

Non-Domestic Renewable Heat Incentive

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Help Sheet – Heat Pumps

Purpose

This document has been created to help minimise the assessment period.

To help us assess your application as quickly as possible, it is in your interest to collect the information and provide it to Ofgem before the assessment of your application begins. Each section provides detail on where the information must be sent to.

Your RHI Account

Before we can accredit your plant, your RHI account must be verified. This process runs independently from our assessment on the eligibility of your plant. Undertaking the following actions quickly will help to reduce the overall assessment period.

1. Please ensure that the bank account information is uploaded to the RHI Register (this is the bank account that will receive RHI Payments if your plant is accredited). To do this:
 - a. Login to your RHI account, [here](#).
 - b. Select User Management from the menu at the top of the screen
 - c. Select Bank Details
 - d. Enter the bank details you wish to nominate for RHI payments.
 - e. Submit

2. Please also email bank account and ID evidence (bill etc.) to post@ofgem.gov.uk.

The bank account document must:

- a. Be dated within the last three months
 - b. Show the company/organisation name (as listed under your RHI account), address, sort-code and account number and
 - c. Be on bank headed paper (e.g. a bank statement or letter from the bank)
Online statements may not be acceptable if they do not meet the above criteria.
3. To allow us to complete our identity checks, please email a copy of:

Non-Domestic Renewable Heat Incentive

www.ofgem.gov.uk/ndrhi

- a. Photographic ID (e.g. a passport or driving licence)
- b. Proof of residency at your home address (e.g. council tax or utility bill). Evidence of your home address should be dated within the last three months.

Your Plant

If you have not provided the following information, please collect it, save it in a compressed zip folder and email to RHI.accreditation@ofgem.gov.uk

Please quote your RHI Application number in the subject heading of the email. Due to the high volume of applications received, we will not review the information provided until the assessment of your application begins. However, our auto-response message can be considered confirmation that your email has been received.

1. If the capacity of your plant is <1MW, meter readings, for all meters (heat and electricity), must be taken every 3 months from the date on which you submitted your application.

If the capacity of your plant is >1MW, meter readings, for all meters (heat and electricity), must be taken every month from the date on which you submitted your application.

It is recommended that you take date stamped photographs (.jpeg format) to support your meter readings.

We strongly recommend that you take weekly meter readings throughout the assessment period, to allow you to monitor your system and deal with any issues promptly.

2. The commissioning certificate(s) must contain the following information:
 - a. Details of the boiler(s) installed. Including: make; model; and serial numbers
 - b. Full installation address and postcode
 - c. Date of commissioning
 - d. Commissioning engineer's name, company, company address, and signature

3. If any of the heat meters on the system have separate integrator (calculator) and flow meter components, you must provide a clear photograph showing the serial number and any class accuracy marking on the flow meter and integrator.

Non-Domestic Renewable Heat Incentive

www.ofgem.gov.uk/ndrhi

4. If any inhibitors are present in your heating system, we require:
 - a. The manufacturer, product name and concentration as a percentage of system volume.
 - b. A copy of the Material Safety Data Sheet (MSDS).
 - c. Evidence from the inhibitor supplier in support of the stated dose rate.
 - d. If the inhibitor contains glycol, evidence that the heat meter(s) are appropriately calibrated for the specific thermal fluid composition in your system. This evidence should be specific to the heat meters installed in your system, as well as the product and concentration of glycol applied.
5. If your system uses external pipework (above ground or buried) which is not accounted for by the position of your heat meter(s), please provide:
 - a. A completed HLA. The form can be found, [here](#).
 - b. A completed pipework schedule (if the specific details are not on your schematic diagram) – see template attached to the accompanying email.
 - c. Datasheets for the insulation/pre-insulated pipework present showing the thermal conductivities/heat loss rates
 - d. Photographs of the external pipework, including where it enters and leaves the buildings
6. If your system uses ducting to transfer air to the space or process in which it is used, please complete the Ducting Questionnaire attached to the accompanying email.
7. Design Conditions/Capacity and COP
 - a. For consistency across all applications, we request that standard design conditions are used in line with EN14511, which are:
 - i. ASHP: A7/W35
 - ii. GSHP: B0/W35
 - iii. WSHP: W10/W35Please provide a copy of the technical datasheet for your heat pump model which shows the rated capacity and COP at the relevant design conditions.
 - b. Where non-standard design conditions have been selected, please provide:
 - i. Evidence the relevant source temperature has been achieved in practice
 - ii. Manufacturer evidence of the capacity and COP at these design conditions

Non-Domestic Renewable Heat Incentive

www.ofgem.gov.uk/ndrhi

8. Ground Loop Questionnaire. Answers to the following questions, must be provided:
 - a. Is the ground loop open or closed loop?
 - b. If using a borehole, is the borehole new?
 - c. Is the source pump new?
 - d. Is the pipework connecting the heat pump to the source new?
 - e. If there are any tanks on the source side, are they new?

9. A Non-Domestic Questionnaire (NDQ), must be provided. The form can be found [here](#). Please ensure that photographs of the heat uses and associated buildings are included.
 - a. Where a single domestic premises and non-domestic premises are heated, 'Section C' must be completed to demonstrate the split in the heat use between the domestic and non-domestic premises.
 - b. If held, please provide evidence of non-domestic rates bills and/ or council tax bills for multiple premises.

10. Where heat is used for drying, please provide:
 - a. Details of the specific materials being dried and their end use once dried
 - b. Photographs of the dryer and materials being dried
 - c. Invoices for the sale of dried materials, where applicable.

Additional Guidance

[Guidance Volume 1: Eligibility and how to Apply](#)

[Easy Guide to Heat Pumps](#)