

Domestic Renewable Heat Incentive

www.ofgem.gov.uk/drhi

Version 3.0 November 2018

Help sheet: application form questions

A help sheet explaining how to make an application for the Domestic RHI

Before reading this helpsheet make sure you've read our [Essential Guide for Applicants](#) and understand what you need to do to be eligible.

We've designed this help sheet to support you in completing your application and to reduce the chances of your application going into review unnecessarily.

Before starting your application, please make sure you have all the documents you need (certificates and bank details).

Take care when completing the application form as you're not able to bookmark or return to an application, if you try you'll have to re-enter all your information.

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Section 1: Certificates

Your Energy Performance Certificate (EPC)

This address must match the installation address you enter on your application.

This is the EPC reference number. It is asked for in Question 12.

This must be the most recent certificate issued for the property. Your EPC must not be older than 24 months.

Please check your EPC has a deemed heat demand at the bottom of **page 4** before applying.

Energy Performance Certificate (EPC)



17 Any Street, District, Any Town, B5 5XX

Dwelling type: Detached house
 Date of assessment: 15 August 2011
 Date of certificate: 13 March 2012

Reference number: 0919-9628-8430-2785-5996
 Type of assessment: RdSAP, existing dwelling
 Total floor area: 165 m²

Use this document to:

- Compare current ratings of properties to see which properties are more energy efficient
- Find out how you can save energy and money by installing improvement measures

Estimated energy costs of dwelling for 3 years	£5,367
Over 3 years you could save	£2,865

Estimated energy costs of this home

	Current costs	Potential costs	Potential future savings
Lighting	£375 over 3 years	£207 over 3 years	<div style="background-color: #4caf50; color: white; padding: 5px; border: 1px solid #4caf50; width: fit-content; margin: 0 auto;"> You could save £2,865 over 3 years </div>
Heating	£4,443 over 3 years	£2,073 over 3 years	
Hot water	£549 over 3 years	£222 over 3 years	
Totals:	£5,367	£2,502	

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances like TVs, computers and cookers, and any electricity generated by microgeneration.

Energy Efficiency Rating

<p><small>Very energy efficient - lower running costs</small></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>(92 plus) A</p> <p>(81-91) B</p> <p>(69-80) C</p> <p>(55-68) D</p> <p>(39-54) E</p> <p>(21-38) F</p> <p>(1-20) G</p> <p><small>Not energy efficient - higher running costs</small></p> </div> <div style="width: 5%; text-align: center;"> <p>Current</p> <p style="font-size: 2em;">49</p> </div> <div style="width: 50%; text-align: right;"> <p>Potential</p> <p style="font-size: 2em;">76</p> </div> </div>	<p>The graph shows the current energy efficiency of your home.</p> <p>The higher the rating the lower your fuel bills are likely to be.</p> <p>The potential rating shows the effect of undertaking the recommendations on page 3.</p> <p>The average energy efficiency rating for a dwelling in England and Wales is band D (rating 60).</p>
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Top actions you can take to save money and make your home more efficient

Recommended measures	Indicative cost	Typical savings over 3 years	Available with Green Deal
1 Increase loft insulation to 270 mm	£100 - £350	£141	✔
2 Cavity wall insulation	£500 - £1,500	£537	✔
3 Draught proofing	£80 - £120	£78	✔

See page 3 for a full list of recommendations for this property.

To find out more about the recommended measures and other actions you could take today to save money, visit www.direct.gov.uk/savingenergy or call 0300 123 1234 (standard national rate). When the Green Deal launches, it may allow you to make your home warmer and cheaper to run at no up-front cost.

Your home's heat demand

For most homes, the vast majority of energy costs derive from heating the home. Where applicable, this table shows the energy that could be saved in this property by insulating the loft and walls, based on typical energy use (shown within brackets as it is a reduction in energy use).

Heat demand	Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation	Impact of solid wall insulation
Space heating (kWh per year)	22,154	(1179)	(4535)	N/A
Water heating (kWh per year)	2,792			

