



The Certification Mark for Onsite  
Sustainable Energy Technologies

# MCS Newsletter

## September 2015

# Welcome to the 14th edition of the MCS Newsletter



The Certification Mark for Onsite Sustainable Energy Technologies

## In the September Issue.....

In this edition of the MCS newsletter, MCS will be providing an update on the MCS Charitable Foundation (MCS CF) and information regarding the Director Vacancies available for the MCS Service Company (MCSSCo) Ltd. There will also be information provided from Ofgem on Biomass Sustainability and the Domestic RHI, along with useful reminders about MCS standards.

If you are not on our mailing list yet, you can subscribe [here](#).

Gemserv Ltd is licensed to administer the MCS on behalf of the Department of Energy and Climate Change.

[www.microgenerationcertification.org](http://www.microgenerationcertification.org)



## Contents

### MCS Statistics

The latest trends and statistics from the scheme.  
Read more [here](#).

### MCS News

News regarding any GSHP RHI applications that may have been made during July 2015. Also information surrounding the revision of the MCS website and brand guidelines.  
Please read more [here](#).

### RECC Procedures

Highlighted this month is information around the disciplinary procedures that are in place for RECC members. To read more please click [here](#).

### MCS Events & Useful Information

MCS will be presenting at the forthcoming Heating and Renewable Roadshows. Read more [here](#).

MCS have been contacted by the Bat Society regarding how the installation of Solar Panels may effect bat roosts.  
Read more [here](#).

### MCS Scheme Information

Reminder information about the forthcoming ErP Directive, and the importance of consumers having their contract with the MCS Installer that is carrying out the installation, regardless of any third party/sales lead. Also information around the new Approved Consumer Code.  
Please read more [here](#).

### MCS CF and MCSSCo

An update on the MCS Charitable Foundation, along with information on how to apply for a Director position in The MCS Service Company (MCSSCo) Ltd. Read more [here](#).

### Ofgem Updates

Ofgem have provided information around the Biomass sustainability rules, along with reminders about the RHI guidance available on their website. Read more [here](#).

### Financial Incentives

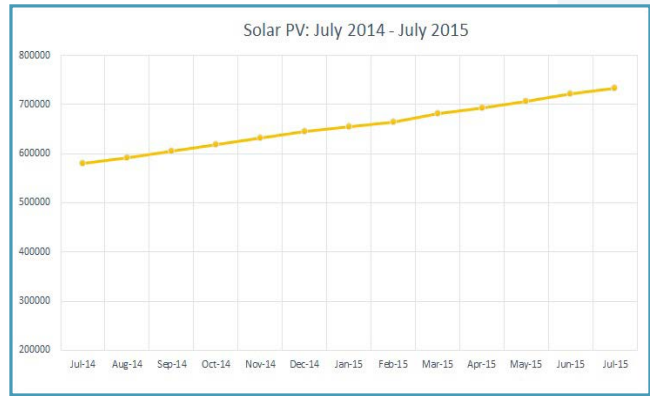
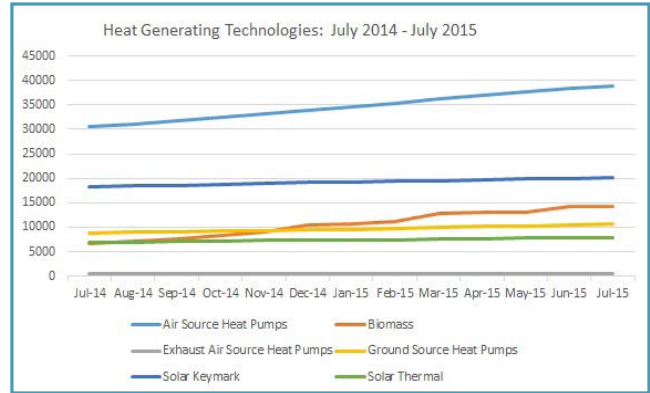
Information regarding the recent announcement from the Government about FITs and RHI can be found [here](#).

