

Microgeneration Certification Scheme

Information for MCS Consumers



The Certification Mark for Onsite Sustainable Energy Technologies

Do you have a question about your Feed in Tariff (FIT) or Renewable Heat Incentive (RHI) application?

MCS does not administer these schemes and is unable to advise on the progress or eligibility of your application to claim incentives. Please contact *Ofgem* for queries of this nature.

- For questions about your FIT application, please contact your energy supplier.
- For questions about your RHI application, please contact Ofgem
<https://www.ofgem.gov.uk/>

Are you trying to get hold of your MCS Certificate?

Your MCS Contractor must have been MCS Certified when the system was commissioned.

Please contact the MCS Contractor to obtain a copy.

The MCS Standards state the Contractor must issue the certificate within 10 days of commissioning. If they do not, you are able to submit a formal complaint due to the breach of the MCS Standards.

Are you trying to fix incorrect details displayed on your MCS Certificate?

If your MCS Contractor is still operating, they must ensure all details are correct on the certificate and reissue a corrected certificate.

However, if the MCS Contractor is no longer operating, MCS can make the amendment on their behalf and issue the corrected certificate. Please ensure you complete the steps outlined here in order for MCS to process your certificate. It may delay us sending your certificate if you do not fully complete the process before submitting your request.

Please note, information contained on the MCS Certificate is protected. Details cannot be given out over the phone or via email. The only instance in which information can be given is upon receipt of proof of ownership from the owner of the system.

Do you have a complaint to raise with the scheme or against an MCS certified company?

You can submit a formal complaint here: <http://www.microgenerationcertification.org/consumers/complaints>.

We are not able to process emails as complaints without the full declaration to the Terms and Conditions being acknowledged.