

Domestic Renewable Heat Incentive (RHI)

www.ofgem.gov.uk/drhi

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Domestic



Helpsheet: How to submit a meter reading

A helpsheet on how to submit
meter readings for payment

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User Guide: How to submit a meter reading for payment

Please read this guide if your renewable heating system is metered for payment.

If you have a heat pump and are metered for performance *only*, then this guide doesn't apply to you.

You need to submit meter readings every three months. If you miss your meter readings, we may suspend your payments and/or revoke your membership to the scheme.

You have a four week window to submit your meter readings; from one week before, to three weeks after, your due date.

We'll send you three email reminders during each four-week window.

We use these meter readings to work out the payments you're owed for the renewable heat you've generated each quarter.

Section 1: How do I submit my meter readings?

Step 1: Log into [MyRHI](#) and click on the 'Submit my meter readings' tab.

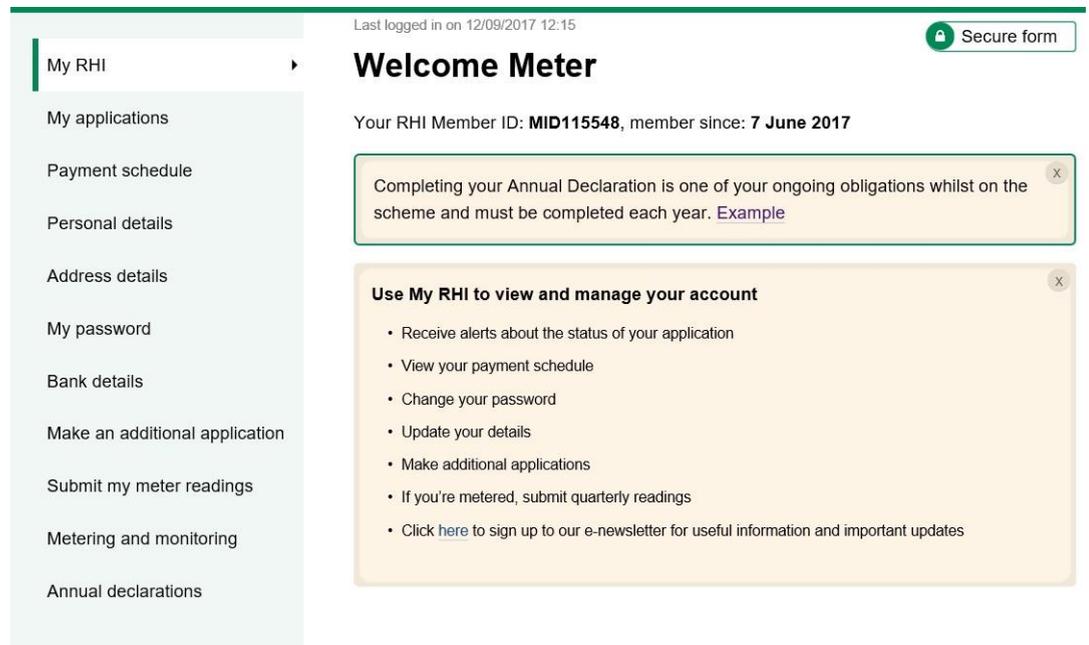


Figure 1: MyRHI homepage, 'Submit my meter readings'

Step 2: In the 'Submit my meter readings' area, click on the 'Submit meter reading' button.

If you have more than one accredited application, select the relevant heating system you want to submit meter readings for by clicking the RHI number listed alongside that system.

Figure 2: Submit my meter readings page, select relevant accreditation

Step 3: You'll then be taken to the 'Submit my meter readings' page - see Figure 3.

This shows you the heat equation (see 'A' in Figure 3) for your installation and the meter reading submission list.

To find out more about your heat equation see the [Guide to Metering](#).

Note: The meter reading submissions list shows the date of your initial meter reading(s) and all subsequent readings. Future meter readings are shown as 'Closed' (see 'C'). Until the start of your four week submission period when they change to 'Open' (see 'B'). You can only enter meter readings when your submission period is listed as 'Open'.

Submit my meter readings A116628

You can submit quarterly meter readings here. The heat equation is the formula we use to calculate your payments from your meter readings.

Figure 3: Meter reading submission page

Step 4: Enter your heat meter reading(s) and/or electricity meter reading(s) if you have a heat pump. Your installer should have clearly labelled the meters and shown you how to read them. If you're unsure, please contact your installer.

Meter readings ↓

To receive your payments enter your quarterly meter readings below. The next reading is due on **07/09/2017**. You can submit it one week before the due date or up to three weeks after. We'll send a reminder by email.

