

www.ofgem.gov.uk/drhi

Version 4 Mar 2021

Help sheet: application form questions

A help sheet explaining how to make an application for the Domestic RHI

Before reading this helpsheet make sure you've read our <u>Essential Guide for Applicants</u> and understand what you need to do to be eligible.

We've designed this help sheet to support you in completing your application and to reduce the chances of your application going into review unnecessarily.

Before starting your application, please make sure you have all the documents you need (certificates and bank details).

Take care when completing the application form as you're not able to bookmark or return to an application, if you try you'll have to re-enter all your information.

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Section 1: Certificates

Your Energy Performance Certificate (EPC)

This address must match the installation address you enter on your application.

This is the EPC reference number. It is asked for in Question 12.

Energy Performance Certificate (EPC)

SAP

17 Any Street, District, Any Town, B5 5XX

Dwelling type: Detached house

Date of assessment: 15 August 2011

Date of certificate: 13 March 2012

Estimated energy costs of dwelling for 3 years

Reference number: 0919-9628-8430-2785-5996
Type of assessment: RdSAP, existing dwelling
Total floor area: 165 m²

£5.367

Use this document to:

- Compare current ratings of properties to see which properties are more energy efficient
- Find out how you can save energy and money by installing improvement measures

Over 5 years you could save	22,000		
Estimated energy costs of this home			
	Current costs	Potential costs	Potential future savings
Lighting	£375 over 3 years	£207 over 3 years	
Heating	£4,443 over 3 years	£2,073 over 3 years	You could
Hot water	£549 over 3 years	£222 over 3 years	save £2,865
Totals:	£5,367	£2,502	over 3 years

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances like TVs, computers and cookers, and any electricity generated by microgeneration.

This must be the most recent certificate issued for the property. Your EPC must not be older than 24 months.

Energy Efficiency Rating

Very energy efficient - lower running costs

(92 plus) A

(91-91) B

(93-80) G

(95-81) D

(39-54) E

(21-38) F

(1-39) G

Not energy efficient - higher running costs

The graph shows the current energy efficiency of your home.

The higher the rating the lower your fuel bills are likely to be.

The potential rating shows the effect of

undertaking the recommendations on page 3. The average energy efficiency rating for a dwelling in England and Wales is band D (rating 60).

Top actions you can take to save money and make your home more efficient

Recommended measures	Indicative cost	Typical savings over 3 years	Available with Green Deal
1 Increase loft insulation to 270 mm	£100 - £350	£141	0
2 Cavity wall insulation	£500 - £1,500	£537	0
3 Draught proofing	£80 - £120	£78	0

See page 3 for a full list of recommendations for this property.

To find out more about the recommended measures and other actions you could take today to save money, visit www.direct.gov.uk/savingenergy or call 0300 123 1234 (standard national rate). When the Green Deal launches, it

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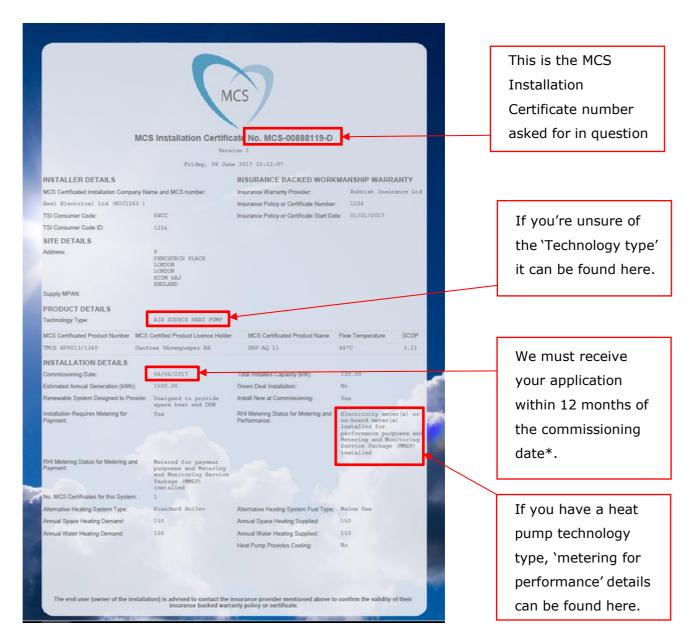
Your home's heat demand

For most homes, the vast majority of energy costs derive from heating the home. Where applicable, this table shows the energy that could be saved in this property by insulating the loft and walls, based on typical energy use (shown within brackets as it is a reduction in energy use).