# MCS Statistics [1]

These statistics relate to the number of MCS Installations

Technology	Total to date
Air Source Heat Pumps	38923
Biomass	14344
Exhaust Air Source Heat Pumps	432
Ground Source Heat Pumps	10578
Micro CHP	646
Micro Hydro	68
Small Wind	4886
Solar PV	733051
Solar Thermal	27975

Please visit the [website](#) for further information on Statistics.

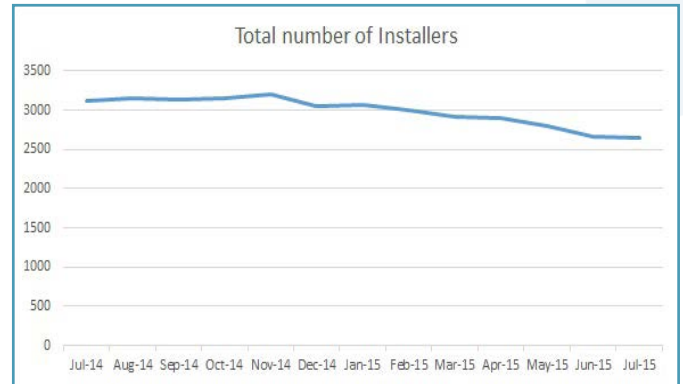


## MCS Statistics [2]

These statistics relate to the number of MCS Certified Installers

Month	Joining Scheme	Leaving Scheme
Jul-14	85	182
Aug-14	91	57
Sep-14	55	69
Oct-14	76	67
Nov-14	112	62
Dec-14	84	237
Jan-15	92	74
Feb-15	82	148
Mar-15	122	198
Apr-15	106	137
May-15	83	180
Jun-15	102	234
Jul-15	75	97

Total Number of Installers	Total
July 2014	3122
July 2015	2642



## Ground Source Heat Pump (GSHP) RHI Applications

MCS has been made aware, by Ofgem, that due to a change in the way that ground source heat pumps are categorised by MCS, a number of ground source heat pump customers may have experienced issues in applying for the domestic RHI in early July 2015. This issue has now been resolved.

Any customers who experienced problems in applying to the domestic RHI for a ground source heat pump during this period may wish to try again. During the period in question, the customers may have received a message indicating that their technology is not eligible.

The domestic RHI application form is available [here](#). If you have any further questions then please contact the Ofgem RHI Applications Team on 0300 003 0744 or by email [DomesticRHI@ofgem.co.uk](mailto:DomesticRHI@ofgem.co.uk).

## MCS Website

MCS have recently undertaken a review of their website. As a result the website has undergone significant changes to its layout which we hope will ensure our users have a better experience when navigating the website.

The launch of the revised website is due to happen on **Thursday 1st October 2015**.

The website is very important for MCS. If you have any questions regarding the website or additional suggestions please email [mcs@gemserv.com](mailto:mcs@gemserv.com).

We will notify all MCS Installers once the revised website has gone live.

## MCS Brand Guidelines

In addition to the website, MCS have reviewed the MCS Brand Guidelines that MCS Certified Installers and Product Manufacturers adhere to.

The main revision to the branding guidelines is the layout of the document. However there have been some amendments to the text for clarity, along with the addition to text to instruct installers that when they display the MCS logo that they also make it clear/display which technologies they are certified to install.

These guidelines will also be published on **Thursday 1st October 2015**.

MCS Certified Installers will then have **12 months** from this date to ensure that all marketing materials (soft and hard copy) are in line with these new guidelines.

If you have any questions regarding the brand guidelines please contact your Certification Body or the MCS Helpdesk ([mcs@gemserv.com](mailto:mcs@gemserv.com)).



MCS Charitable Foundation

## MCS Charitable Foundation Trustee Announcement

Previously it was announced that MCS is currently setting up the Microgeneration Certification Scheme Charitable Foundation (MCS CF).

The aim of the MCS CF is to provide both confidence and trust in renewable energy and low carbon technologies and those providing and maintaining it, with a particular focus on consumer and environmental protection.

We are delighted to announce that we have now appointed six Trustees to serve on the inaugural board of the Charity. We are currently undertaking the process of registering the Charity with the Charity Commission but we would like to take this opportunity to introduce you to the newly appointed Trustees:

- |                  |                   |
|------------------|-------------------|
| ■ Patricia Chalé | ■ Karen McArthur  |
| ■ Bruce Farquhar | ■ Sandra Walmsley |
| ■ Steven Gould   | ■ Nick Whitaker   |

For further information on the trustees please [click here](#).



