

Domestic Renewable Heat Incentive (RHI)

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Domestic



Helpsheet: What to do if your application is in review

A helpsheet explaining what you can
do if your application is in review

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What does it mean if my application is in review?

Our application systems are automated, but in some cases we need more information before we can decide if an application is eligible. If your application is placed into review, our team member will contact you within five working days to inform you of this, and explain the reason(s) why. You'll also be able to see if your application is in review when you log into [MyRHI](#).

There are a number of reasons your application might be in review. We have produced a Helpsheet to give you guidance if this happens. It outlines the possible reasons for your application being in review, and the types of documentation or information we will ask you to provide us with. It lets you know which documents you can provide to us straightaway, and which documents we may need to ask you for during our review of your application.

In most cases, you have up to 28 days to provide the requested information. If you provide the information we need, your payments will still be calculated from the date you applied. If you miss the deadline, your application may be rejected.

Please note that a random selection of all applications are put into review for quality assurance purposes.

How can I help to speed up the process?

- 1) Complete your Domestic RHI application, and check in [MyRHI](#) to see if there's a message saying that your application is in review.
- 2) If your application is in review, you may be able to send us the information we need straight away. This guide explains the reasons why your application could be in review and lists the information that we might ask for. If you're not sure which category you fall into, or you just prefer to wait for confirmation, you'll be contacted by our team within 5 working days of submitting your application.
- 3) Please upload copies of the relevant information via the 'Upload documents' option in MyRHI. Scanned or photographed documents are fine in most cases. Alternatively, you can email them to us at DomesticRHI@ofgem.gov.uk, quoting your application number in the email's subject heading. The only exception is if we require further proof of your bank and ID details; in which case you must post us either photocopies or print-outs of any information needed. Once we have your additional evidence we'll assess your application to see if it meets our eligibility criteria, and will let you know if your application has been successful. Please note, we may ask you for more information once your application has been assessed.

How to use this guide

Below we've listed some common scenarios where applications fall into review, and the information you'll need to provide. This list may not be exhaustive.

If you fall into one of these scenarios, our team will contact you directly asking for the evidence we require, and explain why we need it.

Reason for review: ID and Bank checks

This is the most common reason for applications to be put into review. If there is a mismatch between the personal or banking details you provided on your application form, and those held in the national databases our IT system uses for verification, we need to be sure we have the correct information.

Why is my application in review?

To confirm your identity, we check your personal details against national databases. Sometimes there is a mismatch between the two, so we need supporting information.

What information do I need to provide?

To confirm your identity, please send us **a photocopy** of one of the following:

- your full and valid signed passport;
- your valid UK photo card or paper driving licence;
- your current UK firearms certificate or shotgun licence; or,
- your current national identity card.

To confirm your bank details and address, please send us recent correspondence (within the last 3 months) from your bank.

This can be one of the following:

- a letter from your bank on bank headed paper;
- a photocopy of a paper bank statement; or,
- a print-out of an online bank statement (If your statement print-out does not show your bank details and address it will need to be stamped in branch before you post it to us)

and it must show:

- the same name, or initials, you gave us on the application form;
- the same address as the correspondence address you gave us on the application form; and,
- your account number and sort code.

Please note that if the addresses are different, you'll need to update this with your bank, otherwise you will need to reapply to our scheme with the correct address. If you want to block out any other information given on these documents, you may do so.

Please be aware that unlike other review options, we ask you to **post hard copies** of the above information to:

Domestic RHI, Ofgem, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH.

Reason for review: Grant Funding

Why is my application in review?

You answered yes to the question “Was any money used from public grants and you have received funding other than Renewable Heat Premium Payment (RHPP)?”

The scheme rules state that any public funding will be deducted from your Domestic RHI payments. So we need to know the details of your grant to ensure that we deduct the correct amount.

What information do I need to provide?

- The grant offer letter from the issuing body.

We may also ask you to provide additional information about:

- The source of the funding, if we’re unfamiliar with the issuing body or grant; and/or,
- A breakdown of how your grant was spent – especially in circumstances where a large grant went towards multiple heating systems.

For more information on grant funding, please see [our key term](#).

Reason for review: Loft and/or Cavity Wall

Why is my application in review?

Your [Energy Performance Certificate \(EPC\)](#) recommends that you install loft and or cavity wall insulation.

One of the pre-requisites of the scheme is that you must either satisfy the loft and/or cavity wall insulation recommendations on your EPC (and get a new EPC) or be exempt from doing so.

What information do I need to provide?

