

Utility Warehouse Feed-In Tariff scheme



An Introduction and guide
to your application

This leaflet introduces you to the Utility Warehouse Feed-In Tariff scheme; what it is, how it works, how to apply and answers to some common questions.

Introduction

There are many ways to save energy, and help the environment.

Microgeneration – the generation of heat and power by individuals using zero- or low-carbon technology – is one way you can really make a difference.

You can become a microgenerator by installing a wind turbine, solar photovoltaic panels, a small hydro-electric system, an anaerobic digestion system, or a CHP system.

The government department of energy and climate change introduced the Feed-In Tariffs (FIT) scheme to promote the use of low-carbon technologies.

How does it work?

Under the FIT scheme, you are paid:

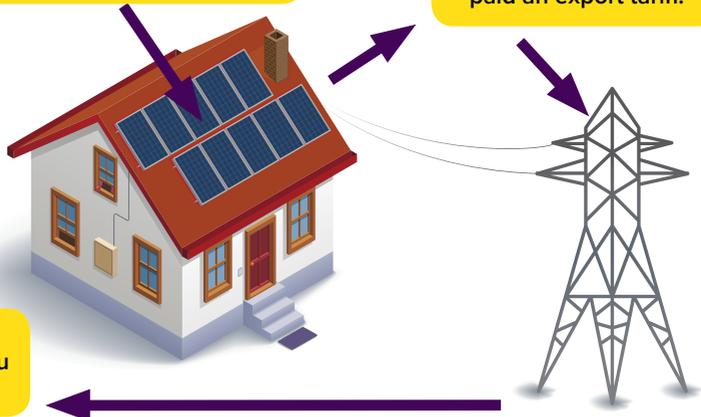
- for energy you generate and use yourself.
- for energy you generate but do not use. You 'export' this electricity to the national electricity grid.

To make sure that you always have enough energy for your own purposes, you will usually remain connected to the grid, so that you can buy, or 'import', any electricity you need from your supplier in the usual way.

You generate electricity. Your electricity supplier pays you for each unit of electricity you generate (the 'generation tariff'), and you can use it to power your home.

You export electricity back to the grid when you don't use it. You are paid an export tariff.

You import electricity from the grid when you need more power.



Who pays what?

In working out payments under the scheme, there are two separate tariffs:

- **Generation tariff: money you receive for all the electricity you generate.**
- **Export tariff: money you receive for electricity you generate and do not use, which you export to the national grid.**

To calculate these payments, you must give us regular meter readings from your generation and export meters. If you do not have an export meter, we estimate how much electricity you export based on a percentage rate that is set by the government (currently 50% for all technology types with the exception of 75% for hydro).

We will make any payments you are owed directly onto your Utility Warehouse account (although there are some rare exceptions where we will make separate payments). The charges for any electricity you import will also appear on your Utility Warehouse bill. You must provide regular readings for your import meter to ensure these charges are accurate.

Using your electricity, or exporting it

If you are generating your own electricity, it's important that you understand how and when you tend to use electricity, in order to make the most of the financial benefits of the FIT scheme.

This is because:

- **you are paid a set amount per unit for the electricity you generate, whether you use it or export it.**
- **if you use the electricity you generate, it does not cost you anything.**
- **if you do not use it, you are paid per unit of electricity that you export to the national grid.**

But - to buy electricity will cost you more than you make by exporting it.

So it is much better for you financially to use as much of the electricity you generate as you can, rather than import electricity from the grid.

How we can help you

This leaflet should give you all the information you need. However, if you have read it and still have queries, please call our Customer Service team on 0333 777 0 777 or email feedintariffs@utilitywarehouse.co.uk.

The Application Process

In order to apply for the FIT scheme, you must:

- **complete the sections on pages 2 to 5 of the application form.**
- **sign and date on page 9.**
- **complete one multi-installation declaration on page 6 or 7 for a new solar PV installation OR one change of generator declaration on page 8 (if you are applying as the new owner of a Solar PV installation already registered for FITs), and**
- **attach all the required supporting documents listed on page 1.**

We appreciate the application process is complicated but these steps ensure we pay the rightful owner of the eligible installation, under guidelines set out by Ofgem.

