



HETAS Approved Biomass Maintenance Scheme (HABMS)

Wood Heat Forum 22nd June 2022

Working together for a cleaner, safer, and sustainable
environment.



Agenda

1. HETAS and Woodsure Purpose
3. Certification bodies and Standards
4. The drivers for Biomass Boiler Maintenance
5. The Scheme
8. Next Steps

HETAS and Woodsure Purpose



Working together for a cleaner, safer, and sustainable environment.

- ✓ HETAS and Woodsure support cleaner and safer choices for the use of biomass and other solid fuels, appliances and associated technologies.
- ✓ Non-profit organization - investing surplus funds into business areas that directly contribute to safely reducing particulate and carbon emissions
- ✓ Lead industry to create awareness of the safe and environmentally responsible use of biomass and other solid fuels, appliances and associated technologies.
- ✓ Give stakeholders confidence that businesses are operating to required Standards
- ✓ Be a central place for stakeholders to search and select competent businesses

HETAS and Woodsure Role



- ✓ Provide a register of competent installers, service engineers and chimney sweeps, who work to meet the appropriate standards
- ✓ Engage with national and local government to help minimize any adverse impact of the sector on wider society.
- ✓ Providing robust evidence to influence national/EU standards for appliances fuels and installation
- ✓ Listing appliances and fuels that meet the standards
- ✓ Woodsure; The UK's only woodfuel quality assurance scheme.
- ✓ Approved training centres for the sector
- ✓ Providing up-to-date advice to businesses, consumers and regulators
- ✓ Researching options for improved service throughout the sector

3. HETAS as a Certification Body

HETAS aims to give stakeholder confidence through delivering certified products, processes and services to specified standards.

- ✓ We are an independent third party that handles the certification process
- ✓ We provide an assessment of compliance to the required standard (in this case MCS 040)
- ✓ We award certification to the business to operate within the scheme
- ✓ We monitor and review compliance in relation to the scheme standard & rules for registration
- ✓ We act in a fair, impartial and transparent way
- ✓ We have a process for handling complaints or concerns
- ✓ We are assessed by UKAS annually to maintain our CB status

4. The drivers for Biomass Boiler Maintenance – research findings

In order to understand how to reduce the environmental impact of operating a biomass boiler, BEIS invited KIWA to research the; Measurement of the in-situ performance of solid biomass boilers and:

1. Assess RHI biomass boiler population performance, both in terms of efficiency
2. Identify the key causes of good and poor performance and quantify their impact.
3. Understand how different uses of boilers and user interaction affect overall performance, and whether this can be improved through operator guidance.



Findings in the 'Measurement of the in-situ performance of solid biomass boilers'

1. The average efficiency of biomass boilers under real-world conditions was 77% net or 70% gross
2. The predominant factors causing poor performance were:
 - I. rapid cycling
 - II. poor fuel
 - III. lack of operator knowledge (and therefore maintenance of the boiler)
3. Poor fuel impacted both efficiency and pollutant emissions.
4. The level of operator knowledge and training, and therefore the boiler maintenance undertaken, varied widely.

Measurement of the in-situ performance of solid biomass boilers actions:

To improve the efficiency:

1. Guidance documents have been developed to encourage best practice and enable the indications of poor performance to be recognised.

It is recommended that:

A comprehensive annual boiler service to check the proper operation of the boiler should encouraged, including oxygen and carbon dioxide levels in the flue

A distinction made between regular cleaning and maintenance checks. Annual service invoices could be used as a way of providing evidence these checks are carried out on a regular basis.

To get the best out of a service the engineer must be aware of the normal pattern of operation of the boiler, as often the annual service will take place when the boiler is switched off (for example, over the summer).

5. The Scheme

What does the scheme do?

HETAS Approved Biomass Maintenance Scheme (HABMS) registers businesses with the competence to meet the standard (MCS040) and provides a publicly available register of approved maintenance businesses.

Enables NDRHI recipients to appoint registered businesses to complete and document compliant routine maintenance and continue to receive RHI payments

What is the market?

There are approximately 17,000 NDRHI accredited appliances which require maintenance.

Despite growth in other areas such as GS/ASHP, Biomass accounts for almost 80% of RHI accredited appliances, with approx. 300 new applications received in the final quarter.

We have an increasing number of applications becoming fully registered. Current total of 85 applications, comprising of small, medium and large business with over 250 engineers.

On-line notifications are increasing – currently 118 notifications of maintenance have been submitted at last count.

5. The Scheme

How do I become registered?

The application considers 3 core requirements – from the standard

- i. Quality control documents
- ii. Demonstration of Competence
- iii. Reporting (including PPM findings and Notification.)

What is the competence?

The required competence is defined by MCS 040 and can be evidenced by

Training by manufacturer Certificates /endorsements

Experience validated by Nominated Technical Person for other operatives

Competence is mirrored on web search function by:

- Local/National
- Specific Manufacturer
- Appliance size

Scheme – Notifications

What do Ofgem require as evidence of compliance?

To align with both MCS 040 **and** the amended RHI Regulations, the documents required to be issued by the Consumer (RHI Recipient) to Ofgem are;

- a) PPM report
- b) Contract (not wholly defined for ND clients, but is necessary)
- c) Document Issued by HETAS. – This is the HETAS Notification.

MCS 040 Section 6 details the following;

6.1 Reporting and Issuing Findings

6.11 Following PPM (Planned Preventative Maintenance) The [Registered] Business shall issue the appliance owner with a maintenance report of confirmation of manufacturers PPM including any actions or improvements.

