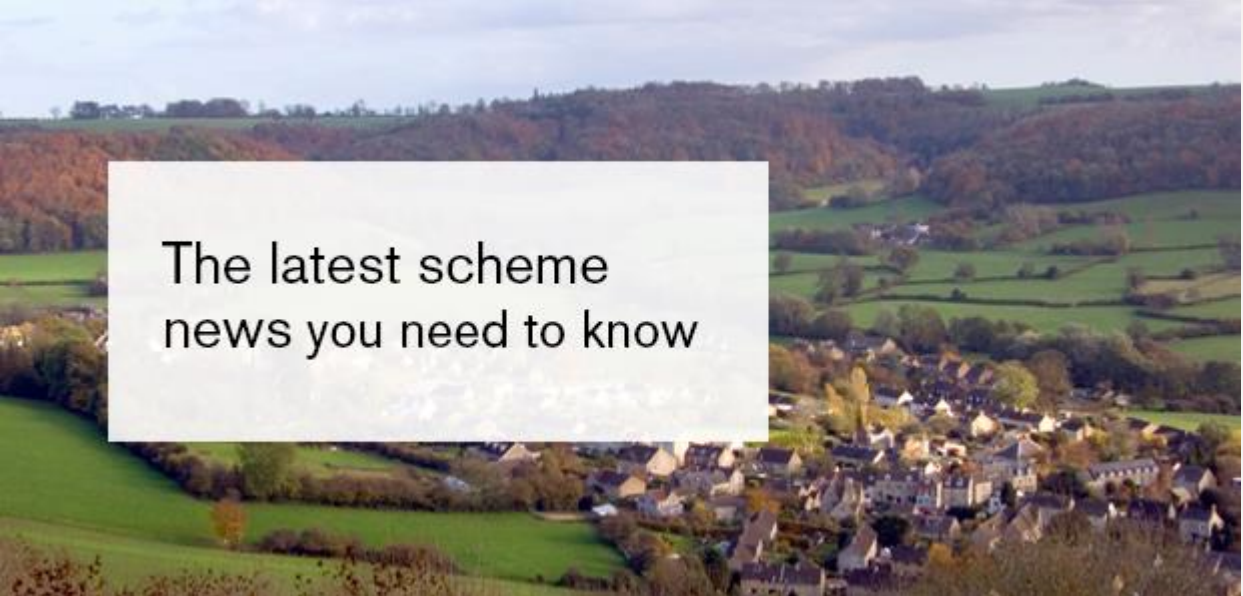


Domestic Renewable Heat Incentive (RHI)

Newsletter

December 2016

Issue 11



The latest scheme
news you need to know

Dear Stakeholder,

Welcome to the latest Domestic Renewable Heat Incentive (RHI) newsletter.

We hit the milestone of 50,000 accredited installations this summer, and at the time of writing we've welcomed a total of over 52,000 accreditations to the Domestic RHI.

What's coming up?

Degression to the biomass boilers and stoves tariff

The Department for Business, Energy and Industrial Strategy (BEIS) has announced that there will be a 10% degression to the biomass boilers and stoves tariff rate. The biomass tariff will be reduced from 4.68p/ kWh to 4.21p/ kWh.

This change will take effect on 1 January 2017. Members already on the Domestic RHI scheme will not be affected, only those who apply to the scheme on or after 1 January 2017 will be affected. You can [read more about tariffs and payments on our website](#).

What else is happening?

Quick Links

[Essential Guide](#)

[Tariffs and payments](#)

[Product Eligibility List \(PEL\)](#)

[Your ongoing obligations](#)

[Rules for biomass fuel use](#)

This issue is about what we're doing to further improve our customer service and ensure your experience with us is as straightforward as possible. Read on to find out about:

- The new text message alert service we're planning to launch.
- Our new guidance document on Energy Performance Certificates (EPCs).
- How the Domestic RHI scheme has achieved 'ServiceMark' status with the Institute of Customer Service.
- Some of the changes you requested that we've already made.
- The latest improvements to your MyRHI online account.

[Contact the Domestic RHI team](#)

Latest news



New text message alert service

To make it that bit easier for you to receive important alerts from us, we're planning a brand new text message notification service for next year.

Don't worry, we won't spam you – we're only planning to send you quick messages about important matters. We understand that people are busy, so we'll send you important reminders, for example, when your mandatory annual



Customer 'ServiceMark' award

Providing great customer service is important to us. We're proud to announce that the [Institute of Customer Service](#) has awarded the Domestic RHI team with a ServiceMark Accreditation, recognising our commitment to good quality customer service.

This includes the work carried out by Domestic RHI Officers in our busy call centre:



Energy Performance Certificates (EPCs)

We've gathered all your commonly asked questions about Energy Performance Certificates (EPCs) and answered them in one handy document.

If you're unsure why you need an EPC for the scheme, how long it's valid for, or even where to get one from, we recommend you read our new [Frequently Asked Questions \(FAQs\) on EPCs](#).

declarations are due.

If you haven't already provided us with a mobile phone number, make sure you [log in to MyRHI](#) to add one.

- Our team has received over 17,301 phone calls in total this year.
- 85.9% of these calls were answered within 20 seconds.

[FAQs on EPCs](#)

[Log into MyRHI](#)

[Send us your feedback](#)

You said, we did!

- You told us that it would be helpful to receive an email telling you when you're due a payment. As a result, we've introduced this new feature, which means you'll get an email for every payment - whether that's a regular quarterly payment or a one-off payment. The email will also confirm the amount to be paid into your account.
- Following feedback from many of our Registered Social Landlords (RSLs) on the scheme, we recently made some changes to the [MyRHI](#) portal. This includes improved functionality to make completing multiple annual declarations easier, and a new feature which enables any scheme member to export their payment schedule into a spreadsheet - helping you to keep track of all past and future RHI payments.

Follow us on social media



For fast and informative updates follow us on [Twitter](#) and [LinkedIn](#) today!

Diary and events



Events

Over the past few months the Domestic RHI team have been travelling the length and breadth of the country speaking to people about the scheme. From Edinburgh to Somerset, we've been speaking with applicants, installers and people looking to build their own home at the Homebuilding and Renovating Shows.

7-9
March
[Ecobuild](#)
ExCel, London
[Find out more](#)

10-11
May
[All Energy](#)
SECC, Glasgow
[Find out more](#)

23-24
May
[edie Live](#)
NEC, Birmingham
[Find out more](#)

About the Domestic RHI

The Domestic RHI is a government environmental programme that promotes the use of renewable heat technologies. It's designed for domestic consumers, and aims to reduce the UK's carbon emissions. We administer the scheme on behalf of government. Find out more in [About the Domestic RHI](#).