Heat demand	Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation	Impact of solid wall insulation
Space heating (kWh per year)	22,154	(1179)	(4535)	N/A
Water heating (kWh per year)	2,792			

Please check your EPC has a deemed heat demand at the bottom of **page 4** before applying.

Your MCS Certificate¹



*If you first commissioned your heating system on or after 1 March 2019, you no longer need to submit your application within 12 months of your first commissioning date. From 1 April 2021, you have until scheme closure (before midnight at the end of 31 March 2022) to apply for accreditation to the scheme.

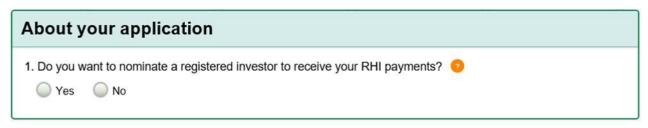
¹ It's possible that you have more than one MCS certificate relating to a single application. This is only true if both certificates are for the SAME type of technology, for example two air source heat pumps. If your certificates are for DIFFERENT types for technology, for example biomass and solar thermal, you'll need to make separate applications for each technology.

Section 2: How the application works

The first page of the application form starts with basic questions about you, your property and your heating system. This is to check eligibility, if you pass these questions you can get through to the second section.

The application form is designed so questions change in response to your answers. Some fields may also be filled automatically. You can hover over the oicons with your mouse cursor for more information about a question.

Section 3: About you



If you are applying under Assignments of Rights, please select 'Yes'. You should only do this if a registered investor has contributed towards the purchase and/or installation costs of your renewable heating system.



If you're applying on your own behalf, please select individual, this includes married couples or partnerships that don't qualify as organisations.

Sole owner	O Joint owner with a company	
Not the owner		

Sole owner — If only you own the heating system, select this option.

Joint owner with one or more individuals — If you own the heating system with another person such as a family member or partner, please select one or more individuals.

Joint owner with a company — select this option if you jointly own the heating system with a company which may or may not have put money towards the purchase or cost of the heating system.

In an Assignment of Rights agreement, investors are not permitted to own any of the heating system.

If you are unsure which option to select, please contact us at:

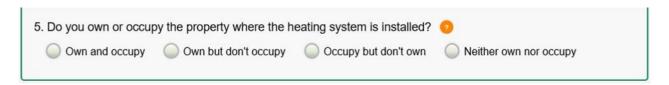
DomesticRHI@Ofgem.gov.uk

4. Are you:

An owner-occupier A registered social landlord A private landlord A local authority

None of the above

Please select the option that best fits your connection to the property.



If your name is on the title deeds and you live in the property either as a main residence or as a secondary residence you are an owner-occupier.

If your name is on the title deeds but you rent the property out or it's lived in by someone else, you own but don't occupy the property.

If you live in the property but your name isn't on the title deeds, for example renting, you occupy but don't own.

If your name isn't on the title deeds and you don't occupy the property, then you neither own nor occupy the property.

Section 4: About your renewable heating system

About your renewable heating system			
6. Enter your N	MCS Insta	aller Certificate Number:	
MCS -	-	Example 12345678-H	
By providing this nu	mber you give	e Ofgem permission to access the data about your heating system held by the MCS scheme.	

If you're unsure what to enter here please refer to page 4 of this document.

	heating technology you're applying for have more than one MCS certificate (e.g. Two Air Source Heat one system)? A separate application must be made for Solar Thermal technologies.
Yes	○ No

This question's asking if there's more than one certificate relating to the heating technology you are applying for. If you have other MCS certificates that relate to a different technology type, they do not count for the purposes of this question

8. Have you or any posystem?	revious owner used any of your own money to buy or install the renewable heating
Yes No	O Don't know

Money made in the form of a repayable loan, such as a loan from the bank, is considered your own money.

