

Ofgem is checking if your heat meters are still compliant under the Renewable Heat Incentive (RHI). Our guide is here to help you understand your RHI heat meter obligations, and what action you might need to take.



With the Renewable Heat Incentive (RHI) well over a decade old, there is now increasing pressure from the scheme's regulator, Ofgem, to ensure heat meters are meeting regulations and comply with its 10-year rules.

In our guide, we answer questions about Heat Meters under the RHI scheme, what your options are, how Ofgem is using audits to check compliance of RHI claimants, and what Ofgem has the power to do as a result of non-compliance.



### Ofgem states:

*"You must recalibrate your meter(s) every 10 years or per the manufacturer's instructions, whichever is soonest, in order the remain compliant with your ongoing obligations"*

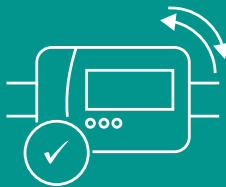


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## Why do you need to recalibrate or replace heat meters?

Recalibrating heat meters for the RHI ensures accuracy in measuring the amount of renewable heat generated. Accuracy is crucial for ensuring the correct eligible heat output is calculated and therefore payments are accurate.

Heat meters can experience drift over time, where their accuracy diminishes due to factors such as wear and tear or environmental conditions. Recalibration involves adjusting the heat meter to ensure its readings remain accurate. This process helps maintain the integrity of the RHI scheme by ensuring that participants are fairly compensated for the renewable heat they generate. To remain compliant with RHI scheme regulations, heat meters must meet Class 2 accuracy within the EN1434 standard.

## How do I know if my heat meters have passed their calibration period?

Determining if your heat meter has passed its calibration period typically involves checking its calibration certificate. Heat meters typically include a calibration certificate that indicates how long the calibration remains valid, usually for a set number of years. Once this period expires, the meter may need to be recalibrated or replaced to ensure continued accuracy.

Here's what you can do to check if your heat meter has passed its calibration period:

- Review documentation - Look through the paperwork that came with your heat meter, including the calibration certificate. The certificate should indicate the date of the last calibration and the expiration date
- Contact the manufacturer or supplier: If you're unable to find the documentation or need clarification, contact the manufacturer or supplier of the heat meter. They should be able to provide information about the calibration period and whether your meter has passed its calibration period

- Check the meter display: Some modern heat meters may display a warning or indicator when the calibration period is about to pass or has passed. Consult the user manual or check the display for any relevant messages
- Check the date of manufacture: this is generally present on the front of the display casing
- Professional inspection: If you're unsure about the status of your heat meter, consider hiring a professional technician to inspect it. They can assess its condition and determine if recalibration or replacement is necessary

Regular maintenance and periodic calibration or replacement are essential for ensuring the accuracy of heat meters, especially in applications such as the Renewable Heat Incentive where precise measurement is crucial in order to remain compliant.

## What if my meter has been relocated?

If your heat meter has been relocated from another location, you must use the original commissioning calibration date as the start of the 10-year period.

## What should I do if I think my heat meter is about to pass its calibration period?

If you suspect that your heat meter is approaching its recalibration date, it's important to take proactive steps to address the situation.

Here's what you can do:

- Check Documentation: Review the calibration certificate and any other documentation provided with your heat meter to confirm the calibration requirements
- Contact the Supplier or Manufacturer: Reach out to the supplier or manufacturer of the



heat meter to inquire about recalibration or replacement services and procedures. They can provide guidance on the next steps and may offer recalibration/replacement services themselves or recommend a certified service provider

- **Schedule Recalibration or Replacement:** If recalibration is necessary, schedule an appointment with a certified technician or service provider to recalibrate/replace the heat meter. Be sure to arrange this well in advance of the expiration date to ensure continued accuracy and compliance with any regulatory requirements
- **Monitor Performance:** While waiting for recalibration or replacement, continue to monitor the performance of the heat meter. If you notice any significant discrepancies or irregularities in readings, notify the service provider immediately for further investigation
- **Consider Upgrades:** If your heat meter is nearing the end of its lifespan or if recalibration becomes a frequent requirement, you may also consider replacing it with an upgrade to a newer model with improved accuracy and reliability

By taking proactive steps to address an heat meters that are due to pass their calibration period, you can ensure continued accuracy in measuring renewable heat production and maintain compliance with the Renewable Heat Incentive.

### What can I do to make sure my heat meters remain compliant under the RHI scheme?

Ensuring compliance with the Renewable Heat Incentive scheme involves several key steps to maintain the accuracy and integrity of your heat meters.

