

Non-Domestic Renewable Heat Incentive (RHI)

Quarterly newsletter

31 October 2016

Issue 19



Dear Stakeholder

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

It includes an update on biogas applications, the latest tariff degressions and a first for the scheme.

Accreditations update

Between July and September 2016, we accredited 669 full applications and 5 preliminary applications. Over the same period we registered 1 biomethane producer.

This brings the total to 15,509 accredited installations and 53 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?](#)

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News in brief



Update for biogas applicants

We're working to improve our process for dealing with biogas accreditations as we've recently seen an increase in the number of applications. It's currently taking about six weeks to get back to people but we're training more staff and piloting a new questionnaire for applicants which should help speed up the process.

If you're a biogas applicant then providing a timeline of commissioning dates and properly naming multiple installations on the register will help with the application process. See chapters 10 and 11 of [our Guidance Volume 1](#) for further information about the biogas eligibility.

[Details about biogas](#)



A first for the RHI scheme

An innovative use of heat from sewage for a water source heat pump has recently been accredited on the Non-Domestic RHI. The system uses filtered sewage alongside naturally occurring heat to provide heating and hot water.

The system is the first of its kind in the UK and the first to be accredited on the scheme. Currently over 750 heat pumps are accredited on the RHI and we continue to see more innovative and efficient ways of utilising heat pump systems. For further information about heat pumps see [our website](#).

[More on heat pumps](#)



Our customer service team

There's lots of information about the scheme on [our website](#) but if you can't find what you're looking for then our customer service team will be happy to help. The main things they deal with are enquiries on eligibility, accreditations and periodic data submissions. Over the financial year 2015/16, the team handled 51,000 calls and 42,000 emails.

They regularly receive positive feedback for their excellent customer service with one caller saying "Your staff were the most helpful people I have ever been in contact with. They were polite, so helpful, made sure I understood why and exactly what was required. Absolutely brilliant".

[Contact information](#)

Other news and updates

Top 5 tips from our customer service team

1. Know your RHI number before contacting us.
2. We can only discuss a case if you are registered on the account as the Authorised signatory or an additional user.
3. If you've responded to a reviewer's email or made changes to your application, please don't forget to resubmit it.
4. Difficulty submitting your periodic data? See our [Easy Guide](#).
5. Once you have submitted your periodic data please allow 6 weeks for payment.

Time to submit your data?

Read our [Easy Guide](#)

Applying to the scheme?

Check out our [Easy Guide](#).

Degression

From 1 October 2016, there was a 5 per cent reduction in the biomethane injection tariff and the small biomass tariff. The small, medium and large biogas tariff was reduced by 25 per cent. You can find out more about these tariff changes on [our website](#).

Future events

ecoSHOWCASE roadshow

Ofgem will be presenting at a number of ecoShowcase roadshows across the country including:

- 1 Nov: Royal Armouries Museum, Leeds
- 15 Nov: Ashton Gate Stadium, Bristol
- 1 Dec: Emirates Stadium, London

We will be presenting on the Non-Domestic RHI and will include information on the Domestic scheme, eligibility requirements and how to apply.

Nov-
Dec

ecoSHOWCASE
roadshow

[Read more](#)

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.