Take care to complete the application correctly and to provide all the required documents; this will help to ensure your application is processed without delay.

All applicants must provide the applicable supporting documents listed on the back of the application form. Please note this list is not exhaustive and further information/documents can be requested. If any required supporting documents are missing or the application is completed incorrectly, this may affect the date you become eligible for FIT payments and, therefore, the tariff that you receive.

When we receive your application, complete with all the required supporting documents, we will register your installation on Ofgem's Central FIT Register. Please note, for new installations, Ofgem state that we must use a start reading taken on the day we receive an eligible application form – if you do not apply by email, we will need to contact you for a start reading.

Once registered on Ofgem's Central FIT register, you will receive a FIT Plan letter, which you must sign and return to indicate your agreement to the Terms and Conditions of the FIT scheme (you can see these online at www.uwdc.co.uk/fit).

When we receive this signed document from you, we will update your installation status so that you become eligible for payments. We will notify you when your installation status update has been completed. Your payments will be listed on the next bill we send you after we receive your meter readings.

We process most completed FIT applications within three to four weeks of receipt, and new applicants can expect to receive their FIT Plan within two weeks of us registering your installation on Ofgem's Central FIT Register.

Applications to change the FIT generator for a previously registered FIT installation are normally processed within three weeks of us receiving a completed FIT application form with all the required supporting documents.

If you are switching from another FIT supplier, we will write to you to confirm receipt of the application and the intended switch date. Completion of any switch request is dependent on acceptance by the current FIT supplier, so you will then need to contact your existing supplier to confirm your intention to switch. You must then provide us with a reading on the switch date to complete the process. Please note switch requests are automatically cancelled 28 days after the request is sent by us to the current FIT Licensee.

Notes to help you complete the application form

Type of FIT Application (Page 2)

Please check the box that applies the type of application you're making.

- **New application** – You have a new installation and are registering for payments for the first time.
- **Change of generator** – A change of ownership of an installation that is already registered with Utility Warehouse for payments.
- **Switch** – To transfer payments from another supplier to Utility Warehouse.

1 Section A- FIT Generator confirmation (page 3)

- Complete this section if your electricity is with another supplier. Please give their name and provide your supply number.
- The Supply number for your Import meter can be found on the Electricity page of your statement, with a big 'S' next to it.
- We need you to confirm that you own the installation before we can process the application.
- If your site doesn't have a postal address, you'll need to provide us with the Ordnance Survey grid reference.

2 Section B- Generator personal details (page 3)

- The Generator details should be entered by a single person or company who owns the installation.
- These details should match those on your proof of ownership, and also the name on any existing Utility Warehouse account that we use to provide your electricity supply. If there is more than one named account holder, the Generator should be one of the account holders.
- Please make sure the address is registered with the Royal Mail Postcode Address File (PAF). If it has not been registered, it may delay processing your application. You can check this online at royalmail.com.
- Please provide an email address. We will communicate with you by email where possible.

The image shows a photograph of the FIT application form, tilted at an angle. The form is divided into sections A, B, C, D, and E. Section A is 'FIT Generator Confirmation', Section B is 'FIT Generator Personal Details', Section C is 'Installation Address', Section D is 'Grids', and Section E is 'Installation Type'. The form contains various checkboxes and input fields for personal and installation details. A red circle with the number '1' is placed over the top section, and another red circle with the number '2' is placed over the middle section. The form is titled 'Please fill in all sections clearly and in BLOCK CAPITALS. Please write in black ink.'

Notes to help you complete the application form

3 Section C – Installation Type (page 3)

- If your installation address differs to your FIT Generator address please complete this section.
- The site address should match the address on your Microgeneration Certification Scheme (MCS) certificate.

4 Section D – Grants (page 3)

- If you received a grant for your installation you must tell us about it here.