- An up-to-date EPC that shows no recommendations for loft or cavity wall insulation (once the necessary work has been completed). Your EPC must be less than 24 months old at the date of application. Your EPC needs to accurately reflect information about your house, so if you have undertaken construction work on your property you may need to get a new EPC to ensure it reflects your circumstances; or,
- A completed [Evidence for insulation Exemption Template](#) signed by a member of your local planning authority or from a registered professional that has expertise in the relevant field.

Reason for review: Custom-builds

Why is my application in review?

The scheme rules state that [custom-builds](#) (sometimes referred to as eligible new builds) applicants need to provide evidence that the property:

- was first occupied after the heating system was first commissioned;
- was built using labour or resources of the first owner; and,
- has never been owned by an organisation/company.

In your answer to Question 14 of the application form, you stated that your renewable technology was commissioned **before** the property was first lived in. You may be asked for evidence to make sure you meet these requirements.

What information do I need to provide?

- Proof of property ownership (eg a copy of title deeds, contract of sale);
- Documents confirming you received a self-build VAT exemption, self-build loan or mortgage;
- An invoice for *substantial* structural materials or labour (eg foundations or timber frame, smaller works such as re-wiring or kitchen-fitting will not be sufficient); or,
- A declaration of the date the property was first occupied by the Council.

These must be in the name of the first owner of the property and show the site address.

Reason for review: PEL inconclusive

Why is my application in review?

We maintain a [Product Eligibility List \(PEL\)](#) to help us assess a product's eligibility. If we've not seen a product before then we may not have sufficient information to assess it. By providing us with your product's information we'll be able to review its eligibility.

What information do I need to provide?

- A [PEL template](#) completed by your installer; *and/or*,
- An [Air Quality certificate template](#) (biomass only) completed by your installer.

To read more about the PEL, please see [our webpage](#).

Reason for review: Metering and Monitoring Service Package (MMSP)

Why is my application in review?

The details from your MCS Certificate suggest that the electricity metering you have installed is part of an MMSP. In order for us to progress your application, we need to determine that you have installed an eligible package.

What information do I need to provide?

- A copy of your signed MMSP Agreement.

This should have been provided to you by your MMSP installer. If this was not given to you when your metering equipment was installed, please contact your installer. Your installer can download and use a template agreement via the following link: www.recc.org.uk/members/mmsp

If you need further guidance, please see our [Essential Guide to Metering and Monitoring Service Packages](#).

Reason for review: Applications that require metering for payment

Why is my application in review?

You answered 'Yes' to the question "*Do you need to be metered for payment?*"

Or

In your answer to Question 12 on the application form you stated that you have occupied your property for less than 183 days in the last 12 months.

For more information, see our key term [metering for payment](#).

What information do I need to provide?

Please complete in [MyRHI](#):

- The Installer Metering Questions for [biomass](#) or [heat pumps](#).

If asked for please also provide:

- An Alternative Metering Arrangement Template for [biomass](#) or [heat pumps](#).

If you need further guidance, see our [Factsheet: Do I need metering?](#) and our [Essential Guide to Metering](#).

Reason for review: First applications from social or private landlords

Why is my application in review?

If your Domestic RHI payments are going into an organisation or company bank account, we need an authorised representative of the organisation to complete the Domestic RHI application.

To do this, a signatory to the organisation's bank account needs to complete a [letter of authorisation](#). Additional administrators can be appointed by the authorised representative through [MyRHI](#) after the application has been accredited.

What information do I need to provide?

- A [letter of authorisation](#); and,
- Contact details for any additional administrators.

If you need further guidance, see our [FAQs for Registered Social Landlords](#).

Reason for review: Other

Why is my application in review?

There are a number of other reasons why your application might be in review.

A team member will contact you to explain why your application is in review. Please note that a random selection of all applications is put into review for quality assurance purposes.

What information do I need to provide?

Please speak to the team member who is reviewing your application.

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

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

Guide Material

We update our guide material regularly. Check the website for the latest versions, to be sure you're reading the most up-to-date information.

See our website:

[Domestic RHI](#)

[Non-Domestic RHI](#)

Domestic RHI Factsheets

[Factsheet: The Renewable Heat Incentive – Domestic or Non-Domestic?](#)

[Factsheet: A Metering and Monitoring Service](#)

[Package for the Domestic RHI](#)

[Factsheet: Tariffs and Payments](#)

[Factsheet: Do I Need Metering?](#)

Domestic RHI Essential Guides

[Essential Guide for Applicants](#)

[Essential Guide for Installers](#)

[Essential Guide to Metering](#)

[Essential Guide to Metering and Monitoring Service](#)

[Packages \(MMSP\)](#)

Domestic RHI Reference Document

[Domestic RHI Reference Document](#)

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](#)

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

[Online email form](#)

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

For opening hours, please see [our website](#).