

# Non-Domestic Renewable Heat Incentive (RHI)

Quarterly newsletter

28 July 2016

Issue 18



Dear Stakeholder

## Welcome to your latest quarterly update on the Non-Domestic Renewable Heat Incentive (RHI).

This issue includes details of our decision about strap-on temperature sensors, the new phone number for our customer service team, and latest tariff degressions.

### Accreditations update

Between April and June 2016, we accredited 619 full applications and 5 preliminary applications. Over the same period we also registered 7 biomethane producers.

This brings the total to 14,867 accredited installations and 52 registered producers of biomethane in Great Britain.

[View latest quarterly figures](#)

#### Quick Links

[Periodic data submissions](#)

[Tariffs and payments](#)

[Sustainability guidance](#)

[How do I apply?](#)

[Login to the RHI register](#)

## News in brief



### [New number for customer service](#)

We have a new telephone number for the Non-Domestic RHI customer service team – 0300 003 2289.

If you can't find the information you need on [our website](#) and you've got a question while applying, or once you've joined the RHI scheme, our customer service team will be happy to help. Our email address remains the same: [rhi.enquiry@ofgem.gov.uk](mailto:rhi.enquiry@ofgem.gov.uk).

If you need to make changes to the authorised signatory or your email address, please [email us](#).

[Getting in touch](#)



### [An update about strap-on sensors](#)

We have recently published our decision about strap-on temperature sensors which means participants with installations with them will have to make some changes. They will need to either replace the strap-on temperature sensors with ones that are eligible or alter them so they meet the requirements. We have contacted those affected with information about what they need to do.

Once participants have made the changes they need to [contact us](#) on with evidence of the changes. Participants have six months to ensure their heat sensors are compliant.

[More information](#)



### [Don't pass on your details](#)

An 'authorised signatory' has delegated authority to act on behalf of an organisation and is responsible for ongoing obligations.

We expect the authorised signatory to be an employee of the organisation that owns the installation. Where this isn't the case (for example, an installer or consultant) they must have legal authority to act on behalf of the organisation, such as Power of Attorney. This means that we wouldn't expect the authorised signatory to be an installer, consultant or any other party that is not an employee of the organisation.

[Further details](#)

# Other news and updates

## Top 5 tips – applying to the scheme

1. Be prepared – get your answers and supporting evidence ready before applying.
2. Make sure you upload all your documents and provide enough detail in the text boxes.
3. Provide a good quality schematic diagram.
4. Check to see if your installation requires an Independent Report on Metering Arrangements (IRMA).
5. Check your application before submitting to pick up small errors.

You can find further information in our [Easy Guide to Applying](#).

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## Degression

From 1 July 2016, there was a 15 per cent reduction in the biomethane injection tariff and in the small, medium and large biogas tariff. The small biomass tariff was reduced by 10 per cent. More information about these tariff changes can be found on [our website](#).

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## Revamped website

We've updated [our website](#) so it should be easier to find the information and publications you need. If you have feedback about the changes we would like to hear from you, please email us at: [NDrhievents@ofgem.gov.uk](mailto:NDrhievents@ofgem.gov.uk)

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## Preventing fraud on the scheme

The E-Serve counter fraud team works to detect, prevent and deter fraud across the government's environmental and social schemes including the Non-Domestic RHI.

Over the last two years, we've investigated in excess of 175 suspected cases across E-Serve schemes, from an applicant acting fraudulently on their eligibility status, to fraudulent activity by an installer that led to thousands of pounds being recouped. To find out what to do if you suspect fraud and what action we would take, see our [Counter Fraud webpage](#).

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## Annual report published

We've published our [annual report](#) which provides an update on some of the milestones on the Non-Domestic RHI

### Want the latest news?

Follow us on twitter to get the latest news on our environmental schemes:  
[@ofgem\\_eserve](#)

### Need help filling in your application ?

See our [guide to application form questions](#)

scheme over the past year. It includes key statistics and data and a summary of activity including details about a more streamlined periodic data submission process for participants and the introduction of last year's sustainability requirements.

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## Future events

### ecoSHOWCASE roadshow

We will be presenting on the Non-Domestic RHI, including information on the Domestic scheme, eligibility requirements and how to apply. This presentation will also cover the Government's Spending Review and what this means for the scheme going forward.

20  
Sept

### ecoSHOWCASE roadshow

Old Trafford Stadium,  
Manchester

[Read more](#)

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## About the Non-Domestic RHI

The Non-Domestic Renewable Heat Incentive (RHI) is a government environmental scheme that provides financial incentives to increase the uptake of renewable heat. The scheme supports industrial, commercial, public sector, and not-for-profit organisations by making incentive payments to eligible renewable heat generators and producers of biomethane in Great Britain.

Ofgem administers the scheme on behalf of government and provides quarterly reports as part of its statutory obligations.

For more information visit the [Non-Domestic RHI web pages](#) on Ofgem's website.

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**ofgem e-serve**

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for energy consumers