

**Christopher Osborne**

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**From:** Renewable <Renewable@ofgem.gov.uk>  
**Sent:** 12 March 2012 12:35  
**To:** Christopher Osborne  
**Subject:** Ofgem Acknowledgement - IMPORTANT INFORMATION [Scanned]

***Please read the following information. The response to your enquiry is determined by these guidelines.***

Thank you for emailing the Renewables and CHP team at Ofgem E-Serve.

This is an automated response, please do not reply to it.

**Non- Ofgem Enquiries**

If your query is in relation to any of the following areas please contact the relevant organisation using the details provided. **All emails are read however, Ofgem are unable to provide support for queries of this nature and you will receive no further correspondence from us.**

- If your query is concerning a **domestic** installation and how to appoint a supplier for the Feed-In Tariff, the level of tariff you might receive for an installation or a general enquiry about the

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scheme, please call the **Energy Saving Trust** on 0800 512 012. Or go to their website at [www.est.org.uk](http://www.est.org.uk).

- If your query is concerning a **commercial** installation and how to appoint a supplier for the Feed-In Tariff, the level of tariff you might receive for an installation or a general enquiry about the scheme, please call the **Carbon Trust** on 0800 085 2005. Or go to their website at <http://www.carbontrust.co.uk>.
- If you are an MCS installer with queries relating to the Feed-in Tariff, please visit [www.microgenerationcertification.org](http://www.microgenerationcertification.org)
- If your query is concerning **why** the Feed-In Tariff scheme came into force or why certain policy decisions have been made, please contact the **Department of Energy and Climate Change** at 3 Whitehall Place, London. SW1A 2AW.
- If you have a new installation with a capacity of under 50kW and you would like to apply for the Feed-in Tariff or if you are currently receiving FIT payments for an installation with a capacity of under 50kW please contact your energy supplier.

**Ofgem Enquiries****ROCS, FiTs, LECs and REGOs Guidance**

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In order to resolve your query more quickly, you may find it helpful to consult our range of guidance documents available on our [website](#). If your enquiry relates to any of the following areas, we will respond to your email within 5 working days:

- Registering and using an account on the Renewable and CHP Register.
- Accreditation of installations for RO, ROO-FIT (greater than 50kW), CCL and REGOs.
- Microgenerator (under 50 kW) application for accreditation under the Renewables Obligation (submitted prior to 1<sup>st</sup> April 2010) to be migrated to the Feed-in Tariff.
- Eligibility issues not currently covered in the guidance documents. Please note we are unable to provide confirmation of eligibility in relation to specific sites prior to the submission of an application.
- Submission of output data and issue of certificates under the RO, CCL and REGO schemes.

## Telephone Contact Times

If you would like to speak to us, please call the Renewables and CHP Team on 0207 901 7310. Please note our contact times operate from 09:00 – 17:00, Monday to Friday. If you are unable to get through to a member of the team, please leave a voicemail with your name and number and a short description of your query in your message. A member of the team will then return your call.

## Renewables & CHP Register

If you are experiencing functionality problems when using the Register, you may find it helpful to consult either our detailed user [manual](#) or our frequently asked questions [guide](#). Please note when registering a new account, registration must be completed before the system times out, which will occur if the webpage

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is idle for 20 minutes. If the system times out, your registration will be incomplete and you will be unable to complete the registration process on this day. You will need to re-register the following day. If you are still experiencing IT issues with the Renewables and CHP register please ensure you have included a screen print and explanation of the problem, including any error messages.

Kind regards,

The Renewables & CHP Team

This message may be confidential, privileged or otherwise protected from disclosure. It does not represent the views or opinions of Ofgem unless expressly stated otherwise.

If you have received this message by mistake, please contact the sender and immediately delete the message from your system; you should not copy the message or disclose its contents to any other person or organisation.

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