6.3 Ofgem Notification

6.3.1 For the Purposes of Government funded Incentives such as RHI, details of the appliance PPM Activity must be provided to the consumer who is the recipient of RHI Payment.

This ensures that the consumer can provide evidence of ppm activity to Ofgem to satisfy payment obligations.

Scheme – Notifications

MCS 040 Section 3 – Requirements for the Maintenance Business

3.14 – Maintenance Contracts

This states that a fair and written contract is required (for domestic consumers) and for commercial systems and service agreements a formal agreement may be required.

Key part is the Regulations (amended) below which detail the documents the consumer has to evidence

The Domestic Renewable Heat Incentive Scheme and Renewable Heat Incentive Scheme (Amendment) Regulations 2022

47A.—(1) This regulation applies to a participant who generates heat from a boiler which uses solid biomass, or solid biomass contained in waste, as fuel.

(2) The participant must—

(a) ensure that, in each payment year, a maintenance check is carried out in relation to the boiler (“annual maintenance check”);

(b) following the end of each payment year, provide to the Authority a declaration stating that—

(i) the annual maintenance check has been carried out; and

(ii) the maintenance standard has been met.

(3) Participants must retain evidence (including service and maintenance invoices, receipts or certificates) of the matters stated in the declaration for the duration of their participation in the Scheme and must provide the Authority with that evidence when requested to do so.

(4) A document issued by HETAS (or an equivalent body) certifying that the boiler has been assessed against a maintenance standard may be accepted as evidence that the maintenance standard has been met.

• 5. The Scheme

RHI Number key identifier along with site address
HETAS will share notification data with Ofgem

- Up to 5 Notification items
- Electronic Notification Certificate provided to Client
- Electronic record provided to business
- Business area portal to view completed notifications

There are costs associated with administering a Notification system. These costs are generally passed on to the client. We don't stipulate to the business what reasonable charge they make to cover costs.

IMPORTANT INFORMATION

**NOTIFICATION OF COMPLETED MAINTENANCE
FOR YOUR BIOMASS APPLIANCE**

This is confirmation of the registration of PPM (Planned Preventative Maintenance) to meet MCS Standard 040 has been completed by the named business registered on the HETAS Approved Biomass Maintenance Scheme. Please keep this record safe as this may be requested as evidence to comply with Regulation 40; The Domestic Renewable Heat Incentive Scheme and Renewable Heat Incentive Scheme (Amendment) Regulations 2022.

This notification has been received successfully by HETAS; details are shown below.

Your Reference :	1336473
Appliance Item(s) Maintained :	Windhager UK - FireWIN Klassik and Exklusiv 090
Appliance Maintained by :	Jack Sparrow
Registered Business Name :	HETAS Test Business 02

Further Details

Maintenance Work Completion Date :	4th May 2022
Address :	12-14, THE GARDENS, ERDINGTON, BIRMINGHAM, WEST MIDLANDS, B23 6AG
MCS Certificate Number :	N/A
RHI Number :	N/A

Need to know more?
[Visit our website](#)

5. The Scheme

Challenges

- Creating awareness of the requirement and enforcement with NDRHI recipients
- Creating maintenance sector awareness due to a lack of demand driven activity
- No defined competency framework– anomalies in manufacturer training & brands / manufacturers ceased trading
- Scope within the Standard is limited – expanded by audit review

Risks

- Insufficient registered engineers to service the biomass boilers on RHI
- RHI Recipients payments are adversely affected due to low awareness, availability of registered, competent businesses
- Reputation risk to Ofgem, BEIS, HETAS, Registered Businesses
- Smaller Registered businesses feel they may be squeezed out by larger ones
- Insufficient Geographical coverage of Registered Businesses to cover demand therefore risk to clients and to the success of the legislation

5. Next Steps

We recognise that there remains significant risk in meeting the demand

We have established an Advisory Group who are initially tasked with mobilising the sector in readiness. Initially the group will meet approx. every 6 weeks until such a time that we are satisfied we have mitigated the risks.

- Communication – a campaign to create awareness with potential businesses and NDRHI recipients
- Expand on available guidelines and FAQ's according to audience Partnered working
- Continue to engage MCS on the request to review the standard
- To continue to understand the geographical spread of engineers aligned to location of accredited appliances
- To analyse the notifications at the end of June – understand average works completion rates and who is notifying. Contact businesses not notifying and engage.

Questions received...

- We are getting great feedback and questions from different stakeholders
 - We have produced and published FAQ's on our website
 - Also linking back to published guidance from Ofgem on the RHI Regulations
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- i. Will and when will a proposed system of automatic checking of maintenance records by OFGEM to authorise RHI payments will go live?
 - ii. Will there be any alternative method of proving compliance with the legislation?
 - iii. How do HETAS propose to enforce maintenance standards and what expertise and capacity they have to do this?
 - iv. Clarification - the reporting requirement (clause 6 of MCS 040)
 - v. Re. training - if the Nominated Technical Person has specific manufacturer training does that then cover all the other engineers or do all engineers have to be accredited to work on our specific brand?
 - vi. Where appliances/emissions are monitored under Part B permits, is a maintenance certificate still required?
 - vii. Do CHP boilers require PPM Certificates?

8. Open discussion

- i. HETAS – Working with partners to meet demand
- ii. Working with an advisory group to develop the scheme over time
- iii. Training
- iii. Domestic Scheme – driving change for more efficient, safe use