9. Was any money used from public grants, including the Green Home Grant Scheme (GHGS) or Renewable He Premium Payment (RHPP), to buy, install or reimburse you for the heating system? ?	at
Yes No Don't know	

Grant funding is money from a public body such as, but not limited to, the government, local councils and the Energy Saving Trust. Loaned funds that will be repaid do not count as grants.

10. What does your system provide heat for? 2
Space heating only Oomestic hot water only Space heating and Domestic hot water
Space heating and another purpose Domestic hot water and another purpose
Space heat, domestic hot water and another purpose Another purpose only

Please tell us what you'll be using the heating technology for. Space heating refers to heating rooms in your property.

11. Do you need to be metered for payment?	7 Find out more
Yes No	

If you're unsure of this please refer to our guidance on the website, by following the 'find out more' link or discuss this with your installer.

Section 5: About your property

Abo	ut you	ır pro	perty		
12. En	nter your	Energy P	erforman	ce Certific	cate (EPC) number
	-	-	-		Example 1234-5678-1234-5678-1234
By provid	ding this num	nber you give	Ofgem pern	nission to ac	cess the data on your certificate held by the EPC scheme.

If you're unsure what to enter here please refer to page 2 of this document.

13. In the last 12 months	s, tell us how long the property was occupied for:
Enter the number of days	
183 days or more	Less than 183 days

This question is asking how many days your property was occupied last year. (For example, if you went away for a month you might put 330 days.)

14. What buildings are being heated by your hea	ating system?
Single domestic property (one building only)	Multiple properties
Single domestic property (multiple buildings)	

If the heating technology supplies heat to buildings covered by separate EPCs select multiple properties. If it supplies heat to one main building and additional related buildings that do not have their own EPC for example a garage or pool house please select single domestic property (multiple buildings).

15. Please find the commissioning date on your MCS certificate. Did anyone live in the property either on, or at an point before, this date?	ıy

The commissioning date is shown on your MCS certificate (see page 3). If you moved into the property before this date please select 'Yes'. In the case of new builds where the heating technology was installed and commissioned during the build and you moved in after please select 'No'.

16. Tell us where your property is. 🧿
England Wales Scotland
If you answered 'No' to question 15, you will be asked for further information about your
property in questions 17, 18 and 19 (these are listed on the following page).
17. We need to know who has owned your property since the build began. Please select one of the following
options: You can find out more about the ownership of your property by looking at your title deeds or by contacting Land Registry or Registers of Scotland. You may need to provide evidence of this.
The ownership of my property has been in the name of a company or an organisation (including my own) at some
point since the start of the build.
The ownership of my property has been in my name (including with another individual) throughout the build and
continues to be in my name.
The ownership of my property has never been in the name of a company or organisation, but it was owned by
another individual at some point since the start of the build.
I do not own the property.

Under the scheme rules the property cannot have ever been owned by an organisation. This includes property developers or social landlords building new homes with a renewable heating system. An individual can include multiple individuals such as married couples.

18. We need to know more about what you paid for in relation to your property. Please select one of the following options:
Loans that you are liable to repay count as your own funding.
I neither paid for my property to be built, nor built it myself.
I paid for an extension or renovation to an existing property.
I paid for my property to be built, or built it myself from scratch.
I paid for the conversion of a non-domestic building into my home (e.g. A barn conversion).

Please tell us more about your property.

19. Which of the following documents would you be able to provide to demonstrate who funded the build of your property? Tick all that apply
Official invoice(s) for substantial structural works (e.g. foundations, timber frame, large orders of bricks).
A letter from HMRC confirming you received DIY Housebuilders VAT refund.
Documentation confirming you received a new build loan.
Documentation confirming you received a new build mortgage.
OR
I cannot provide any documents.