Your MCS Certificate*

MCS

MCS Installation Certificate No. MCS-00888119-D

Version 1
Friday, 09 June 2017 15:12:07

INSTALLER DETAILS		INSURANCE BACKED WORKMANSHIP WARRANTY	
MCS Certified Installation Company Name and MCS number:	Axel Electrical Ltd (NIC1243)	Insurance Warranty Provider:	Rubbish Insurance Ltd
TSI Consumer Code:	RBCC	Insurance Policy or Certificate Number:	1234
TSI Consumer Code ID:	1234	Insurance Policy or Certificate Start Date:	01/01/2017
SITE DETAILS			
Address:	8 FENCHURCH PLACE LONDON ECSM 4AJ ENGLAND		
Supply MPAN:			
PRODUCT DETAILS			
Technology Type:	AIR SOURCE HEAT PUMP		
INSTALLATION DETAILS		MCS Certified Product Licence Holder	
Commissioning Date:	06/06/2017	MCS Certified Product Name:	DHP-AQ 11
Estimated Annual Generation (kWh):	1500.00	Flow Temperature:	44°C
Renewable System Designed to Provide:	Designed to provide space heat and DHW	SCOP:	3.11
Installation Requires Metering for Payment:	Yes	Total Installed Capacity (kW):	12.00
RHI Metering Status for Metering and Payment:	Metered for payment purposes and Metering and Monitoring Service Package (MMSP) installed	Green Deal Installation:	No
No. MCS Certificates for this System:	1	Install New at Commissioning:	Yes
Alternative Heating System Type:	Standard Boiler	RHI Metering Status for Metering and Performance:	Electricity meter(s) or on-board meter(s) installed for performance purposes and Metering and Monitoring Service Package (MMSP) installed
Annual Space Heating Demand:	150	Alternative Heating System Fuel Type:	Main Gas
Annual Water Heating Demand:	150	Annual Space Heating Supplied:	150
		Annual Water Heating Supplied:	150
		Heat Pump Provides Cooling:	No

The end user (owner of the installation) is advised to contact the insurance provider mentioned above to confirm the validity of their insurance backed warranty policy or certificate.

This is the MCS Installation Certificate number asked for in question 6.

If you're unsure of the 'Technology type' it can be found here.

We must receive your application within 12 months of the commissioning date.

If you have a heat pump technology type, 'metering for performance' details can be found here.

* It's possible that you have more than one MCS certificate relating to a single application. This is only true if both certificates are for the SAME type of technology, for example two air source heat pumps. If your certificates are for DIFFERENT types for technology, for example biomass and solar thermal, you'll need to make separate applications for each technology.

Section 2: How the application works

The first page of the application form starts with basic questions about you, your property and your heating system. This is to check eligibility, if you pass these questions you can get through to the second section.



The application form is designed so questions change in response to your answers. Some fields may also be filled automatically. You can hover over the  icons with your mouse cursor for more information about a question.

Section 3: About you

About your application

1. Do you want to nominate a registered investor to receive your RHI payments? 
- Yes No

If you are applying under [Assignment of Rights](#), please select 'Yes'. You should only do this if a [registered investor](#) has contributed towards the purchase and/or installation costs of your renewable heating system.

About you

2. Are you applying as: 
- An individual Representing an organisation

If you're applying on your own behalf please select individual, this includes married couples or partnerships that don't qualify as organisations

3. Do you own the heating system? 
- Sole owner Joint owner with one or more individuals Joint owner with a company
- Not the owner

Sole owner — If only you own the heating system, select this option.

Joint owner with one or more individuals — If you own the heating system with another person such as a family member or partner, please select one or more individuals.

Joint owner with a company — select this option if you jointly own the heating system with a company which may or may not have put money towards the purchase or cost of the heating system.

In an [Assignment of Rights](#) agreement, investors are not permitted to own any of the heating system.

If you are unsure which option to select, please contact us at: DomesticRHI@Ofgem.gov.uk

4. Are you: 

- An owner-occupier A registered social landlord A private landlord A local authority
- None of the above

Please select the option that best fits your connection to the property.

5. Do you own or occupy the property where the heating system is installed? 

- Own and occupy Own but don't occupy Occupy but don't own Neither own nor occupy

If your name is on the title deeds and you live in the property either as a main residence or as a secondary residence you are an owner-occupier.

If your name is on the title deeds but you rent the property out or it's lived in by someone else, you own but don't occupy the property.

If you live in the property but your name isn't on the title deeds, for example renting, you occupy but don't own.

If your name isn't on the title deeds and you don't occupy the property then you neither own nor occupy the property.

Section 4: About your renewable heating system

About your renewable heating system

6. Enter your MCS Installer Certificate Number: 

MCS - - Example 12345678-H

By providing this number you give Ofgem permission to access the data about your heating system held by the MCS scheme.

If you're unsure what to enter here please refer to page 3 of this document.

7. Does the heating technology you're applying for have more than one MCS certificate (e.g. Two Air Source Heat Pumps in one system)? A separate application must be made for Solar Thermal technologies. 