In most cases a Grant must be repaid before the installation can be considered for FIT payments. If you have received a Grant before 01 July 2011 and your installation was commissioned before 01 October 2011, you will need to complete a further declaration based on a self-assessment that will determine if the installation is entitled to receive FIT payments. Please contact us on 0333 777 0 777 if you are unsure.

5 Section E – Installation type (page 3)

- Please tell us what sort of meter you have. If you're unsure please refer to your MCS certificate.

The image shows a photograph of the FIT application form, tilted at an angle. Red circles with numbers 3, 4, and 5 are overlaid on the form to indicate specific sections. Section 3 is 'Installation Type', section 4 is 'Grants', and section 5 is 'Installation Type'. The form contains various fields for personal and installation details, including name, address, and contact information. It also has checkboxes for different installation types and grant-related questions. The text on the form is partially legible, showing sections A through E.

Notes to help you complete the application form

1 Section F – Installation technology (page 4)

- The only technology types eligible for FITs are Solar PV, Wind, Hydro, Anaerobic Digestion and CHP; please indicate what type your installation is. The type and capacity should be on your Microgeneration Certification Scheme (MCS) certificate.

2 Section G – Installation site description (page 4)

- Please tell us what sort of site your installation is on: Domestic, Commercial, Industrial or Community.
- If your site is not Domestic, please provide the company or organisation name along with the registration number and VAT details, where applicable.

3 Section H – Installation details (page 4)

Please make sure you include a copy of your MCS certificate or ROO-FIT accreditation with your application, we cannot process your application without this.

4 Section I – Meter Details (page 4)

- The serial number for your generation meter can be found on the meter itself – it should match the one on your MCS certificate.
- The Supply number for your Import meter can be found on the Electricity page of your statement, with a big 'S' next to it.
- It's important for you to tell us if your meter is running backwards when you are generating more than you use, as this is a fault. Energy you export is paid as part of a separate tariff under the FIT scheme.
- Export Meters record the amount of electricity generated that is not used and is exported back to the grid. Most customers with small installations do not have an export meter (Installations below 30kW are not required to have one).
- Please include a clear picture of your generation (and if applicable your export meter) with the application, if we don't receive this we won't be able to process your application.

The image shows a photograph of the FIT application form, tilted at an angle. The form is divided into sections labeled 1 through 4, corresponding to the notes. Section 1 is 'Installation Technology', Section 2 is 'Installation Site Description', Section 3 is 'Installation Details', and Section 4 is 'Meter Details'. The form contains various checkboxes, text boxes, and a grid for VAT registration numbers. A large 'S' is visible in a box under 'Your electricity meter number'.

Notes to help you complete the application form

1 Section J – Export payment (page 5)

- Most customers with smaller installations opt in for estimated (or deemed) Export payments. If you ask us to estimate your Export readings, the Export is deemed as a percentage of the energy you have generated. The percentage rate is set by the Secretary of State each year (currently 50% for all types, with the exception of 75% for hydro).

If your installation is Off Grid you cannot export electricity.

2 Section K – Payment Details (page 5)

- For technology types that aren't Solar Photovoltaic or Solar Photovoltaic installations over 4kW, the only payment option is a quarterly BACS transfer. Please provide your nominated bank account in this section.

3 Section L – Nominated Recipient (page 5)

- If you'd like someone else to receive your FIT payments please complete this section with their details.
- You'll need to include a copy of the nominated persons' ID and a proof of their address with your application. If we don't receive this we won't be able to process your application.
- For Solar PV, please make sure the nominated recipient also signs the applicable declaration on page 8 or 9.

4 Declarations (pages 6-7)

All customers with PV installations must complete the applicable declarations on pages 6 - 7. Please read carefully to see which declaration applies to you.

- For all new solar PV installations, the FIT Generator (and nominated recipient where applicable) must complete one declaration (either multi-installations declaration 1 or 2) from page 6 or 7 to confirm whether they own 25 or more other eligible solar PV installations.
- Where there has been a change of ownership of an installation (a change of Generator) or if there has been a change to the nominated payment recipient, one declaration (either change of generator declaration 1 or 2) must be completed from page 8 to confirm whether the new FIT generator or new nominated recipient owns 25 or more other eligible solar PV installations.

