



# HETAS Approved Biomass Maintenance Scheme (HABMS)

Advisory Group Meeting

3<sup>rd</sup> August 2022

15:00 – 16:30

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



# Agenda

1. Welcome & Introductions
2. Update from Chair
3. Update on Scheme Progress
4. The drivers for Biomass Boiler Maintenance – Kiwa Presentation (Ian Summerfield)
5. Communications
6. Business & Engineer Spread
7. Compliance
8. Open discussion
9. A.O.B

# 1. Welcome



- Alan Young – HETAS Compliance Manager – Chair
- Introductions

## **Attendee List**

AMP (Linda Taylor)

Innasol (Terrance McCracken)

Windhager (Oliver Duckworth)

Tisigo (Tim Gourley)

LC Energy (Mark Lebus)

GlenFarrow (Mike Powell)

Myriad (Paul Clarke)

Zero Ridge (Michael.Barber-Starkey) -Apologies

REA (Pablo John)

ProAdvance (Marek Zawadzki)

Ofgem (James Woods-Segura)

Ofgem (Safwaan Ahmed)

BEIS (Tunde Ojetola)

MCS (Ian Rippin) - Apologies

## **HETAS**

Bruce Allen CEO

Alan Young; Compliance Manager

Erica Burlace; Head of Operations

Oliver Edgar; Training Project Manager

Jo Courtney-Wiggins; Registration Manager

## **Woodsure**

Andrew Hopton

## 2. Update from Chair

- i. Review of notes of the last meeting and actions

### Actions;

1. AY agreed to include installer spread as a point of investigation/review for the group and also with BEIS/Ofgem. Group agreed pro-active comms to secure more engineer spread is crucial.
2. AY to circulate Group ToFR and increase frequency from 6 months - Next meeting to be around 5 weeks.
3. HETAS will continue to engage for Comms out – outline a comms plan leaning on Ofgem for direct engagement.
  - HETAS/BEIS/Ofgem to continue to meet and discuss aligned policy/scheme comms. FAQ's have been developed for Business/Maintenance sector – hosted on HETAS website.
  - HETAS to keep these under review of common queries. Any common queries can be raised as a point in future meetings.
  - Review content for RHI Client/Recipient and share with group plus interested parties (REA.)

### 3. Update on Scheme Progress



#### i. Registration & Renewals – current stats

HETAS Approved Biomass Maintenance Scheme - Non Domestic								
Region	Forecast no. of businesses on registered appliances		HETAS HABMS				Number Of Businesses	104
	Businesses	% of total	No. of Businesses	No. of Engineers	No. of Businesses National		Number Of Operatives	282
England	300	2%	80	202	49		Number Of National Businesses	61
North East	17	4%	4	13	3			
North West	40	9%	7	12	5			
Yorkshire and The Humber	43	10%	11	24	5			
East Midlands	40	9%	8	34	6			
West Midlands	45	11%	10	24	8			
East	30	7%	13	27	6			
London	4	1%	1	2	1			
South East	30	7%	7	12	3			
South West	60	14%	19	54	12			
Wales	40	9%	9	25	4			
Scotland	80	19%	14	55	7			

# 3. Update on Scheme Progress



## i. Notifications

- Notifications steadily increasing
- Identification and clarification of RHI Number
- Consumers receiving electronic Notifications
- Mailers to Registrants advising of Notification process
- 100% Delivery

**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](#)

# 3. Update on Scheme Progress

## iv. Costs

### Notification fees

#### Domestic Businesses

NOTIFICATION FEES	
Domestic installations up to 45kW	£6 (inc. VAT)

#### Commercial Businesses

NOTIFICATION FEES	
Small non-domestic installations up to 200kW	£12 (inc. VAT)
Medium non-domestic installations 200kW up to 1000kW	£12 (inc. VAT)
Large non-domestic installations greater than 1000kW	£60 (inc. VAT)

Web Portal Log-in (Cost of administration)

Simple data entry; Key fields only

### 3. Update on Scheme Progress

#### iii. Scheme process & administration

Challenges remain on completing a thorough and robust review to certificate businesses including;

- Evidencing documentation related to MCS 040
  - Quality Management System
  - Evidence of PPM Report
  - Demonstration of Competency
- 
- Currently; 25% of applications have provided insufficient documentation to go provisionally live
  - 63% are provisionally live or live – others in progress
  - Over 50% have had Office/Site audits



# 4. The drivers for Biomass Boiler Maintenance – research findings

KIWA Research Paper; Measurement of the in-situ performance of solid biomass boilers, prepared for BEIS to:

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



# 5. Communications

## i. HETAS



ACTION JULY/ AUGUST 2022:

Undergone website redesign and moved to a new platform.