Yes No

This question's asking if there's more than one certificate relating to the heating technology you are applying for. If you have other MCS certificates that relate to a different technology type they do not count for the purposes of this question

8. Have you or any previous owner used any of your own money to buy or install the renewable heating system? 

Yes No Don't know

Money made in the form of a repayable loan, such as a loan from the bank, is considered your own money.

9. Was any money used from public grants, including the Renewable Heat Premium Payment (RHPP), to buy, install or reimburse you for the heating system? 

Yes No Don't know

Grant funding is money from a public body such as, but not limited to, the government, local councils and the Energy Saving Trust. Loaned funds that will be repaid do not count as grants.

10. What does your system provide heat for? Tick all that apply. 

- Space heating such as central heating Domestic hot water
- Other purposes, including swimming pools

Please tell us what you'll be using the heating technology for. Space heating refers to heating rooms in your property.

11. Do you need to be metered for payment?  [Find out more](#)

Yes No

If you're unsure of this please refer to our guidance on the website, by following the 'find out more' link or discuss this with your installer.

Section 5: About your property

About your property

12. Enter your Energy Performance Certificate (EPC) number 

- - - - Example 1234-5678-1234-5678-1234

By providing this number you give Ofgem permission to access the data on your certificate held by the EPC scheme.

If you're unsure what to enter here please refer to page 2 of this document.

13. In the last 12 months, tell us how long the property was occupied for: 

Enter the number of days

183 days or more Less than 183 days

This question is asking how many days your property was occupied last year. (For example, if you went away for a month you might put 330 days.)

14. What buildings are being heated by your heating system?  [Find out more](#)

Single domestic property (one building only) Multiple properties

Single domestic property (multiple buildings)

If the heating technology supplies heat to buildings covered by separate EPC's select multiple properties. If it supplies heat to one main building and additional related buildings that do not have their own EPC for example a garage or pool house please select single domestic property (multiple buildings).

15. Please find the commissioning date on your MCS certificate. Did anyone live in the property either on, or at any point before, this date? 

Yes No

The commissioning date is shown on your MCS certificate (see page 3). If you moved into the property before this date please select 'Yes'. In the case of new builds where the heating technology was installed and commissioned during the build and you moved in after please select 'No'.

16. Tell us where your property is. 

- England Wales Scotland

If you answered 'No' to question 15, you will be asked for further information about your property in questions 17, 18 and 19 (these are listed on the following page).

17. We need to know who has owned your property since the build began. Please select **one** of the following options:

You can find out more about the ownership of your property by looking at your title deeds or by contacting Land Registry or Registers of Scotland. You may need to provide evidence of this.

- The ownership of my property has been in the name of a company or an organisation (including my own) at some point since the start of the build.
- The ownership of my property has been in my name (including with another individual) throughout the build and continues to be in my name.
- The ownership of my property has never been in the name of a company or organisation, but it was owned by another individual at some point since the start of the build.
- I do not own the property.

Under the scheme rules the property cannot have ever been owned by an organisation. This includes property developers or social landlords building new homes with a renewable heating system. An individual can include multiple individuals such as married couples.

18. We need to know more about what you paid for in relation to your property. Please select one of the following options:

Loans that you are liable to repay count as your own funding.

- I neither paid for my property to be built, nor built it myself.
- I paid for an extension or renovation to an existing property.
- I paid for my property to be built, or built it myself from scratch.
- I paid for the conversion of a non-domestic building into my home (e.g. A barn conversion).

Please tell us more about your property.

19. Which of the following documents would you be able to provide to demonstrate who funded the build of your property? Tick all that apply

- Official invoice(s) for substantial structural works (e.g. foundations, timber frame, large orders of bricks).
- A letter from HMRC confirming you received DIY Housebuilders VAT refund.
- Documentation confirming you received a new build loan.
- Documentation confirming you received a new build mortgage.

OR

- I cannot provide any documents.

If we ask you for evidence of how your property was funded what could you give us?

Click here!



Start Application

At this point we will check the validity of your domestic EPC as well as the eligibility of the heating system you have applied for. If your application so far meets the eligibility requirements then you'll continue to the final form.

There may be a slight pause whilst this check is completed so don't try to click again or refresh your page.

If you're not eligible (or have completed the form incorrectly) you'll see the 'We're sorry to say...' page with an explanation to tell you why you haven't met scheme requirements. Common reasons for this may be that your EPC does not have a heat demand or your heating system isn't eligible — so please check our [Product Eligibility List](#)

We're sorry to say...

Thank you for considering the Domestic RHI scheme.

