



Dear Householder,

With energy costs rising, have you thought of a renewable energy alternative that will save you money in the long run? If yes, congratulations, there is financial help available if you are planning to make energy saving improvements to your home. To meet its climate change challenge and protect the environment, the British government will share the cost of your installing microgeneration systems that are from renewable energy sources like Solar Power Systems. And we at TDH Visions will offer you unbeatable prices and cost effective complete solar systems available for your home (and business).

The UK Government funds schemes providing up to £2,500 to households to improve their heating and energy efficiency. The Low Carbon Buildings Programme householder stream is committing funds until June 2010. You must undertake however, a number of energy efficiency measures before you are eligible to apply for a Low Carbon Buildings Grant. These measures will ensure that you are minimizing your energy requirements. Before applying the government requires you to have:

- Insulated the whole of the loft of the property to meet current building regulations e.g. 270mm of mineral wool loft insulation or suitable alternative
- Installed cavity wall insulation (if you have cavity walls)
- Fitted low energy light bulbs in all appropriate light fittings
- Installed basic controls for your heating system to include a room thermostat and a programmer or timer.

Amount of grants available

There is a £2,500 grant cap per household. Householders can apply for more than one technology but the funding will be limited up to a maximum of £2,500 per household depending on technologies involved. Please see following table for the funding levels available for each solar technology.

Technology	Maximum Amount of Grant
Solar photovoltaics	Maximum of £2,000 per kW of installed capacity, subject to an overall maximum of £2,500 or 50% of the relevant eligible costs, whichever is the lower
Solar thermal hot water	Overall maximum of £400 or 30% of the relevant eligible costs, whichever is the lower

Duration of the Process

After the scheme re-launched in May 2007 grant offer periods were reduced, they are as follows:

- Solar thermal grant applications will be given 3 months to complete installations
- Solar PV applications will be given 4 months to complete installations

FAQ's HOUSEHOLDERS

A.) What levels of grants will be available?

The current grant for solar systems is:

Technology	Maximum Amount of Grant
Solar Photovoltaics	Maximum of £2,000 per kW of installed capacity, subject to an overall maximum of £2,500 or 50% of the relevant eligible costs, whichever is the lower

B.) Who can apply for a grant?

Individual property owners including private householders can apply for grants from the programme.

C.) How will the application process work?

Applications are accepted on a rolling first-come-first-served basis. An outline of the process is as follows:

- Complete the energy efficiency measures required by the programme, obtain planning permission for your installation if necessary and obtain a quote from an accredited installer.
- Make an application online.



- After receiving a grant offer letter via email, order the equipment and begin installing the technology. The grant validity period varies by technology. See D.) below for more details.
- After you have completed the installation and you have paid the installer, you can submit the claim documents to the Energy Saving Trust.
- The grant claim is checked and, if in order, the grant will be issued within 25 working days of receipt of all the documentation.
- Applications can be received from properties located within England, Wales, Northern Ireland or Scotland (excluding the Isle of Man and the Channel Islands).
- Please note: you should wait until you have received a grant offer letter before commencing the installation.

D.) How long will my grant be valid for?

Grant validity periods vary by technology.

Installations on existing buildings:

Solar Thermal Hot Water – 3 months

Solar PV – 4 months

Installations on buildings under construction:

Solar Thermal Hot Water – 6 months

Solar PV – 6 months

E.) How long will it take to receive my grant payment?

Usually the process grant claims within 25 working days of receipt of full claim documents. Currently grant processing time is 21 working days as of 1st September 2008.

F.) Is there any guidance available for the online application system?

Yes, visit: www.energysavingtrust.org.uk and look for guidance notes

G.) What are the required energy efficiency measures?

