

Non-Domestic Renewable Heat Incentive

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Help Sheet - Shared Ground Loops

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. Please state your RHI application number and Account name in the subject heading of your email.

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)

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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:
 - 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. Completed Shared Ground Loop (SGL) Questionnaire. This can be found [here](#). The following information must be uploaded within the form: Energy Performance Certificate for each domestic dwelling; MCS Certificate for each heat pump (if capacity is 45 kW or below); and an Installer Declaration.
2. Energy Performance Certificates (EPCs) are used to calculate deemed quarterly payments for each heat pump heating a single domestic dwelling. A valid EPC for each dwelling must be provided, which:
 - a. Was issued less than 24 months prior to application submission.
 - b. Does not include a recommendation report; or
 - c. Includes a recommendation report which does not recommend that loft insulation or cavity wall insulation is installed; or
 - d. Includes a recommendation report which recommends that loft or cavity wall insulation is installed, but that insulation cannot be installed as it is prevented by:
 - i. Restrictions on the building due to being a listed building, or in relation to being located in a conservation area;
 - ii. Being otherwise unlawful; or
 - iii. Being unfeasible due to local environmental conditions or the structure of the property.

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In scenario iii, please provide evidence to support the reason why the insulation could not be installed.

3. Installer Declaration that has been completed by the heat pump installer. The template can be found, [here](#).
4. Commissioning Certificate(s) for each heat pump. Please ensure that your commissioning certificate(s) contains the minimum required information detailed below:
 - a. Details of all heat pumps installed, including make, model and serial numbers
 - b. The full installation address and postcode
 - c. The date of commissioning
 - d. The commissioning engineer's name, company, company address, and signature
5. 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?

Further Guidance

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

[Easy Guide to Shared Ground Loops](#)