MCS Service Company

## MCS Service Company - Director Vacancies

MCS are now in the process of establishing a new governance structure within the MCS scheme.

The new structure follows a two tier arrangement made up of a charity (MCS Charitable Foundation) and a trading arm (The MCS Service Company Ltd). The MCS Service Company (MCSSCo) Ltd will be a wholly owned subsidiary of the charity.

Having successfully **appointed 6 trustees** to the board of the charity we are now commencing the appointment process for a new board of Directors for MCSSCo.

There are **4 roles available** and job advertisement for these positions will be appearing in the following publications as well as being published [online](#).

- The Guardian (26th August and 9th September 2015)
- The Sunday Times (30th August and 6th September 2015)

If this is something that interests you and you would like to request an application pack, or if you would like further information regarding the Director positions, please contact the MCS Administrator on 0207 090 1082 or [MCSSCo@gemserv.com](mailto:MCSSCo@gemserv.com).

*To Note: The closing date for applications is 5pm on 30/09/2015*

## Biomass Sustainability

[Biomass sustainability rules come into force on 5th October 2015.](#)

New sustainability criteria for the Domestic Renewable Heat Incentive (RHI) have been introduced by the Department of Energy and Climate Change to ensure all installations using biomass fuels meet the government's environmental objectives.

All those who currently receive Domestic RHI payments for their biomass stove or boiler, or are thinking of applying for the scheme with one of these technologies, will need to meet these sustainability requirements from 5th October 2015. This means they must use an approved sustainable fuel from a supplier listed on the [Biomass Suppliers List \(BSL\)](#).

More information can be found of Ofgem's webpage, '[Biomass sustainability and the Domestic RHI](#)' along with some [frequently asked questions](#).

## The Domestic RHI

The Domestic RHI team at Ofgem are continuously improving guidance on the scheme so remember to keep an eye on their website to make sure you have the latest version of the Essential Guides. These, along with all the templates and forms you and your customers need, can be found in the [Documents library](#) on the Domestic RHI website.

Don't forget that there's also a dedicated section of the website for [installers and industry](#). Here you can find information about how to support your customers with their applications.

If you have any suggestions about how Ofgem can improve their guidance, please send it to [Suggestions.DomesticRHI@ofgem.gov.uk](mailto:Suggestions.DomesticRHI@ofgem.gov.uk).

Further information can be found by  
visiting [Ofgem's website](#)



## Consultation on a review of the Feed-in Tariffs scheme

On 27th August 2015, DECC announced that they are looking to potentially significantly reduce the subsidies they pay to householders who install solar panels.

They have released a consultation document, which proposes a set of measures to control the costs under the Feed-in Tariff.

They propose that if measures are not put in place to make the scheme on an affordable and sustainable footing, then there should be an end to generation tariffs for new applicants as soon as legislatively possible, which is likely to be January 2016.

The consultation is open from 27th August – 23 October 2015.

Links to the full consultation document, along with how you can respond, can be found below:

<https://www.gov.uk/government/consultations/consultation-on-a-review-of-the-feed-in-tariff-scheme>

<https://econsultation.decc.gov.uk/office-for-renewable-energy-deployment-ored/fit-review-2015>

## Domestic RHI - Biomass Degression

DECC also announced that they will be a further degression of 10% for biomass plants on the Domestic RHI.

Tariff Category	Existing tariff (p/Kwh)	% reduction being applied	New tariff for installations on or after 1st October 2015 (p / Kwh)
<i>Biomass Plants</i>	7.14	10%	6.43

The tariff rate will therefore lower from 7.14p/Kwh, as it is currently, to 6.43p/Kwh. This will affect any applications for biomass plants submitted on or after 01 October 2015. Heat pump and solar thermal tariffs will remain the same.

For further information on the degression please see the link below.

<https://www.gov.uk/government/statistics/domestic-rhi-mechanism-for-budget-management-estimated-commitments>

You can also find information on how payments work for Domestic RHI on Ofgem's [tariffs and payments page](#) which will be updated shortly to reflect this announcement.