Status	Due	Date of Reading	F HM1 kWh	EM1 kWh
Initial	N/A	07/06/2017	1000	500
Open	07/09/2017	D <input style="width: 60px;" type="text"/>	E <input style="width: 60px;" type="text"/>	<input style="width: 60px;" type="text"/>

G Please confirm that you are happy to submit these meter readings **H**

Figure 4. Entering meter readings

For example, in Figure 4 above (a metered air source heat pump), the meter readings required are labelled as:

- HM1 (heat meter 1)
- EM1 (electricity meter 1) **Note:** *This is not the household electricity meter, it's the one dedicated to the heat pump*

NOTE: You'll need to enter the date you took the reading **not** the date you submit it (see 'D' in Figure 4). The date should be entered in the format DD/MM/YYYY.

You must enter a meter reading for each meter listed in 'F' in the corresponding box ('E'). Please ensure:

- Please ensure the readings are entered in the units selected - for example, both the meter readings in Figure 4 must be submitted in kilowatt hours (kWh) (see 'F' above);
- Readings in kWh must be entered as whole numbers only; and,
- Readings in MWh (megawatt hours) can be entered with up to 3 digits after a decimal point.

Once you've entered all meter readings, double check they are correct, tick the confirmation box ('G'), and then click submit ('H'). If you have any questions about submitting meter readings please call or email one of our officers before pressing 'submit'.

For further information about units see [Section 3: How do I read my meters?](#)

Section 2: Troubleshooting

Why have I received an error message?

If you received an error message on screen when trying to submit meter readings (see Figure 5 below), it's because the readings you've entered indicate you've generated more renewable heat (as calculated by your heat equation – see Figure 3 above) than we'd expect.

Please click 'go back' and check that your meter readings are correct.

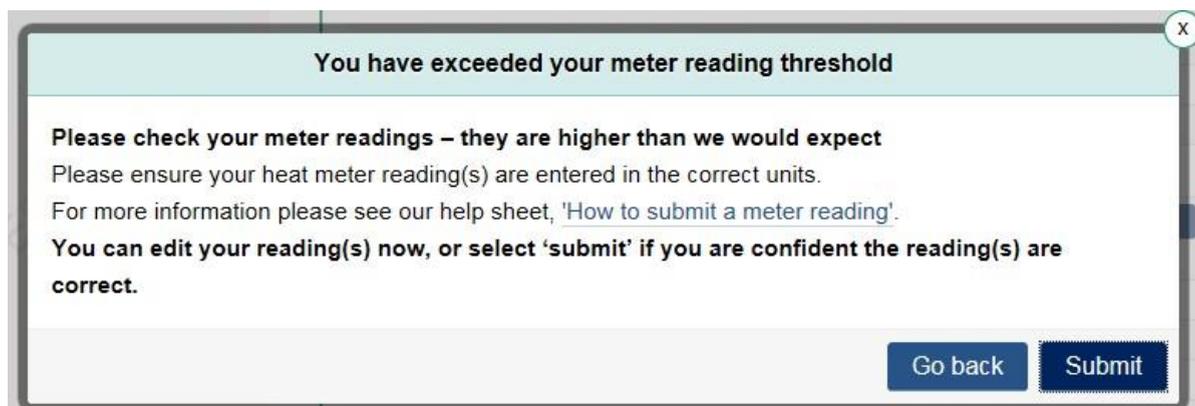


Figure 5. Meter reading submission error

The most common reasons for the error message are:

- **An error in units:** Please double check that you've entered your reading(s) in the correct units as listed for your meter(s) (see 'E' in Figure 4). If your meter displays readings in a different unit to the ones listed for your meter online, please see [Section 3](#) for information on converting units.
- **A meter reading error:** Please double check that you haven't missed (or added) any digits or decimal places that aren't present. Different meters display readings in different ways - see [Section 3](#) below.
- **Mixed readings:** Please double check that the meter you're reading corresponds to the meter you're entering readings for (e.g., you may be entering your electricity meter reading as a heat meter reading or may be reading from your household electricity meter).

If you're sure the readings you've entered are correct, please click 'submit'. We'll review the readings before issuing a payment. In case we need any information from you, please take photographs of each of the meters showing the full meter and meter reading clearly. We will contact you if we need the photos or any further information.

How do I rectify an incorrect meter reading?

1. If you've entered an incorrect meter reading before your payment has been dispatched, you can change it by clicking on the edit button on the bottom right of your meter reading entries (see Figure 6, below). You can check to see if your payment has been dispatched - see Figure 10 in [Section 4](#) on payments.

