

# HETAS Approved Biomass Maintenance Scheme

## Scheme FAQ's

**1) To continue receiving Non-domestic RHI, must a Biomass boiler be serviced by a HETAS accredited service engineer?**

Yes. The RHI Regulations have been amended and now require the participant, who has a boiler which generates heat using solid biomass as fuel to complete a "maintenance check" in each payment year.

A Standard (MCS040) was derived from industry consultation as a means of ensuring appropriate businesses have documented procedures and set aligned competency, including defining the service groups (appliance output etc.).

The Standard requires the participant to have a 'document issued by HETAS' certifying that the boiler has been assessed against (MCS040) and demonstrating the Planned and Preventative Maintenance (PPM) has been completed.

HETAS operate the only recognised Biomass Maintenance Scheme. Maintenance will need to be completed by a HETAS Biomass Maintenance Scheme registered business to comply with the Standard.

**2) When do RHI recipients need to start showing evidence of maintenance?**

Implementation of the Regulations are from April 2022, to allow consumers time to obtain the necessary documentation and comply. Ofgem will likely start mandating evidence from recipients in 2023, however, they continue to be able to request this at any time.

**3) Who will be responsible for confirming whether a boiler has been maintained and how will details be recorded?**

The Regulations detail 'a document issued by HETAS' to be provided to the RHI recipient. The registered business will need to complete a notification of maintenance via the HETAS online portal and will provide a record of all notified activities. A notification is then issued electronically by HETAS, to the client (recipient) provided. HETAS may be requested to provide electronic notification data to Ofgem.

**N.B.** There is a separate charge for credits to purchase notifications via the HETAS online portal.

The Servicing Engineer will also provide their client with the PPM form and keep a copy for their records.

**4) Can one engineer Register gain accreditation and then supervise other engineers?**

Competence of the business is 'built up' by operatives with different skills. We review individual operatives training and experience to expand business competence where possible. It may be necessary for multiple operatives to be registered to cover the competencies and meet the Standard and activities of the business. Notifications are also listed against the individual operative that completed the work on behalf of a business, for traceability.

The business also needs to demonstrate that they have a mechanism for liability – only allowing competent engineers to complete work.

We were aware of the challenges of implementing a competency structure where none has existed previously, and we have adopted a mechanism for engineers within businesses who may not hold related qualifications to be declared as competent (some operatives may be highly skilled but have a different sector background, automotive for example, but have received manufacturer training or through experience).

**5) Does urgent repair work on an existing biomass boiler installation fall outside of this standard?**

Where the boiler requires refurbishment or repair to 'fully service an appliance for optimum operation' then this would be classed as PPM and fall within the standard (taken from Part 2; Definitions within the Standard).

If it is deemed non-routine maintenance, then this may fall outside of the Standard. It is only the boiler itself that the Standard covers. Typically, it is the annual or run rate routine maintenance.