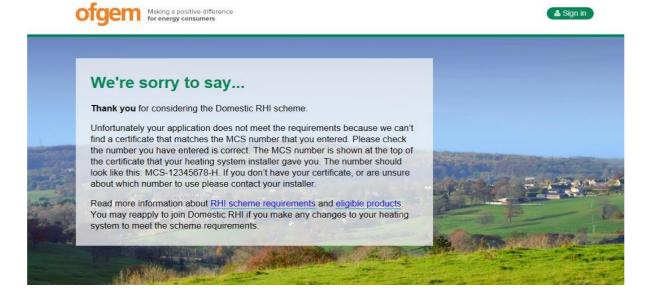
If we ask you for evidence of how your property was funded what could you give us?



At this point we will check the validity of your domestic EPC as well as the eligibility of the heating system you have applied for. If your application so far meets the eligibility requirements, then you'll continue to the final form.

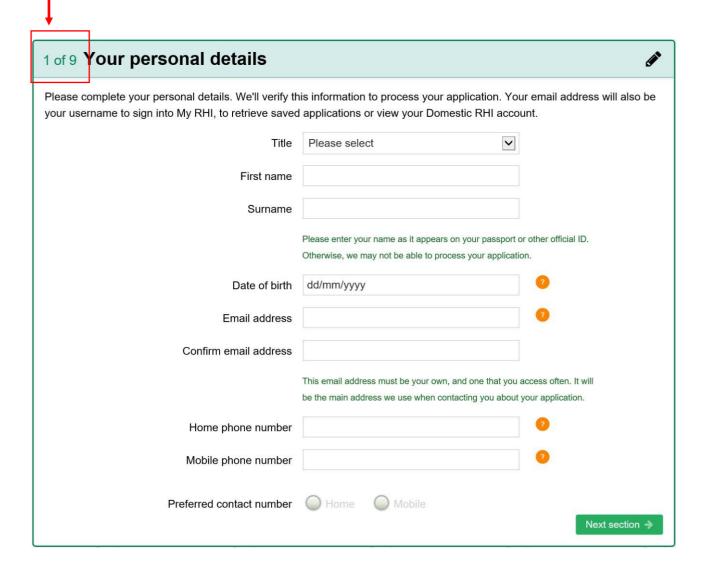
There may be a slight pause whilst this check is completed so don't try to click again or refresh your page.

If you're not eligible (or have completed the form incorrectly) you'll see the 'We're sorry to say...' page with an explanation to tell you why you haven't met scheme requirements. Common reasons for this may be that your EPC does not have a heat demand or your heating system isn't eligible — so please check the MCS <u>Product directory</u>.



Section 6: Final form

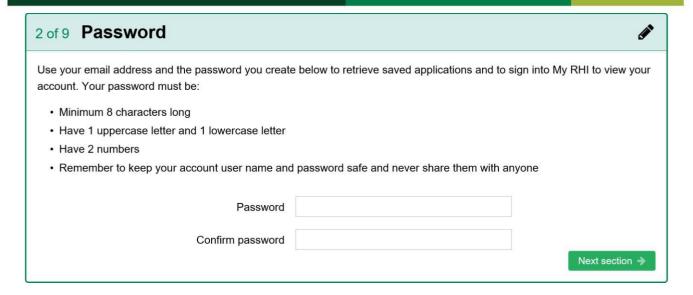
Please note that the number of questions in the final form will vary according to the information you previously submitted.



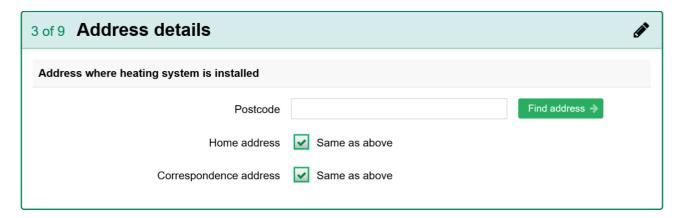
Please write your name as it appears on documents such as your passport or the electoral register to make verifying your identity easier. For example, 'David James Smith' and not 'DaveSmith' or 'James Smith'

It's important that the name you use matches those on your identity documents as we use an external identification verification company to check who you are. Please be aware that this check will NOT affect your credit rating.

