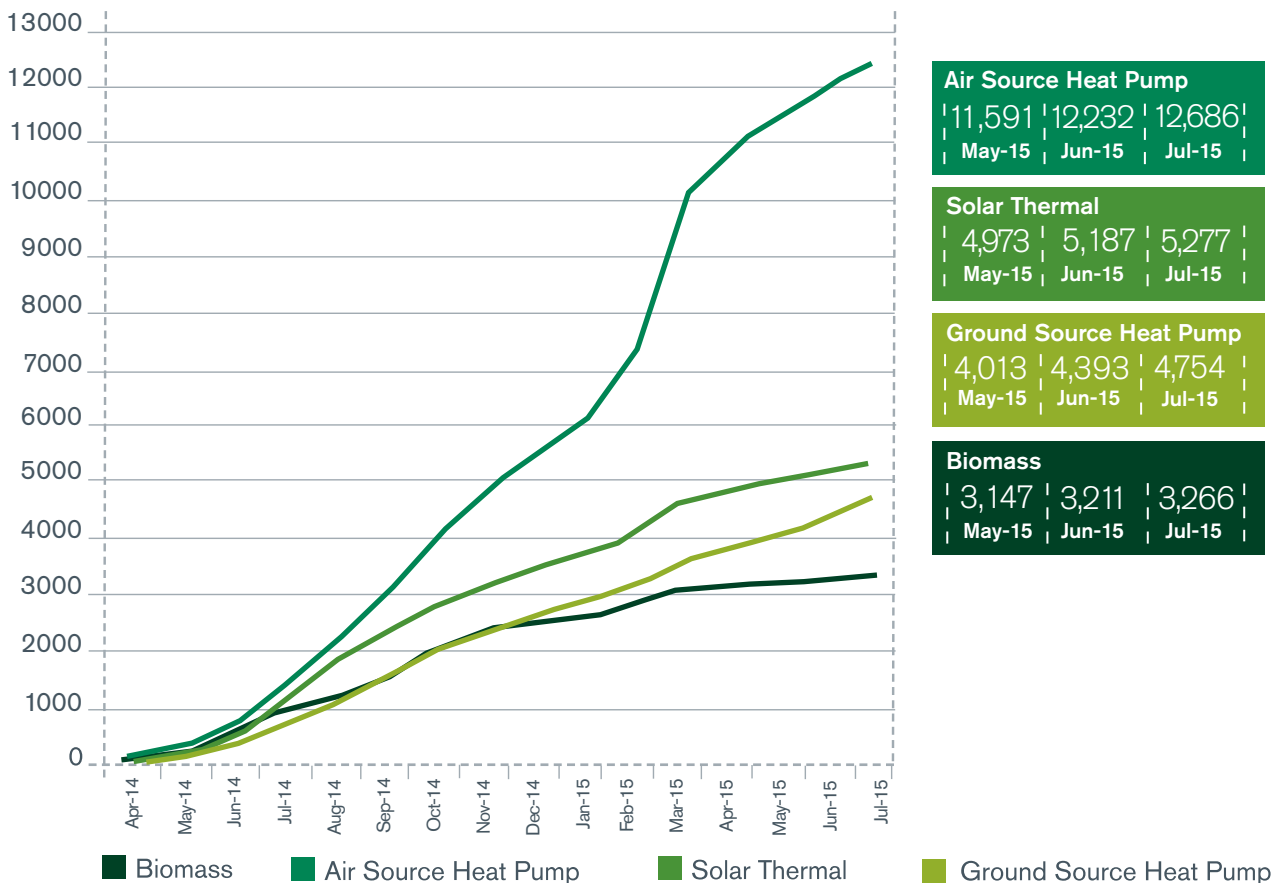
Accreditations by technology

The graphs below show the cumulative number of accreditations made per technology type. Degressions to the biomass tariff in January, April and July caused a surge in applications in the run up to these changes. This is shown by the slightly uneven biomass line. Although legacy applicants could no longer apply from 9 April 2015 onwards, legacy accreditations are still being made to applications that were submitted before this date but required a review.