Frequently Asked Questions

Eligibility:

1. Who is eligible to join the scheme?

You must be a Utility Warehouse electricity customer, or not be connected to the national grid ('off grid'), or your current supplier does not offer the FIT Scheme.

If your system is less than 50kW, it must have been installed by a Microgeneration Certification Scheme (MCS) accredited installer using MCS-accredited products. If it is more than 50kW, please contact Ofgem for accreditation.

2. I am a landlord, can my tenant apply?

No, only the owner of the installation should apply for the FIT scheme. We can add the FIT payments to your account, even if the installation is at another address, however, you must be an existing supply customer (unless your supplier does not provide FITs or your installation is 'off grid').

3. Is there a limit to the number of solar PV installations I am allowed?

There is no limit but, since 1 April 2012, a new multi-installation tariff applies to Generators or Nominated Recipients who receive payments for 25 or more installations. They will receive a tariff equal to 80% of the standard rate. All Solar PV applicants must sign declarations 4 or 5 with regard to multi-installations.

4. I received a grant for installation, can I still claim FIT payments?

In most cases a Grant must be repaid before the installation can be considered for FIT payments. If you have received a grant before 01 July 2011 you will need to complete a further declaration based on a self-assessment that will determine if the installation is entitled to receive FIT payments. Please note, the grant on your application and contact us if you are unsure.

Frequently Asked Questions

Payments:

1. I haven't received the payment from installation read (usually 0)? Who receives payment for the interim units?

As per FIT scheme rules, the start read must be taken on (or after) the date we receive an eligible FIT application. As per Ofgem guidelines, the Eligibility Date is the date a completed and signed application, including the MCS certification or ROO-FIT accreditation details, is received from the owner of the installation. Unless we receive an eligible application from you on the date of installation, we are unable to use the installation read as the start read. No one will receive any FIT payments for the interim units.

2. How will I get paid?

Payments are based on the generation readings you supply and will be paid directly to your Utility Warehouse account. Alternatively, you can choose for your payment to be made to someone else. For technology types that aren't Solar Photovoltaic or Solar Photovoltaic installations over 4kW, the only payment option is a quarterly BACS transfer. If we don't receive a generation (and if applicable export) reading, you won't receive a payment. You must supply generation readings at least once every quarter to receive payment. If you don't have an export meter, for systems up to 30kW, you can choose for us to estimate how much electricity you export.

3. How long will my payments last?

FIT scheme payments run for 20 years (10 years for micro-CHP). For details, please visit the energy saving trust www.energysavingtrust.org.uk.

4. Will I have to pay tax on my earnings?

Individuals who sell electricity generated by a microgeneration system are generally exempt from income tax, provided that:

- the system is installed at or near to their home.
- it is not intended that the amount of electricity generated significantly exceeds the amount used in the home. Significantly usually means 20% in these circumstances.

It's important that you review your own situation and take appropriate advice about whether you need to pay tax, different rules may apply to certain individuals. For example, the relief does not apply to companies.

"Microgeneration system" has the same meaning as in section 4 of the Climate Change and Sustainable Energy Act 2006.

Frequently Asked Questions

5. Can I choose who receives my payments?

Yes - you must inform us of this on the application form under 'Nominated Recipient section'.

6. How do I provide readings?

All customers with Solar PV installations up to 4kW can give their readings on our website uwdc.co.uk/readings or on our automated telephone service, 0333 777 0 999.

For all other installations, please give your readings directly to our Energy team over the phone, 0333 777 0 777 or by email feedintariffs@utilitywarehouse.co.uk.

7. What happens if I don't provide the FIT read by the end of the month/quarter?

Unlike energy usage, we are not allowed to estimate FIT reads, so if we don't receive a reading, you won't receive a payment. Once we receive a valid FIT read, your FIT payment will be on the following bill.

Frequently Asked Questions

My Installation:

1. What happens if I sell my home, or I've bought a home with a FIT installation?

Ownership of the microgeneration technology and the FITs will transfer to the new homeowner. This should be included within the contract of sale. If you're the new owner, you must provide proof of ownership of the installation, such as a copy of the contract of sale, with your application.