We have actively pushed communications across multiple platforms to industry, existing and potential registrants and manufacturers etc, carrying the following messages:

1. The opportunity for Biomass Maintenance Businesses according to the accredited appliances that need to be maintained across the UK on an annual basis.
2. The steps to registration with HETAS – Website, Newsletters, Emails and Social
3. The steps for NDRHI Recipients to compliance – FAQ's for Recipients, Web information
4. Cross Referencing and Sharing - FAQ's for NDRHI Recipients, Businesses and Engineers
5. Particular focus on areas of the UK that are underrepresented; Mailers and direct calls, weekly social posts

# 5. Communications

## i. HETAS

<https://www.hetas.co.uk/consumer/biomass-maintenance-faq/>

<https://www.hetas.co.uk/trade/scheme/biomass-maintenance-scheme/>



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## July 2022 Newsletter



### BRUCE ALLEN'S INSIGHT

With summer in full swing, I hope you are finding time to take a break from work and enjoying a holiday. The extremely hot weather has rightly brought climate change to the headline alongside the energy crisis and the threat of continued accelerated costs. Recent research has evidenced that burning wood for domestic heating can present both carbon and cost savings for the consumer. We continue to represent the industry at government level across the UK to present the case for clean /ready to burn wood and biomass as being a sustainable and practical solution to reducing carbon and driving up air quality standards.

### Biomass Maintenance



The HETAS notification portal for the HETAS Approved Biomass Maintenance Scheme has been live for a few months, allowing approved businesses to notify maintenance activities to HETAS. Once notified to HETAS, businesses and their consumer will receive email confirmation that the maintenance activities have been completed and notified in line with the MCS 040 standard and evidenced in accordance with RHI Regulations ([which can be viewed here](#)). Under the scheme terms and conditions businesses have 10 days to submit your notifications to HETAS.

It is also a requirement of the standard that the appliance owner be issued with a maintenance report (digital or hardcopy) of confirmation of manufacturers PPM (Planned & Preventative Maintenance) outcome. HETAS has a PPM record template available for use which aligns to the Standard. Alternatively, registrants are able to use their own documentation meeting MCS 040.

Businesses operating in the biomass sector, especially maintenance on appliances that receive non domestic RHI funding, should contact the HETAS team to find out more about the requirements and options to notify maintenance activities.

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# 5. Communications

## ii. Ofgem



Meetings held with BEIS & Ofgem to push communications direct to RHI Recipients.

- Provided information on key areas of the Standard and Regulations that RHI Recipients need to be alive too;

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.

### 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.

### MCS 040 Section 3 – Requirements for the Maintenance Business

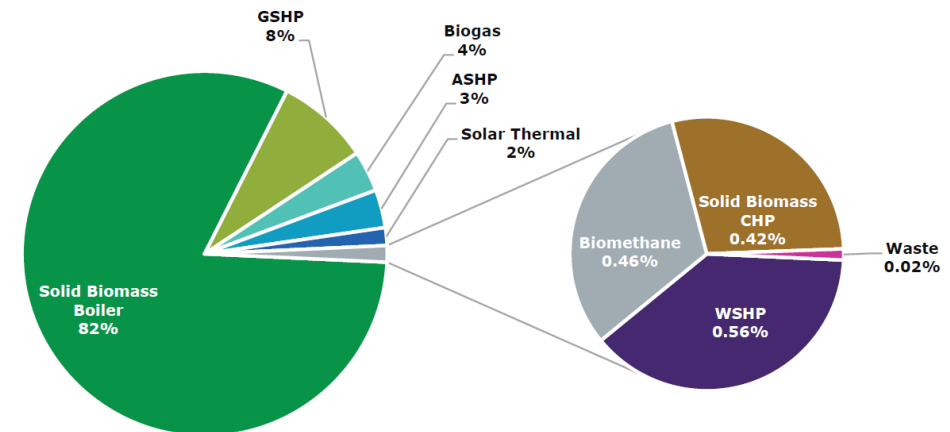
- **3.14 – Maintenance Contracts**
- This states that a fair and written contract is required (for domestic consumers) and for commercial systems and service agreements a formal agreement may be required.
- **Key part is the Regulations (amended) which detail the documents the consumer has to evidence**

## 6. Business & Engineer spread - Facilitating demand (Meeting action point)



Region	Forecast no. of businesses on registered appliances		HETAS HABMS		
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Figure 1.4 Proportion of accredited installations by technology type since the start of the scheme



- Data extrapolated from Ofgem Non Domestic RHI Annual Report 2020-21

## 6. Business & Engineer spread - Facilitating demand (Meeting action point)



**Table 1.1 Accredited installations by technology type**

Technology Type	2020-21	Total
Solid biomass boiler	322	17,098
Ground source heat pump (GSHP)	435	1,724
Biogas	12	759
Air source heat pump (ASHP)	130	704
Solar thermal	14	330
Water source heat pump (WSHP)	21	117
Biomethane	5	97
Solid biomass CHP	2	87
Waste	0	4
<b>Grand total</b>	<b>941</b>	<b>20,920</b>

Data extrapolated from Ofgem Non Domestic RHI Annual Report 2020-21

Targeted data related to number of boilers per reason as a percentage of the total. Data was linked to Ofgem.

Limited data on how many engineers were actively maintaining boilers (not installing.)

- Example; NE England; 4% = 684 boilers.
- 1 x Engineer, per boiler, pw.

## 7. Compliance



### Where are we?

- Over 50% have had Office/Site audits
- 63% Pass rate from assessment – mainly related to Office process documentation/ compliance to Standard (basic document control/procedures)
- Average 35days for audit schedule & completion – this is improving. Businesses required to supply a site address to allocate the auditor.
- Office assessment and site inspection now being completed together

## 8. Open discussion



i. Current Challenges

ii. Training

iii. MCS 040



## 9. A.O.B



- i. Next meeting date