Unfortunately your application does not meet the requirements because we can't find a certificate that matches the MCS number that you entered. Please check the number you have entered is correct. The MCS number is shown at the top of the certificate that your heating system installer gave you. The number should look like this: MCS-12345678-H. If you don't have your certificate, or are unsure about which number to use please contact your installer.

Read more information about [RHI scheme requirements](#) and [eligible products](#). You may reapply to join Domestic RHI if you make any changes to your heating system to meet the scheme requirements.

Section 6: Final form

Please note that the number of questions in the final form will vary according to the information you previously submitted.

1 of 9 **Your personal details** 

Please complete your personal details. We'll verify this information to process your application. Your email address will also be your username to sign into My RHI, to retrieve saved applications or view your Domestic RHI account.

Title

First name

Surname

Please enter your name as it appears on your passport or other official ID. Otherwise, we may not be able to process your application.

Date of birth ?

Email address ?

Confirm email address

This email address must be your own, and one that you access often. It will be the main address we use when contacting you about your application.

Home phone number ?

Mobile phone number ?

Preferred contact number Home Mobile

[Next section →](#)

Please write your name as it appears on documents such as your passport or the electoral register to make verifying your identity easier. For example 'David James Smith' and not 'Dave Smith' or 'James Smith'

It's important that the name you use matches those on your identity documents as we use an external identification verification company to check who you are. Please be aware that this check will NOT affect your credit rating.

Please make sure that your date of birth is correct, and entered in the *dd/mm/yyyy* format, before going to the next section.

2 of 9 Password 

Use your email address and the password you create below to retrieve saved applications and to sign into My RHI to view your account. Your password must be:

- Minimum 8 characters long
- Have 1 uppercase letter and 1 lowercase letter
- Have 2 numbers
- Remember to keep your account user name and password safe and never share them with anyone

Password

Confirm password

Next section 

Your password must be **8 characters** with at least **1 upper case** and **2 numbers** (for example: *Password10*). Please make a note of the email address and password you use at this stage as you'll need it in the future to access your *MyRHI* page containing information about your application.

3 of 9 Address details 

Address where heating system is installed

Postcode

Home address Same as above

Correspondence address Same as above

If you would like us to contact you at a different address then un-tick one of the boxes below and the section will expand. **If your bank statement is registered to an address other than the installation address please put this as your correspondence address.**

If the addresses are the same then you can leave the boxes selected.

4 of 9 Energy efficiency recommendations

The EPC you received with your Green Deal Advice Report recommended insulation; you must install these and get a new EPC as verification. If you are unable to install them, you can continue and submit your application. Before we can approve it, you must provide a permitted form of evidence. The reasons for being unable to install loft insulation or cavity wall insulation are shown below. Please select the one that applies. ?

Loft insulation

Cavity wall insulation

Next section →

If your EPC has a recommendation report, you must either submit a new one which doesn't, or provide evidence that insulation cannot be fitted. See our section on insulation exemptions in the [Reference Guide](#).

5 of 9 Metering for payment

You must complete these questions using the Installer Metering Questions document. Hover over the question mark icons for help. To find answers to the questions on the document look for the section numbers shown in the icons (e.g. 2.1)

Do you have a copy of the Installer Metering Questions document, completed by an MCS certified installer? ?

Yes No

Company name ? 1.2

MCS company number ? 1.3

Can one or more meters be installed to measure heat output from the Domestic RHI heat pump installation alone? ? 2.3

Yes No, the meters measure heat output from both the heat pump and the additional heat technologies.

Next section →

You should only see this message if our system believes you need metering for payment. If you are unsure about what this means please view our [Essential Guide to Metering](#). If you are confused, please contact your installer.

If your heating system has metering for payment, make sure you've received a completed Installer Metering Questions (IMQs) document from your installer **before** applying.

Do not attempt to enter the answers if you have not received them as this may result in rejection of your application when you submit it, or revocation at a later date.

6 of 9 Metering for performance

It is a requirement for heat pumps to have electricity metering arrangements installed alongside the heating system to be eligible for the Domestic RHI. This is to enable people to better understand their heat pump's performance. There are three options available: electricity metering, on-board metering or Metering and Monitoring Service Package (MMSP). For more information, please see our key term [metering for performance](#).

Do you have electricity metering arrangements installed to monitor your heat pump's performance? 

Yes No

Next section →

If your heating system is a heat pump you will see this message. If you are unsure if meters have been installed to monitor your heat pump's performance, it will be detailed on your MCS Certificate under 'RHI Metering status for Metering and Performance' (see page 3).

7 of 9 Metering and Monitoring

Your renewable heating system can be used with an optional Metering and Monitoring Service Package.

