



# The Domestic Renewable Heat Incentive Payment Calculator case study

Energy Saving Trust worked with the Department of Energy and Climate Change (DECC) and the Scottish Government to develop a solution that would help consumers across the UK discover the potential of renewable heat and the Government's domestic incentive.

## The challenge

The UK Government launched the domestic Renewable Heat Incentive (RHI) scheme in April 2014 in order to reduce the UK's greenhouse gas emissions and meet targets for reducing the effects of climate change. The scheme enables consumers to receive payments for 7 years if they install an eligible renewable heat technology.

With so much information now available, it was felt that consumers needed access to independent, credible, and trusted information. The guidance also needed to be specific to the consumer, rather than estimated averages. An independent estimate of RHI payments would enable consumers to challenge installer's quotes and make better informed choices about which technology might be best for them.

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“The team worked very well, making what could have been a mechanistic and challenging project much easier to facilitate. Given the late start-up of the project it is to Energy Saving Trust's credit that the calculator was ready by the end of July 2014”

**John McMenemy, Senior Policy Manager: Retail Energy Markets and Consumer Engagement, Scottish Government.**

## The solution

Energy Saving Trust was able to provide this independent, trusted source of personalised information. We created the Domestic Renewable Heat Incentive Payment Calculator, an interactive tool which sits on the UK Government's website.

The calculator uses the Energy Saving Trust's existing home energy software which produces dynamic, tailored advice.

This bespoke tool:

- ✔ provides robust payment estimates to users
- ✔ enables householders to get an estimate even if they do not yet have an EPC
- ✔ acts as the official scheme tool to provide users and installers with confidence in the outputs
- ✔ signposts to supporting and relevant information and records valuable customer journey and user data
- ✔ recently added functionality now enables users to refine their estimates further by entering their floor area (if known).



### 93,000 properties

provided with payment estimates through the Domestic Renewable Heat Incentive Payment Calculator



Used on tablets at public event and trade shows to engage consumers



Received positively by consumer protection groups including RECC, Which?, YouGen and Citizens Advice

## The outcome

Since the launch of the tool in July 2014, the Domestic Renewable Heat Incentive Payment Calculator has been used to provide payment estimates for more than 93,000 unique properties, with some months attracting over 10,000 unique visitors. The Payment Calculator also plays a key role in engaging consumer interest in the scheme and renewable heating technologies. It is now an important part of DECC's communications strategy and is used on tablets at public events and trade shows, receiving very good feedback from users. They have found the tool very intuitive and straightforward to use and have been impressed with the guidance given. The Payment Calculator has also been very positively received by consumer protection groups including RECC, Which?, YouGen and Citizens Advice. They have welcomed an independent service that delivers reliable estimates and commented that it is a valuable tool for consumers when engaging with installers.

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"Energy Saving Trust did an excellent job of interpreting the design specification and developing a reliable, user friendly service....The process was complicated by the design criteria that had to be met to obtain a 'gov.uk' service domain name, but Energy Saving Trust and its partners incorporated the criteria really well without sacrificing functionality. It is to their credit that they were willing to take on and deliver very technical aspects required by the Government Digital Service"

**Alistair Boon, Service Manager, Domestic Renewable Heat Incentive, Department of Energy and Climate Change.**

To find out how the Energy Saving Trust could develop a solution for you, simply email [business@est.org.uk](mailto:business@est.org.uk) or call 020 7222 0101.

Visit [energysavingtrust.org.uk](http://energysavingtrust.org.uk)