The Domestic Renewable Heat Incentive (RHI) opened for applications on 9 April 2014 for customers across England, Scotland and Wales who install eligible renewable heating technologies in their homes. This report details scheme activity in Quarter 4 of the Domestic RHI scheme, covering February 2015 to April 2015*.

No. of accreditations

In total, we have made 32,962 accreditations since the launch of the scheme.

*As per the Domestic RHI regulations, our quarterly reports cover the following periods;

Q1: May to July
Q2: August to October
Q3: November to January
Q4: February to April
Legacy* and new accreditations

*The last date for legacy applicants to apply for Domestic RHI was 8 April 2015.

Legacy accreditations are systems that were commissioned between 15 July 2009 when the RHI was first announced by DECC, and 9 April 2014 when the Domestic scheme launched. New systems are those that were commissioned on or after 9 April 2014. March 2015 saw a surge in both legacy and new accreditations. For legacy systems, this was due to the legacy application window closing on 8 April 2015, whilst for new systems, this was caused by the biomass super degression (a 20% reduction on the existing tariff) coming into effect on 1 April 2015.

<table>
<thead>
<tr>
<th>Legacy</th>
<th>New</th>
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<tbody>
<tr>
<td>4,065 Feb-15</td>
<td>1,979 Mar-15</td>
</tr>
<tr>
<td>1,987 Apr-15</td>
<td>870 Feb-15</td>
</tr>
<tr>
<td>880 Mar-15</td>
<td>1,979 Mar-15</td>
</tr>
<tr>
<td>3,729 Mar-15</td>
<td>880 Apr-15</td>
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<tr>
<td><strong>23,011</strong></td>
<td><strong>9,951</strong></td>
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</tbody>
</table>

In total we have made **23,011** legacy accreditations and **9,951** new accreditations.

Payments made

- **£11.2 million** for biomass
- **£5.5 million** for ground source heat pump
- **£3.3 million** for air source heat pump
- **£0.7 million** for solar thermal
Accreditations by technology

The graphs below show the cumulative number of accreditations made per technology type. Degressions to the biomass tariffs in both December and March has meant biomass take-up increased substantially in the lead up, with a drop-off in the immediate aftermath. Meanwhile, air source heat pumps continued as the most popular legacy technology.
The highest regional percentage increase between quarter 3 and quarter 4 was seen in South West Scotland where total accreditations increased from 896 in Q3 to 2,322 in Q4. Social landlord activity was the main driver of this increase, accounting for 78% of all Q4 accreditations in the region. Elsewhere, South West England continues to have the highest number of accredited systems across all four technologies.
Registered Social Landlords

In addition to homeowners, Registered Social Landlords (RSLs) are also eligible to apply for the Domestic RHI. From June onwards, when the first RSL accreditation was made, the number of RSL accreditations has increased substantially. In total, 1,818 RSL accreditations have been made so far, 80% of which have been legacy systems.

We have made over £260,000 of payments to Registered Social Landlords so far.
90% of applications receive a decision within 30 days

We use feedback from our applicants to continuously improve and streamline the application process. Our survey is sent to applicants where a decision has been made on their application, and we have received over 9,500 responses to date. Our results so far show:

- Average satisfaction with the application process: 7.6/10
- Average satisfaction with the customer service received: 8.0/10
- Likelihood to recommend the Domestic RHI based on the application process: 8.6/10

Our Net Promoter Score (NPS) for the last quarter: +56.2%

The NPS is calculated by asking our applicants how likely they would be to recommend the Domestic RHI application process to others. We then take the percentage of applicants who score us 9 or 10 out of 10, and subtract the percentage of applicants who score us 1 to 6 out of 10.

92% of calls are answered within 20 seconds

44,345 calls have been made to our customer service team since scheme launch

If you have any questions about the content of this report, please let us know by emailing Survey.DomesticRHI@ofgem.gov.uk