Here are some actions you can take:

- **Regular Maintenance:** Implement a schedule for routine maintenance of your heat meters. This includes cleaning, inspection for damage or wear, and addressing any issues promptly. Regular maintenance helps to ensure that the meters continue to operate accurately

- **Location:** Meters must be located correctly in accordance with the accreditation - ensuring Ofgem are notified of any changes
- **Calibration Checks:** Schedule regular calibration checks for your heat meters according to the manufacturer's recommendations and any regulatory requirements. Calibration ensures that the meters provide accurate measurements of renewable heat production, which is essential for RHI compliance
- **Document Management:** Keep thorough documentation of your heat meters, including calibration certificates, maintenance records, and any correspondence related to their operation. This documentation is important for demonstrating compliance with RHI requirements and may be requested during audits or inspections
- **Training and Education:** Ensure that personnel responsible for operating and maintaining the heat meters receive adequate training and education. Proper training helps to minimise errors and ensures that the meters are used correctly, which is crucial for accurate measurements and compliance with the RHI scheme
- **Stay Informed:** Stay informed about any updates or changes to the RHI scheme and relevant regulations. This includes understanding eligibility criteria, reporting requirements, and any updates to measurement and verification protocols. By staying informed, you can proactively address any changes that may affect your compliance status
- **Engage with Accredited Professionals:** Work with accredited professionals, such as technicians or service providers, who are knowledgeable about RHI requirements and standards. They can provide guidance on maintaining compliance and assist with calibration, maintenance, and troubleshooting as needed
- **Monitor Performance:** Regularly monitor the performance of your heat meters and compare the measured data with expected values. If you notice any discrepancies or



irregularities, investigate the cause and take corrective action promptly to ensure continued compliance

By implementing these measures, you can help ensure that your heat meters remain compliant under the RHI scheme, thereby maintaining eligibility for incentives and promoting the sustainable use of renewable heat sources.

### What can Ofgem do if my heat meters have passed their calibration period?

As the industry regulator, Ofgem has the power to impose sanctions on those who are not compliant with the RHI scheme. This can include suspension of payments (or withholding them permanently), or revoking the installation's accreditation.

If your heat meters have passed their calibration period under the Renewable Heat Incentive (RHI) scheme, Ofgem may take several actions depending on the circumstances.

Here are some possible steps Ofgem could take:

- **Notification and warning:** Ofgem may notify you that your heat meters have passed their calibration period and provide a warning about the implications of non-compliance with RHI requirements. This notification may include information about the steps you need to take to rectify the situation
- **Penalties or Fines:** Failure to comply with RHI requirements, including using uncalibrated heat meters, could result in penalties or fines imposed by Ofgem. The severity of the penalties may vary depending on factors such as the extent of non-compliance and whether it was intentional or due to negligence
- **Suspension or termination of Payments:** Ofgem has the authority to suspend or terminate RHI payments if it determines that a participant is not complying with scheme requirements. This could include cases where heat meters are not properly maintained or calibrated. Suspension or termination of payments may occur until the non-compliance issues are resolved
- **Audits and investigations:** Ofgem may conduct audits or investigations to assess

compliance with RHI requirements, including the status of heat meters. This could involve requesting documentation, conducting site visits, or engaging with third-party auditors to verify compliance

- **Enforcement action:** In cases of serious or repeated non-compliance, Ofgem may take enforcement action beyond penalties or payment suspension. This could include legal proceedings or revocation of participation in the RHI scheme
- **Remedial measures:** Ofgem may require you to take remedial measures to address non-compliance issues, such as recalibrating or replacing heat meters, submitting updated documentation, or implementing corrective actions to prevent future non-compliance.

It's important to address any issues with heat meters promptly and work with Ofgem to rectify the situation to avoid penalties, payment disruptions, or other adverse consequences. Maintaining compliance with RHI requirements ensures continued eligibility for incentives and promotes the integrity of the scheme.

### How are Ofgem checking if heat meters have passed their calibration period?

Ofgem employs various methods to check if heat meters have passed their calibration period or if participants are compliant with the Renewable Heat Incentive requirements.

Here are some common methods Ofgem may use:

- **Documentation Review:** Ofgem may request documentation from participants, including calibration certificates and maintenance records for heat meters. By reviewing these documents, Ofgem can verify the calibration status and ensure that participants are maintaining their heat meters properly
- **Site Visits and Inspections:** Ofgem may conduct site visits and inspections to verify the accuracy and condition of heat meters in situ. During these visits, Ofgem representatives may visually inspect the meters, review documentation, and conduct tests to assess their performance



- **Data Analysis:** Ofgem analyses data submitted by participants, including heat meter readings and renewable heat data. Discrepancies or irregularities in the data may prompt further investigation to determine if heat meters are producing inaccurate readings or are not properly calibrated
- **Audits:** Ofgem may conduct audits of participants' RHI installations, including heat metering systems, to ensure compliance with scheme requirements. Audits may involve comprehensive reviews of documentation, site visits, and interviews with participants to assess compliance
- **Third-Party Verification:** Ofgem may engage third-party auditors or assessors to verify compliance with RHI requirements, including the status of heat meters. These independent assessments provide additional assurance of compliance and may involve detailed technical evaluations of heat metering systems
- **Annual Declaration :** Participants are required to report on their compliance with RHI requirements, including the status of heat meters. Ofgem may use these self-reported data to identify potential non-compliance issues and follow up with participants as needed

These measures help maintain the integrity of the scheme and ensure that participants receive incentives for accurate and properly maintained renewable heat generation.

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