You must undertake a number of energy efficiency measures before you are eligible to apply for a grant from the Low Carbon Buildings Programme. These measures will ensure that you are minimising your energy requirements. Before applying we require you to have:

A) insulated the whole of the loft of the property to meet current building regulations e.g. 270mm of mineral wool loft insulation or suitable alternative

B) installed cavity wall insulation (if you have cavity walls)

C) fitted low energy light bulbs in all appropriate light fittings

D) installed basic controls for your heating system to include a room thermostat and a programmer or timer.

We also recommend that you call your local Energy Saving Trust advice centre on 0800 512 012 for guidance on energy efficiency measures and energy efficiency grants available in your area.

H.) I applied for a householder grant online and was successful. Why haven't I received my email confirmation?

When you successfully apply for a householder grant online you will receive a grant offer letter via email. Therefore you must enter your email address accurately. If your email account has a spam filter your grant offer letter may be sent to your junk items box. If you have not received your grant offer letter within 3 working days and it is not in your junk items box please call the helpline on 0800 915 0990.

I.) I applied for a grant with a paper application. Why haven't I received any response?

Paper application forms will be processed within 15 working days of receipt. If you have given an email address on your application form and ticked to say you are happy to receive communications by email, any response to your application will be sent to that email address. If you do not have an email address a response will be sent by post to the correspondence address listed on your application form.

J.) Where can my installer obtain a completion certificate?

These can be downloaded from this website www.est.org.uk to download completion certificate.

K.) What are the criteria for receiving a grant?

The main criteria for householders are:

1. Applicants must be the householder / owners of the property for which the grant is applied (applicants who have leasehold ownership must have permission of the property freeholder).
2. Applicants must be resident of, and the installation address be situated in England, Scotland, Wales or Northern



Ireland (excluding the Isle of Man and the Channel Islands).

3. Systems must supply a permanent building (mobile homes, caravans, house boats etc. are not eligible).
4. You have installed the basic level of energy efficiency measures as outlined above. You may be able to access grants for energy efficiency measures. Have a look at the Energy Saving Trust's grants information database or call your local Energy Saving Trust advice centre on 0800 512 012 for information on energy efficiency grants .
5. You must have received planning permission for your installation or received confirmation from your local authority that it is not required.

L.) Can I still receive a grant if a non-certified installer performs the installation?

Only if the certified installer who installed the technology was not contracted to you directly, but was sub-contracted by your main contractor. In this case, the certified installer must fill out the completion certificate, and you must provide a suitable chain of copy invoices evidencing to the Energy Saving Trust's satisfaction that the work was carried out by the certified installer and that the certified installer has been paid in full for that work.

M.) I live in a house owned by the council; can I apply for a grant?

Unfortunately you can't apply for a grant. The council - as the owner of the building - must apply for the grant under the Phase 1, Stream 2 or Phase 2 of the Low Carbon Buildings Programme.

N.) I would like to install a renewable energy systems on my property, but I rent part of it out. Will I be eligible for a grant?

It depends. In order to be eligible for a grant, the benefit of the system must be clearly accrued *only* to the domestic owner and resident. For example: you would like to install photovoltaic tiles on the ground floor extension of a property you own but let out the top floor. In this case, you will be eligible for a grant as long as you use the ground floor flat as a dwelling, and the electricity generated by the installation only benefits that flat (through separate metering).

O.) Can I apply more than once for the same project for different technologies?

Yes you can. You can apply for funding for up to 3 different technologies on one building, with a maximum of 3 different buildings funded (NB these have to be on separate applications). There is a maximum of £2,500 of funding available per installation address.

P.) What if the grant applications are for different addresses?

Different addresses are still eligible as the programme is all about maximizing the number of low carbon buildings.

Q.) I received a grant under the old schemes (Clear Skies and PV schemes), can I have a grant from the Low Carbon Buildings Programme too?

Yes, provided it is for another technology. You cannot have more than one grant from this or the previous programmes for the same technology.

R.) What can be funded?