RECC is continually monitoring Code Members to ensure that they comply with the Renewable Energy Consumer Code and its Bye-Laws. However, sometimes RECC receives information suggesting that Code Members may not have complied with these standards. This information can come from any source, but commonly comes from complaints from consumers, mystery shopping exercises and Trading Standards departments. RECC assesses this information and carries out a further investigation where required before deciding whether any action is needed.

There are various disciplinary steps RECC can take against Code Members, which include:

- Taking steps to promote consumer protection;
- Communicating with the Code Member;
- *Auditing the Code Member* (which may be at the Code Member's cost);
- Consent Orders;
- Convening a Hearing of the *Non-Compliance Panel*.

RECC will write to the Code Member to confirm where it has invoked the disciplinary procedure. The end of the disciplinary process will vary on a case by case basis. It could be when any conditions imposed by the Non-Compliance Panel have been met, or when a Consent Order has been complied with, or once RECC is satisfied with the Code Member's compliance.

## Consent Orders

RECC and the Code Member may agree a Consent Order which will set out agreed steps for the Code Member to address any non-compliance and to remedy any breaches of the Renewable Energy Consumer Code or the Bye-Laws. If the Code Member does not agree to a Consent Order, or would prefer the matter to be heard by the Non-Compliance Panel, a Hearing will be arranged.

[Link to current Agreed Consent Orders](#)

## Non-Compliance Panel

The Non-Compliance Panel considers disciplinary matters which concern Code Members. This includes where there is a concern that the Code Member has breached the Renewable Energy Consumer Code, the Bye-Laws, or a Consent Order. Code Members and RECC are invited to attend and make submissions at Hearings of the Non-Compliance Panel. The Panel will decide where the Code Member has committed any breach, and if so, what sanction, if any, should be placed on the Code Member in accordance with the Bye-Laws. This is designed to be a process in which Code Members can represent themselves without the need for legal representation although legal representation is permitted if required.

[Link to Non-Compliance Panel Hearing Determinations](#)

## MCS 001 - Installer Certification Scheme Requirements

### Contracts with Customers

As contained within the Installer Certification Scheme Requirements (*MCS 001, clause 8*), installers are reminded that for any MCS Certified Installations which you are carrying out, you must have in place a contract with the customer purchasing the system. This is the case even where a third party company has been used as a sales lead. If you are registering an installed system on the MCS Installation Database (MID), then you must have a contract with that customer.

### Sub-Contracting

For any work undertaken by sub-contractors, including during the process of sales, design, installation and handover, the MCS Certified Installer registering the installation on the MID is responsible for each aspect meeting the requirements of the MCS Standards and Renewable Energy Consumer Code. Your company must take responsibility and ensure that all sub-contractors are meeting MCS Standards at all times.



## Consumer Code: The Home Insulation & Energy Systems Contractors Scheme (HIES)

Up until recently MCS Certified Installers only had the option of becoming a member of the *Renewable Energy Consumer Code* to satisfy one of the requirements of MCS Certification. From August 2015 you can also satisfy this requirement by

becoming a member of The Home Insulation & Energy Systems Contractors Scheme (HIES).

For further information visit: [www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)

## Energy Related Products Directive (ErP)

The Energy Related Product Directive (ErP) is coming into effect from 26th September 2015. The ErP Directive will affect all heating and hot water products, with an output equal to or less than 400kW (it does not apply to biomass products). If you are installing Heat Pumps, Micro-CHP or Solar Thermal then you will need to ensure that installations comply with the Directive where required. You may be able to obtain further guidance from your manufacturer.

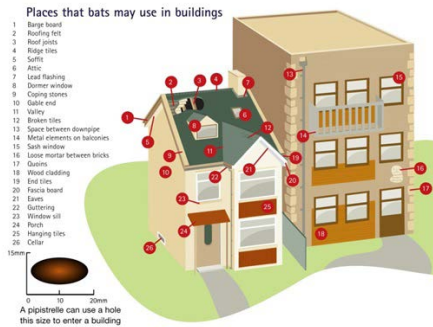
The ErP comprises of two directives: Ecodesign and Energy Labelling. All new heat pumps (issued with MCS Certification from 26th September 2015) will be required to comply with *MCS 007 Issue 4.1*.