Please make sure that your date of birth is correct and entered in the *dd/mm/yyyy* format, before going to the next section.

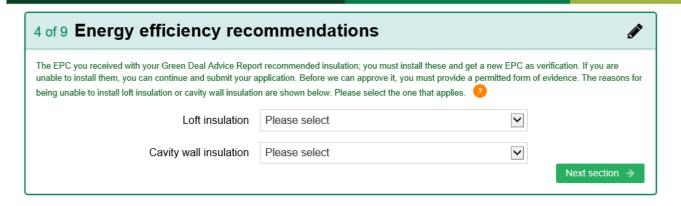


Your password must be **8 characters** with at least **1 upper case** and **2 numbers** (for example: *Password10*). Please make a note of the email address and password you use at this stage as you'll need it in the future to access your *MyRHI* page containing information about your application.

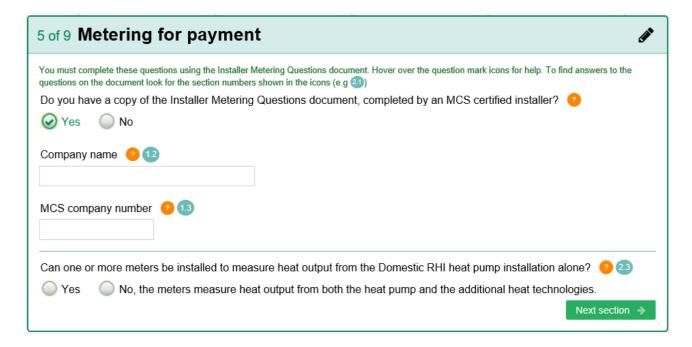


If you would like us to contact you at a different address then un-tick one of the boxes below and the section will expand. If your bank statement is registered to an address other than the installation address please put this as your correspondence address.

If the addresses are the same then you can leave the boxes selected.



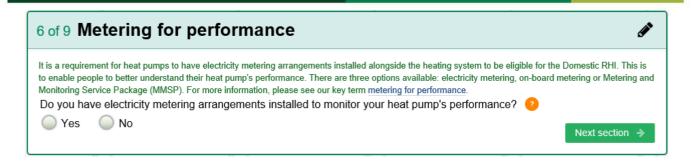
If your EPC has a recommendation report, you must either submit a new one which doesn't, or provide evidence that insulation cannot be fitted. See our section on insulation exemptions in Annex 1 of the Essential Guide.



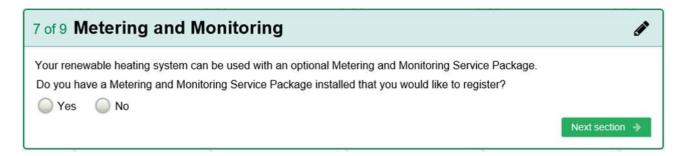
You should only see this message if our system believes you need metering for payment. If you are unsure about what this means please view our <u>Guide to Metering</u>.

If your heating system has metering for payment, make sure you've received a completed Installer Metering Questions (IMQs) document from your installer **before** applying.

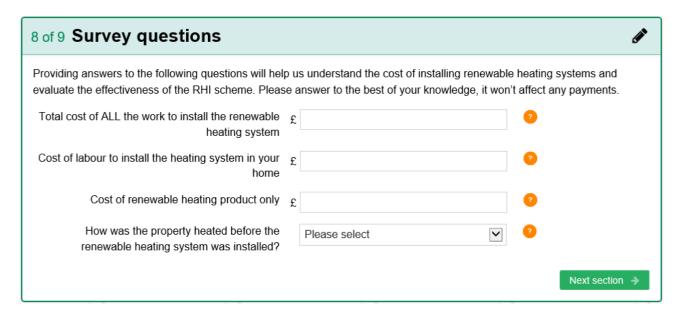
Do not attempt to enter the answers if you have not received them as this may result in rejection of your application when you submit it, or revocation at a later date.



