

Renewable Electricity Schemes Welcome Pack

Welcome to the E-Serve renewable electricity schemes accreditation process. You have already submitted your application for accreditation so we'd like to explain what you can expect now.

Who are we?

Ofgem E-Serve runs a number of renewable electricity schemes on behalf of the government – the Feed-in Tariffs (FIT), Renewables Obligation (RO) and Renewable Energy Guarantees of Origin (REGO) schemes.

What do we do?

We process applications for accreditation:

- Under the RO and REGO schemes from all eligible technologies.
- Under the FIT scheme from solar and wind applications over 50kW and all hydro and anaerobic digestion applications.

We issue renewable energy certificates under the RO and REGO schemes.

We also make sure the energy companies meet their obligations under each of the schemes.

What don't we do?

- We don't set the scheme policy or rules.
- We don't make FIT payments. These are made by FIT Licensee's (your energy supplier).
- We don't provide technical or legal advice.
- We don't give comfort of eligibility in advance of accreditation.

Timescales

We grant accreditation as soon as we can. If we don't need to ask you any questions about your application, we aim to grant accreditation within 12 weeks. If we do ask you questions, that will add around 4 weeks for each round of questions raised assuming you respond to our questions straight away.

For FIT applications

Your application will go through at least two stages of review – it is assessed by one member of the team and then assessed and approved by another member of the team.

If your application is complicated it will be passed to a member of the technical team for an extra review. An application may be complicated because of the technical set-up of the installation or because the evidence is unclear or doesn't meet the scheme rules.

For RO applications

Your application will go through three stages of review. An initial review where information will be gathered, a technical review where your evidence will be assessed in depth and a decision review where a final assessment will be carried out and a determination on the application made.

For REGO only applications (not also applying for FIT or RO)

Your application will go through at least two stages of review – it is assessed by one member of the team and then assessed and approved by another member of the team.

If your application is complicated it will be passed to a member of the technical team for an extra review. An application may be complicated because of the technical set-up of the station, because the evidence is unclear, doesn't meet the scheme rules or is a fuelled generating station.

Steps of the customer journey

- **You** submit your application
- **You** agree your declarations
- **We** send you confirmation of receipt by email. We will also ask you for a number of pieces of evidence to support your application
- **You** send us any supporting evidence by email or post (see contacts below)
- **We** review your application
- **You** answer any questions we raise
- **We** grant accreditation and confirm by email
- Once you have been granted accreditation you can start receiving support (FIT payments or RO/REGO certificates) under your chosen scheme.

How will we communicate with you?

For FIT applications, most of our contact with you will be by email and telephone, so make sure we are kept updated if you change your details.

For RO and REGO only applications, most of our contact with you will be through the Renewables and CHP Register but we will call or email you to let you know.

What will we need from you?

We will need a number of pieces of evidence from you to support your application. We recommend you read our guidance so that you are ready.

Our schemes can be quite complicated, so if anything doesn't make sense please tell us and we will take the time to explain. Please

remember, we don't set the rules so we can't change them but we can explain them.

We may contact you to ask questions about your application. Please answer our questions as quickly as you can and provide full answers to our questions and supporting evidence when requested.

How to contact us

ROO-FIT

The ROO-FIT team can be contacted:
By email: ROOFIT@Ofgem.gov.uk
By telephone: 0207 901 7310 (option 1)

RO

The RO team can be contacted:
By email: renewable@ofgem.gov.uk
By telephone: 0207 901 7310 (option 2)

REGO

The REGO team can be contacted:
By telephone: 0207 901 7310 (option 3)
By email: cclandrego@ofgem.gov.uk

How to make a complaint

We aim to make our processes as quick and simple as possible. But if things don't go quite right, please send an email to the relevant team making us aware of your complaint and we will escalate it to a senior manager.

Tell us what you think

After we have finished reviewing your application and granted the accreditation we will send you a survey to find out what you think of our processes. We value your feedback.