Meter readings

To receive your payments enter your quarterly meter readings below. The next reading is due on **07/12/2017**. You can submit it one week before the due date or up to three weeks after. We'll send a reminder by email.

Status	Due	Date of Reading	HM1 kWh	EM1 kWh
Initial	N/A	07/06/2017	1000	500
Submitted	07/09/2017	13/09/2017	3000	10000

[Edit](#)

Figure 6. Editing a meter reading submission

2. If you've entered an incorrect meter reading and your payment has already been dispatched, please contact us as soon as possible and we'll make the required adjustments.

NOTE: We'll require photographs of each of your current meter readings to allow us to verify them before making any adjustments to your application and payments

3. If you receive a message saying you can't enter a meter reading lower than the previous one (see Figure 7, below), and are sure the current reading you're entering is correct, it's likely there was an error with the previous meter reading. Please contact us as soon as possible and we'll make the required adjustments.

NOTE: We'll require current photographs of each of your current meter readings to allow us to verify them before making any adjustments to your application and payments.

Meter readings ↓

To receive your payments enter your quarterly meter readings below. The next reading is due on **07/09/2017**. You can submit it one week before the due date or up to three weeks after. We'll send a reminder by email.

Status	Due	Date of Reading	HM1 kWh	EM1 kWh
Initial	N/A	07/06/2017	1000	500
Submitted	07/09/2017	<input type="text" value="13/09/2017"/>	<input style="border: 1px solid red;" type="text" value="500"/> ⓘ	<input type="text" value="1000"/>

Please confirm that you are happy to submit this reading.
*Please note until you submit we will process your previous reading.

Your current reading cannot be less than the previous value, please re-enter

Figure 7. Message that appears if incorrect meter reading is input.

Section 3: How do I read my meters?

Electricity meters

Electricity meters typically show readings in kWh.

Our IT system will only accept electricity meter readings in the units of kWh, and it accepts **whole numbers only**.

If your electricity meter displays readings in decimal numbers (such as in Figure 8, below), you'll need to round it to the nearest whole number.

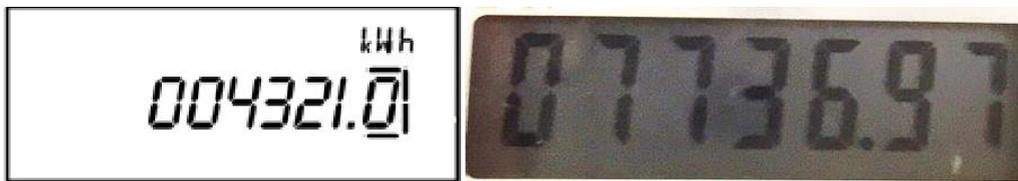


Figure 8. Electricity meter reading

NOTE: The decimal place may be hard to see, so please look carefully.

Different meters will display readings differently. In the reading on the left in Figure 8, above, the digit after the decimal place has been 'boxed' to make them more visible, whereas in the reading on the right, the decimal place may be harder to see.

How to round meter readings

When to round down

If the digit after the decimal place is between 0 and 4, round it *down* (just enter the reading before the decimal place). For example, the first reading in Figure 8 - 004321.0 kWh - should be entered as 4321 kWh.

When to round up

If the digit after the decimal place is between 5 and 9, round it *up* (add 1 to the number immediately before the decimal place). For example, the second reading in Figure 8 - 07736.97 kWh - should be entered as 7737 kWh.

Heat meters

Heat meters may show readings in kWh or MWh. If the units selected on your application/submission don't match the readings on your meter, you'll need to convert the readings.

- To convert **MWh** to **kWh**, multiply the reading by 1000. (Remember, if you're entering readings in kWh, you must enter whole numbers only)
- To convert **kWh** to **MWh**, divide the reading by 1000. (If you're entering readings in MWh, you can enter readings with up to 3 digits after the decimal place)

As with electricity meters, heat meters may display readings differently (see Figure 9). If the meter is showing readings in MWh, there will be a decimal place - you may need to look carefully to see it.



Figure 9. Heat meter reading

How to convert meter reading units

If submitting readings in MWh, the readings shown in Figure 9, above, should be entered as 34.56 MWh and 24.367 MWh respectively.

If submitting readings in kWh, the readings shown in Figure 9, above, should be entered as 34560 kWh and 24367 kWh respectively.

NOTE: Your meters may display readings in a format not covered in this document. If this is the case, and you're unsure of the reading, please refer to the user guide to your meter, or request support from your installer.

Section 4: Payments

Payment schedule

Once you've submitted the information our system calculates your quarterly payment. To view your payments click on the 'Payment schedule' tab on the left of your screen. Click on the figure displayed in the 'Quarterly RHI Amount' to view your payment schedule in full (Figures 10 & 11).