Do you have a Metering and Monitoring Service Package installed that you would like to register?

Yes No

Next section →

If you have a [Metering and Monitoring Service Package \(MMSP\)](#), select 'yes' to receive your additional payments. Please email the relevant documents to domesticrhi@ofgem.gov.uk. These could include the technical checklist and metering and monitoring agreement once you have an RHI application number.

8 of 9 Survey questions

Providing answers to the following questions will help us understand the cost of installing renewable heating systems and evaluate the effectiveness of the RHI scheme. Please answer to the best of your knowledge, it won't affect any payments.

Total cost of ALL the work to install the renewable heating system £ 

Cost of labour to install the heating system in your home £ 

Cost of renewable heating product only £ 

How was the property heated before the renewable heating system was installed? 

Next section →

This section is for scheme evaluation purposes. The information will be used to better understand the renewable heating industry. Whilst these fields are mandatory, if you do not

know the answer you can answer with your best estimate. Your answers will not affect your payments or your eligibility for the scheme.

If you are intending to [assign the rights](#) to the RHI payments to a registered investor, this is the amount in your contract. If you do not know the product cost or the cost of labour, please enter 0.

9 of 9 Bank account details

If your application is successful we'll pay you every quarter. Please enter details below for a current account you hold that accepts pound sterling. 

Bank name

Account number

Sort code

By ticking this box you are confirming that you are authorised to use this account, and have checked that the bank details provided including sort code and account number are correct

[Next section →](#)

For individuals, your name MUST appear on the bank account, joint accounts are acceptable but partners or family accounts will not be accredited.

Your account must be able to accept BACS payments (please read our [FAQs](#) if you don't understand this).

Please use a bank account that is registered to the same address as your heating system, or your correspondence address.

Applications from landlords will always be placed into review whilst we check their identification. We will check the Letter of Authorisation and title deeds when they are sent to us, but please note that we may require further ID and bank evidence.

(All bank details are checked and then protected by our finance department. If you are accredited and wish to change your details you can edit them in MyRHI)

Section 7: Finally... submitting your application

After completing the application form, you'll be asked to declare that it is correct to the best of your knowledge alongside agreeing to the terms, conditions and your [ongoing obligations](#). There is a link included for you to read and print off the application for your records. Once you're happy, tick the declaration box and press submit.

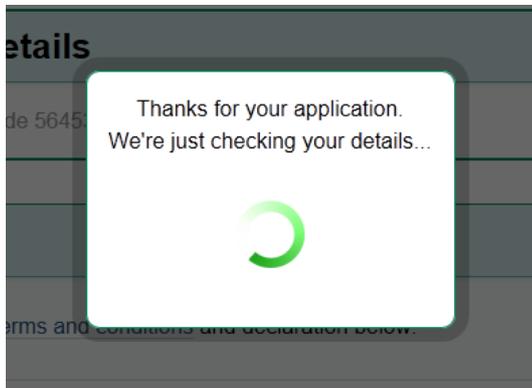
Declarations

I have read and agree to the [Domestic RHI Scheme's rules, Terms and Conditions](#) and [Privacy Policy](#) and consent to the use of my personal information for the purposes set out therein. As part of my application I have read and agree to the declarations below.

[→ Submit](#)

Section 8: What happens next?

Once you've pressed submit you'll see a screen showing this, it may take a few seconds to process.



After which you'll be informed if your application has been accepted, rejected or placed under review. If this is the case we'll get back to you for any information we need.

Review

If you're asked to submit any of the following:

- Letter of Authorisation
- Insulation exemption letter
- MMSP documentation
- Self-build evidence
- Installer Metering Questions

please email it to us at DomesticRHI@Ofgem.gov.uk with your application number as the subject header. This will help speed up your application process.

MyRHI

You'll now have access to MyRHI using your email address and password:



<https://domesticrhi.ofgem.gov.uk/membership/SignIn?ReturnUrl=/MyRhi>

If you have any further issues whilst filling in your application form call us on 0300 003 0744.

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

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

Section 9: Contact information

In this section you will find information about how to contact us if you have any questions

For general advice about the Domestic RHI and renewable technologies:

Energy Saving Advice Service (England and Wales)

Email energy-advice@est.org.uk

Home Energy Scotland

Call 0808 808 2282

Calls are free from landlines and most mobile networks.

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

If you need help with a Domestic RHI application

Telephone: **0300 003 0744**

Email: DomesticRHI@ofgem.gov.uk

Our customer support centre opens:

Monday to Thursday 9am to 5pm, and Friday 9am – 4.30pm