

Domestic Renewable Heat Incentive

Newsletter

November 17

Issue 13



Domestic RHI: what's changed?

Dear Stakeholder

Welcome to your latest Domestic Renewable Heat Incentive (RHI) newsletter. We hope you'll find it informative.

There are some important changes to the RHI scheme which came into force last month - read about them below.

Important reminder: BSL fuel - stay compliant

We're asking all participants with biomass plants to ensure that their fuel provider is still registered on the Biomass Suppliers List. This is key to us being able to pay you.

We're pleased to say that we've hit another milestone, with over 58,000 accreditations on the scheme so far! In other news, our customer satisfaction surveys show that you are happy with the way we deal with your applications and annual declarations.

Tariffs and Payments

Quick Links

[Essential Guide for Installers](#)

[FAQs for Applicants](#)

[Tariffs and Payments](#)

[Heat Demand Limit](#)

Latest News



Important changes to RHI

New regulations came into force on 20 September, which included a tariff uplift for Air Source Heat Pumps, Biomass, and Ground Source Heat Pumps and also introducing Heat Demand Limits on these technologies.

There will be more changes coming into force as set out in BEIS' response to the consultation.

These are likely to come into force early next year. Read our [handy factsheet](#) which explains how the changes could affect you.

[Changes to scheme](#)



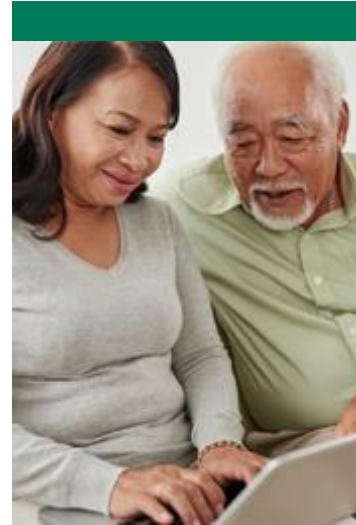
Check your fuel provider

The Biomass Suppliers List introduced fees in January for all registered producers/producer-traders.

They are currently in the process of removing those where fees have not been paid.

It is important for you to source fuel from a supplier registered on the list. If your supplier is suspended or removed, you must find a new supplier to make sure you remain compliant with scheme rules and continue to receive RHI payments.

[About the BSL](#)



Feedback on how we are doing

We continue to get positive customer satisfaction scores, both for dealing with applications and with annual declarations. Since April this year:

- 79% customers reported being satisfied with the application process
- 86% customers with a query, during their application, found our team helpful answering their queries
- 92% found submitting their annual declaration somewhat or extremely easy

If you would like to leave feedback, [you can email us](#).

[Give feedback](#)

Other news and updates

Why are annual declarations needed?

Submitting an annual declaration is one of your ongoing obligations and you must do so each year in order to continue to receive your RHI payments. The declaration is important as it provides confirmation that you are still compliant with the scheme rules. This helps ensure we are safeguarding tax payers' money by only paying eligible installations.

We're sorry...

If you tried to access your MyRHI account last month, you may have been affected with issues to our web services. Some external maintenance meant that our systems went offline unexpectedly, and were down for a longer period than we'd hoped. We understand that this might have been inconvenient to you and, potentially, distressing if you were worried your payments would be affected. We're sorry about this.

If you are ever unable to access the information you need through our website, you can contact the Applicant Support Centre by phone on **0300 003 0744** from Monday to Thursday 9.00am - 5.00pm, Friday 9.00am - 4.30pm.

You said, we did!

You said: You were finding it confusing to enter meter readings and found it easy to make mistakes.

We did: We have improved the help text for customers submitting meter readings, and now we've included advice on where to place the decimal point in meter readings. Please find in our handy helpsheet on [how to submit meter readings](#).

You said: You were finding it confusing to enter your BSL number.

We did: We've improved the way customers are asked to enter BSL numbers in their annual declaration to make it more intuitive for you.

[Suggest an improvement](#)

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](#).