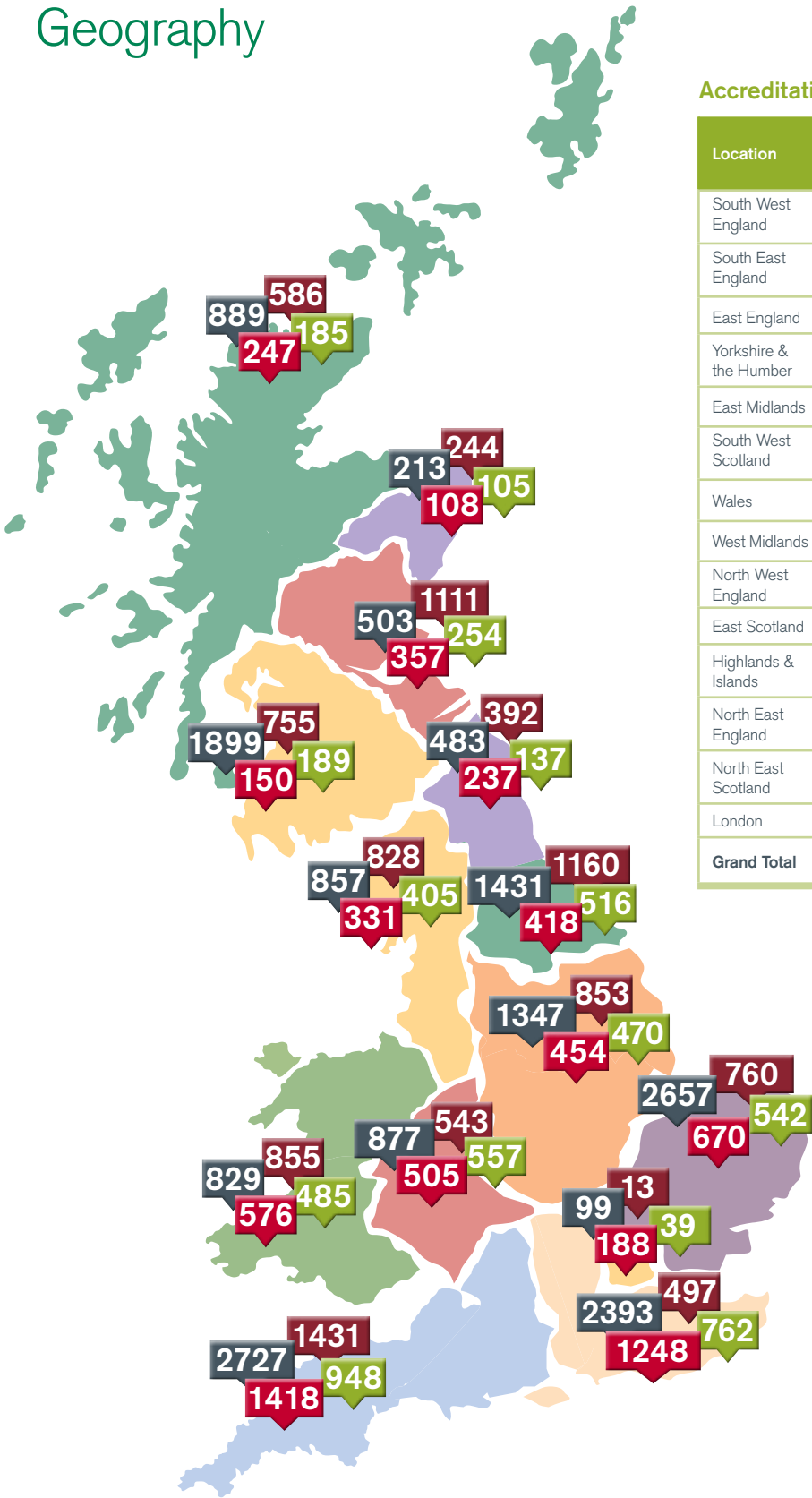
New Accreditations (cumulative)



Legacy Accreditations (cumulative)