2. What happens if I make changes to my Installation?

Let us know straight away. We'll also ask you to confirm the details of your system once every year by sending you a declaration. It's important that you complete this and return it to us. If we don't receive the declaration, your FIT payments will be stopped.

3. What equipment do I need?

In addition to your microgeneration technology, your installer will provide you with a generation meter, certified to National Metering Office standard. You can also install an export meter. If you choose not to install an export meter, we'll estimate your exports. Please note: We'll read your meters at least once every two years, your meters must be easily accessible by our meter readers.

4. My meter is going backwards! Is that right?

No! Some older meters will turn backwards when you are generating electricity. If this happens, you must let us know as soon as possible. We'll install a modern meter for you, free of charge.

5. What if I extend my installation?

Please let us know, so that we can update your details and payments. It is important you check with us first, as your payments can be affected by several factors when installing additional capacity.

6. What happens if I change energy supplier?

You have the option to apply to your new energy supplier to transfer your FIT payments when you've switch, although this is optional.

7. What happens if my installation becomes faulty? Would I still receive FIT payments?

As the owner, you're liable for the maintenance of your installation. If for any reason your installation becomes faulty, you must contact your installer immediately. As per FIT scheme rules, payments can only be made for readings recorded on your generation meter (and export meter, if applicable). You won't receive any FIT payments if there is no generation recorded on your generation meter (or exports recorded on your export meter, if applicable). Any loss of payment would need to be referred to your installer.

If you'd like to complain about your installation or installer, please contact Renewable Energy Consumer Code (RECC) on 0207 981 0850 or online at www.recc.org.uk/feedback.

Jargon buster

Anaerobic digestion

Plant and animal material (biomass) is converted into biogas by micro-organisms in sealed tanks, which is burned to generate heat and/or electricity.

CHP generation

Combined heat and power – a process that generates heat and power simultaneously.

Eligibility date

The date your installation becomes eligible for FIT payments.

EPC

An Energy Performance Certificate provides information on your home's energy use and carbon dioxide emissions, and recommendations to reduce these.

Export meter

Measures the amount of energy that you export to the national grid from your microgenerating unit. This meter is not required for a system of less than 30kW. If you don't have one, you can choose for us to estimate your exports.

Export tariff

The amount paid to you for every unit generated by your microgenerating unit which you export to the grid.

Feed-In Tariffs (FITs)

The Government's generation and export tariffs scheme.

Generation meter

Measures the amount of electricity generated by your microgenerating unit.

Generation tariff

The amount paid to you for every unit of electricity generated by your microgenerating unit.

Hydro generating station

Turbines powered by water to generate electricity.

Import meter

An electricity meter, independent from your microgenerating unit, which measures the amount of electricity that you buy in from your supplier.

Import tariff

The amount that you pay your electricity supplier for each unit you import.

kWh (kilowatt hour)

One unit of energy.

MCS

Microgeneration Certification Scheme.

Off grid

A property or site that is not connected to mains electricity. This site would therefore not import from the grid or export to the grid.

Solar PV/solar photovoltaic

Panels that produce electricity from daylight.

Wind turbines

Turbines powered by wind to generate electricity.

To receive regular FIT payments, please remember:

- No read = No payment. Provide readings at least once every quarter (by end of March, June, September and December).
- Confirm your installation details once a year, when we contact you.
- Allow our meter reader to read your FIT generation meter when they visit. We must read your meters at least once every two years.

Contact us:

Tel: **0333 777 0 777**

or email: feedintariffs@utilitywarehouse.co.uk

Other useful contacts

Department for Energy and Climate Change

0300 060 4000

Or visit www.decc.gov.uk

Energy Saving Trust

0800 512 012

Or visit www.energysavingtrust.org.uk

Microgeneration Certification Scheme

020 7090 1082

Or visit www.microgenerationcertification.org

Ofgem Renewables

020 7901 7310

Or visit www.ofgem.gov.uk

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