If your heating system is a heat pump you will see this message. If you are unsure if meters have been installed to monitor your heat pump's performance, it will be detailed on your MCS Certificate under 'RHI Metering status for Metering and Performance' (see page 3).

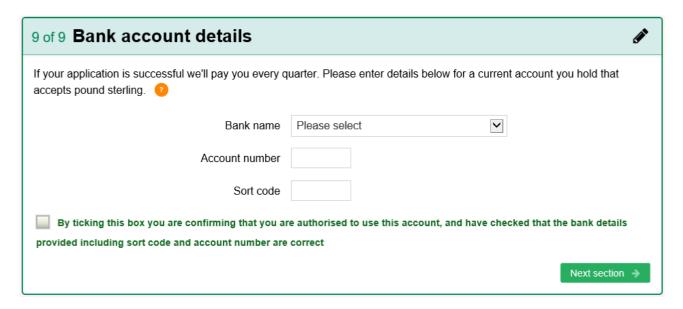


If you have a Metering and Monitoring Service Package, select 'yes' to receive your additional payments. Please email the relevant documents to domesticrhi@ofgem.gov.uk. These could include the technical checklist and metering and monitoring agreement once you have an RHI application number.



This section is for scheme evaluation purposes. The information will be used to better understand the renewable heating industry. Whilst these fields are mandatory, if you do not know the answer you can answer with your best estimate. Your answers will not affect your payments or your eligibility for the scheme.

If you are intending to assign the rights to the RHI payments to a registered investor, this is the amount in your contract. If you do not know the product cost or the cost of labour, please enter 0. To find out more about the Assignment of Rights please see our <u>Guide to Assignment of Rights</u>.



For individuals, your name MUST appear on the bank account, joint accounts are acceptable, but partners or family accounts will not be accredited.

Your account must be able to accept BACS payments.

Please use a bank account that is registered to the same address as your heating system, or your correspondence address.

Applications from landlords will always be placed into review whilst we check their identification. We will check the Letter of Authorisation and title deeds when they are sent to us, but please note that we may require further ID and bank evidence.

(All bank details are checked and then protected by our finance department. If you are accredited and wish to change your details you can edit them in MyRHI)

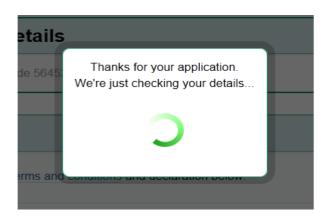
Section 7: Finally... submitting your application

After completing the application form, you'll be asked to declare that it is correct to the best of your knowledge alongside agreeing to the terms, conditions and your ongoing obligations. There is a link included for you to read and print off the application for your records. Once you're happy, tick the declaration box and press submit.

Declarations I have read and agree to the Domestic RHI Scheme's rules, Terms and Conditions and Privacy Policy and consent to the use of my personal information for the purposes set out therein. As part of my application I have read and agree to the declarations below. → Submit

Section 8: What happens next?

Once you've pressed submit, you'll see a screen showing this, it may take a few seconds to process.



After which you'll be informed if your application has been accepted, rejected or placed under review. If this is the case we'll get back to you for any information we need.

Review

If you're asked to submit any of the following:

- Letter of Authorisation
- Insulation exemption letter
- MMSP documentation
- Self-build evidence
- Installer Metering Questions

Please email it to us at DomesticRHI@ofgem.gov.uk with your application number as the subject header. This will help speed up your application process.

MyRHI

You'll now have access to MyRHI using your email address and password:



https://domesticrhi.ofgem.gov.uk/membership/SignIn?ReturnUrl=/MyRhi

If you have any further issues whilst filling in your application form call us on 0300 003 0744.

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

Email us at RenewableHeat@ofgem.gov.uk.

Section 9: Contact information:

In this section you will find information about how to contact us if you have any questions

For general advice about the Domestic RHI and renewable technologies:

Energy Saving Advice Service (England and Wales)

Email energy-advice@est.org.uk

Home Energy Scotland

Call 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

If you need help with a Domestic RHI application

Email: DomesticRHI@ofgem.gov.uk

Telephone: 0300 003 0744