- Grants are available for more than one renewable technology at the same address. All new systems supported with Low Carbon Buildings Grants must deliver an output of greater than 0.5kWp for electrical installations. There is no minimum for thermal installations. Applications must be related to installations on permanent buildings.
- Applications for temporary and mobile buildings or non-building related installations will not be considered for Grant support (e.g. mobile homes, houseboats, motorway sound barriers, telecommunication towers).
- Grants will only be awarded in respect of equipment and work directly related to the installed system. This includes design of the system, the cost of the plant and/or materials, installation and connection. Unrelated building works are not eligible.
- Grants may only be claimed for approved (certified) products/systems. Your certified installer will be aware of this list. Where you have applied for a grant and installed a product not listed on the approved register, your grant will NOT be paid.
- Installations should be designed and commissioned by certified installers. If a non-certified installer carries out the installation, then the grant will not be awarded in respect of this part of the cost. A certified installer must confirm that the system has been satisfactorily installed by signing the programme completion certificate.
- Please note the grant will not cover:
 - Value Added Tax (VAT)
 - Un-associated costs (e.g. roofing works outside the direct installation of the renewable (microgeneration) system, vandal covers, asbestos removal, upgrades to your household ring main, new radiators or heat distribution system, etc.)



- Warranty costs – all accredited microgeneration installers are required to provide an installation warranty free of charge. Manufacturers usually provide an extensive lifetime warranty for their technology. Consult your installer for details of these warranties before committing
- Expenditure on works or activities which any other person or organisation has a statutory duty to undertake
- Any liability arising out of negligence on the part of the Applicant or its representatives
- Expenditure of a political or religious nature

S.) Can I pay a deposit before I apply for my grant?

Please note that any payment you make to your installer is done at your own risk. Grant assistance is not automatically guaranteed to all who make an application; we therefore advise applicants not to make any payments before the receipt of a grant offer.

T.) My grant offer letter now contains out of date information due to changes to my installation project; what can I do?

If your grant offer letter becomes out of date due to changes to your installation project, you must, as a condition of the grant, inform us in writing of these changes. You may EITHER Withdraw from your current grant offer and reapply with details from your newly appointed installer. In this instance your grant offer would be re-issued with the correct details listed.

OR Continue installation work at your own risk under your current grant offer. In this instance, your grant offer and web entry will not be updated with the details you have supplied. We will accept a grant claim against your original grant offer though please note that:

- 1) the maximum grant payable will be capped at your original offer amount but may be reduced
- 2) the grant claim will only be honoured where:
 - All information complies with the terms and conditions of the grant
 - The new installer has the correct certification
 - The equipment installed is approved

If/when you come to claim, there is a problem with your installer's certification, or they have installed unapproved equipment then we will reject your claim and no monies will be payable.

U.) Which technology is right for me?

It depends on the location of your house and the type of microgeneration (renewable) system that you are considering on installing. You could take a look at the section of <http://www.lowcarbonbuildings.org.uk/micro/> website on microgeneration technologies to consider the technology that might be most suitable for you.

W.) What if I decide to sell my property before the 5 years are up?

You must then write to the Low Carbon Buildings Programme to inform us of this as well as of the details of the person(s) that have bought the property. The new owner(s) must be made aware that the terms and conditions of grant have now passed on to them.

V.) I would like to use a particular installer that is not on the list, what can I do?

The onus for obtaining certification for the installation of renewable energy technologies lies with the installer and not with the certification organisation. If an installer wishes to become certified, and so be able to service customers who are also looking to apply for a grant under the Low Carbon Buildings Programme, they will need to join the Microgeneration Certification Scheme

Sincerely,

TDH VISIONS, The Nova Building, Herschel Street, Slough SL1 1XS, Berkshire, United Kingdom

tel: +44 (0) 1753 701056

fax: +44 (0) 1753 701107

email: info@tdhvisions.com

web: www.tdhvisions.com

For technical queries: technical@tdhvisions.com

For sales enquiries: sales@tdhvisions.com

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