The payment status will be listed as 'due' until it's dispatched. The calculation takes into account your annual payment cap.

Payment schedule			
RHI payment			
Due date	Amount (£)	Status	Date paid
17/11/2015	210.45	Dispatched	17/11/2015
17/02/2016	198.77	Due	17/02/2015
17/05/2016			

Figure 10. Payment schedule

NOTE: The calculation takes into account your annual payment cap, or the relevant heat demand limit - whichever is lower. If your payment has been reduced or you've not been paid (payment shown as £0.00), it's likely that you've reached your payment cap.

If you applied on or after 20 September 2017, your payments will be subject to a heat demand limit.

Payment cap

Payment details - A114501

Calculation

Heating system payment calculation

Your tariff 6.86 p/kWh	x	Heat 9,901.00 kWh/pa	/	Quarterly payments 4	=	Total £169.80 p/quarter
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- You'll receive Domestic RHI payments quarterly for seven years.
- Future payments will be adjusted annually by the Consumer Price Index (CPI)
- Your Domestic RHI tariff is based on your technology type and the date you joined the scheme
- Your estimated heat generation is based on the details in your EPC certificate (or MCS certificate for solar thermal)
- Estimated heat generation for heat pumps is reduced by the SPF (see our [Reference guide document](#) for a worked example)
- Frequency: Following submission of your meter readings you'll be paid by bank transfer quarterly in arrears, provided we have no other concerns regarding your heating system and eligibility to receive payments.

Figure 11. Example of how payments are capped

Your payment cap is the maximum **annual** amount you can receive for your renewable heating technology. It's calculated by multiplying the heat demand figure listed on your Energy Performance Certificate, by your technology tariff rate. Any grant funding will also be deducted. You will still be paid based on your meter readings, up to this cap.

If you applied on or after 20 September 2017, your metered payments will be capped at the annual heat demand figure, or your heat demand limit – whichever is lower.

NOTE: if you have a heat pump, its Seasonal Performance Factor (SPF) is factored into account for the electricity use of the heat pump.

Once you reach your annual payment cap, we'll stop making payments for the rest of that year.

To stay eligible under scheme rules, you must submit a meter reading each quarter for every year you are a member on the Domestic RHI. Even after you've reached the payment cap. Submitting you meter readings is one of your ongoing obligations so if you don't we may suspend your payments.

To find out what your payment cap is click on the payment schedule tab, as shown in Figure 11 above.

Section 5: Useful information

Missed meter readings

If you fail to submit more than one consecutive meter reading, or miss a number of non-consecutive meter readings, this may result in us suspending your payments and/or revoking you from the scheme. Some or all of your withheld payments may be lost and we may consider revocation.

Broken meter

If your meter is broken and you can't submit one or all of your meter readings, you must let us know **as soon as possible**. It's one of your ongoing obligations to keep your meters in good working order, so if they are not, this could affect your payments.

Once your meters are fixed and before the next submission period please do the following:

- Email us 'initial meter reading(s)' as soon as the new meter is installed;
- In the email, note the make, model and serial number of the new meter;
- In the email, include a statement from the installer confirming that the position of the replacement meter is the same as the old one, so payment calculations won't be affected; and,
- Send it to us within 5 working days of the meter replacement.

Your suggestions for how we can improve our service are always welcome

Email us at Suggestions.DomesticRHI@ofgem.gov.uk

Guide Material

[Domestic RHI: Essential Guide](#)

[Guide to Metering](#)

Find out more

Next steps

See the Department for Business, Energy & Industrial Strategy (BEIS):

[Domestic RHI Payment Calculator](#)

Ask your installer to fill out and give to you:

[Installer Checklist](#)

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For Help

For queries regarding Domestic RHI scheme requirements and eligibility and for free impartial general information on how to save energy in the home:

Energy Saving Advice Service

(England or Wales) 0300 123 1234

Calls are charged at the standard national rate

Email: energy-advice@est.org.uk

Home Energy Scotland

(Scotland) 0808 808 2282

Calls are free from landlines and most mobile networks.

For consumer protection information

Renewable Energy Consumer Code (RECC)

www.recc.org.uk

The Home Insulation and Energy Systems Contractors Scheme (HIES)

www.hiesscheme.org.uk

The Glass and Glazing Federation (GGF)

www.ggf.org.uk

If you need help with a Domestic RHI application:

Domestic RHI Applicant Support Centre

Telephone: 0300 003 0744

Email: DomesticRHI@ofgem.gov.uk