From 26th March 2016 - All MCS Contractors must comply with the requirements of *MIS 3005 Issue 4.3* and MCS Contractors must now use SCOP/SPER data in accordance with *MIS 3005 Issue 4.3*. The Heat Emitter Guide (HEG) will remain as a heat emitter design tool only.

Installers and manufacturers must ensure they are prepared and comply with the new requirements.

### Bat awareness during solar panel installation work.

The UK has 17 breeding species of bat; all of which have undergone significant decline in the last 100 years, due at least in part to loss of roosting habitat. This is why all British bat species and their roosts are protected by law. It is illegal to: kill, injure or disturb bats, obstruct access to their roosts, or damage or destroy roosts. Roosts are protected whether or not bats are present. The potential fine for each offence is £5,000 per bat.



As natural roost sites became scarce, bats adapted to share our buildings. Our most widespread species are all strongly associated with man-made structures; using features such as crevices in brickwork, loft spaces or under roof tiles. Bats rarely cause any problems when they roost in houses, people are often unaware of their presence, and as long as bats aren't handled, there are no known health risks to the public associated with UK bats.

If bats are found when entering a roof void or lifting roof tiles all work should stop immediately and installers should leave the area to call the Bat Conservation Trust Bat Helpline for free advice: **0345 1300 228**

The Helpline can send a volunteer round through the local SNCO (Statutory Nature Conservation Organisation) on a free of charge visit to check how the roof is used by bats, and they will write and advice on how best to go about any works, causing minimal disturbance to the bats.

Having bats in the roof does not necessarily preclude work such as fitting solar panels from being done. What it does mean is that the work will need careful consideration, especially in terms of time and materials, so that the structure can continue to be shared by bats and people. Often work has to be carried out at a particular time of year (bats are usually only seasonal visitors to roofs) to minimise disturbance, this is especially relevant when bats have babies (May – August). In some cases a license from the SNCO may be required to carry out works.

<http://www.bats.org.uk/>

#### About the Author

*Jo Ferguson is the Built Environment Officer for the Bat Conservation Trust, with a background as an ecological consultant specialising in bats; providing surveys and advice covering a range of development projects.*

### Heating & Renewable Roadshows



During September, the Heating & Renewable Roadshow will be at five locations across the UK, making low carbon and heating technologies more accessible to the UK's contractors and installers.

MCS will be partnering with the Heating & Renewables Roadshow 2015 to raise awareness of the Scheme and to provide an overview and update to new and existing MCS contractors.

Alongside MCS, further sessions will be presented by knowledge partners, existing suppliers and trade associations with keynote sessions reserved for Government departments such as DECC and Ofgem.

The five locations that you can visit the show are Coventry, Exeter, Farnborough, Edinburgh and Manchester.

Date	Venue
10/09/2015	Ricoh Arena, Coventry, CV6 4DJ
15/09/2015	Westpoint Arena, Exeter, EX5 1DJ
17/09/2015	FIVE, Farnborough, GU14 6FD
22/09/2015	RHC, Edinburgh, EH28 8NB
24/09/2015	Event City, Manchester, M17 8AS

For more information on registering for the show please visit <http://heatingandrenewablesroadshow.co.uk/>

### Green home Energy Week

See for yourself how achievable energy efficiency can be



Green Home Energy Week gives you the chance to visit over 50 homes from the Green Homes Network and take part in a wide range of community events.

Discover what it's like to live in a home with energy efficiency improvements and renewables systems. Chat to green homeowners about their experiences and find out more about the free advice and support available to help you make your home more energy efficient.

The Green Homes Network features a broad range of low cost and innovative energy efficiency improvements; from solar powered heating to wind turbines, heat pumps to biomass boilers, wall insulation to loft insulation and everything in between.

Find out more information about the open homes, community events, technologies and measure being showcased, as well as dates and times in your area at please visit: [www.greenhomeenergyweek.org.uk](http://www.greenhomeenergyweek.org.uk)