Geography



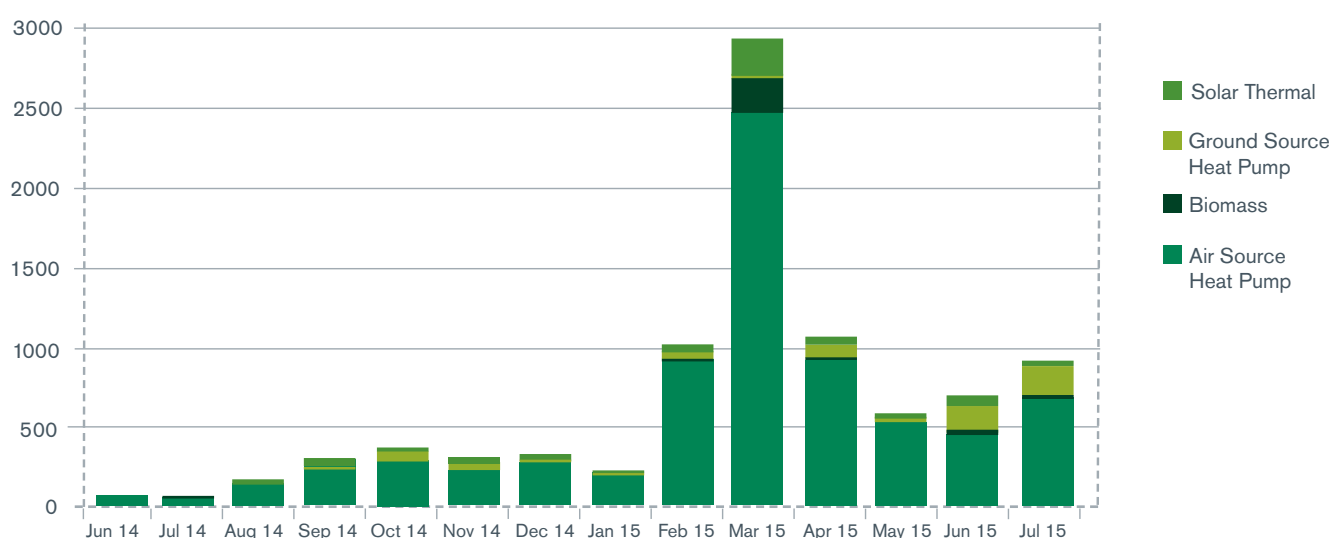
Accreditations per region (to date)

Location	ASHP	Biomass	GSHP	Solar Thermal	Grand Total
South West England	2,727	1,431	948	1,418	6,524
South East England	2,393	497	762	1,248	4,900
East England	2,657	760	542	670	4,629
Yorkshire & the Humber	1,431	1,160	516	418	3,525
East Midlands	1,347	853	470	454	3,124
South West Scotland	1,899	755	189	150	2,993
Wales	829	855	485	576	2,745
West Midlands	877	543	557	505	2,482
North West England	857	828	405	331	2,421
East Scotland	503	1,111	254	357	2,225
Highlands & Islands	889	586	185	247	1,907
North East England	483	392	137	237	1,249
North East Scotland	213	244	105	108	670
London	99	13	39	188	339
Grand Total	17,204	10,028	5,594	6,907	39,733

South West England has the highest number of accredited systems across the technologies, whilst London has the lowest number across three of the technologies. The southern regions have high solar thermal uptake, whereas the other three technologies are more evenly spread across the country.

Registered Social Landlords

In addition to homeowners, Registered Social Landlords (RSLs) are also eligible to apply for the Domestic RHI. From June 2014 onwards, when the first RSL accreditation was made, the number of RSL accreditations has increased substantially. In total, 8,769 RSL accreditations have been made so far. The surge in RSL accreditations in February and March 2015 was largely due to the removal of Green Deal requirements for RSLs.



RSL accreditations

Air Source Heat Pump			
549	455	678	1,682
May	Jun	Jul	Quarter Total
			7,102
			Grand Total

Biomass			
1	37	21	59
May	Jun	Jul	Quarter Total
			260
			Grand Total

Ground Source Heat Pump			
11	155	181	347
May	Jun	Jul	Quarter Total
			671
			Grand Total

Solar Thermal			
28	73	26	127
May	Jun	Jul	Quarter Total
			651
			Grand Total

We have made over
£1.1 million
 of payments to
 Registered Social Landlords to date.

Our
administration

83% 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;

7.3
10 average
satisfaction with
the application
process

7.4
10 average satisfaction
with the customer
service received

8.2
10 likelihood to
recommend the
Domestic RHI
based on the
application process

+41.8%

Our Net Promoter Score
(NPS) for the last quarter

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**.

We estimate that accredited systems will save over

2MT of CO₂
OVER THE LIFETIME OF THE SCHEME

92.5%
of calls are answered within
20 SECONDS



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

