**NOTES FOR CONSUMERS**

Participants in the Domestic Renewable Heat Incentive scheme (as well as applicants to the scheme) may also apply under the scheme to register for the Metering and Monitoring Service Package (“**MMSP**”). The MMSP works like a service contract and is a useful way of checking how well your heating system is performing.

If you are successful in registering your MMSP, you will get paid extra per quarter towards its costs. For heat pumps this quarterly payment is £57.50.

If you would like to register a MMSP, you will need to enter into an Agreement with a Certified Installer\* that contains the information set out in this model Agreement.

\* A Certified Installer means a person who is certified by the Microgeneration Certification Scheme (MCS) or under a scheme which is equivalent to that scheme and which is accredited under EN 45011 or EN ISO/IEC 17065:2012.

**ABOUT THE AGREEMENT BELOW**

**Nature and structure of the Agreement**

The Agreement is between you and a Certified Installer for:

* the supply, installation and ongoing support of an MMSP which provides specific information about the performance of your Domestic RHI accredited heat pump; and
* the collection, display and sharing of specific information about the performance of your heat pump.

The Agreement is in three parts:

* **Part A** contains basic information about the Agreement, together with your details and those of the Certified Installer and any subcontractors;
* **Part B** contains the minimum requirements that must be included in order for you to register your MMSP with the Office of Gas and Electricity Markets (**Ofgem**) and receive additional payments.
* **Part C** contains additional terms that are included in your Agreement.

**In order to register an MMSP, the details set out in Parts A and B must be included.**

A copy of the Agreement must be sent to Ofgem at the time of the application to register it.

**Summary of key terms in the Agreement**

Our **main obligations** to you:

* We will provide, on request, at least once every three months, an explanation about the meaning of the information collected under the Agreement.
* We will provide, on request, all of the information collected under the Agreement over the previous 12 months.

Your **right to cancel**:

* You may cancel the Agreement and receive a full refund by contacting us no later than fourteen (14) days after the date on which we acknowledge your order.
* If there is a severe delay to the delivery of the equipment, not caused by you, or by events beyond our control, then you will have a right to cancel the Agreement and receive a full refund.
* If we are in serious breach of our obligations, as detailed in the Agreement, then you have a right to cancel and receive an appropriate refund. You can also seek the other remedies detailed in Clause 9.3 of Part C of the Agreement.

Your **main obligation** to us is to pay the charges set out in our quotation.

Additional information

* We will not share your information with anyone other than Ofgem or the Department of Energy and Climate Change unless requested by you.
* MMSP payments will cease at the end of your Domestic RHI Scheme accreditation, the date on which the Agreement comes to an end or when MMSP registration is withdrawn by Ofgem, whichever is earliest.

**METERING AND MONITORING SERVICE PACKAGE AGREEMENT (“The Agreement”)**

**Part A:**

**Customer details:**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Telephone number |  |
| Email address |  |

**Certified Installer details:**

|  |  |
| --- | --- |
| Certified Installer name |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| Certified Installer’s MCS Company number |  |
| Package reference number | [*Note: this should be the make and model or reference number for the package installed.  Details can be obtained from the package provider.*] |

**Agreement details:**

|  |  |
| --- | --- |
| Term of Agreement | [⚫] years/months |
| Installation type (please circle) | [DRHI eligible GSHP / ASHP] |
| Date of commissioning of MMSP | [This must be the date that all meters and sensors provided under the MMSP begin recording data rather than just the date of installation.] |
| Address of installation | (if different to Customer details above) |
| RHI application number |  |
| MCS Installation Certificate number (for heat pump) |  |

**First Subcontractor details (if applicable):**

|  |  |
| --- | --- |
| Name of subcontractor |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| Role of subcontractor | [Insert as much detail as possible about what the subcontractor will be doing. For example, this may include being the company that supplies the MMSP or looks after the data logging.] |

**Second Subcontractor details (if applicable):[[1]](#footnote-1)**

|  |  |
| --- | --- |
| Name of subcontractor |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| Role of subcontractor | [Insert as much detail as possible about what the subcontractor will be doing. For example, this may include being the company that supplies the MMSP or looks after the data logging.] |

Part B: Clauses required by the Domestic Renewable Heat Incentive Scheme

1. The use of meters and other measuring instruments[[2]](#footnote-2)
   1. We will ensure that:
      1. eligible heat meters[[3]](#footnote-3) are installed to record the heat generated by the heat pump[[4]](#footnote-4) or its components;
      2. if the heat pump generates heat for the purpose of heating domestic hot water[[5]](#footnote-5), eligible heat meters are installed to record the heat generated by any other plant which is connected to the same heat distribution system as the plant or, if it is not feasible to install eligible heat meters for this purpose, any other type of eligible meters[[6]](#footnote-6) which can be used to determine heat generated by the other plant are installed;
      3. temperature sensors[[7]](#footnote-7) are installed which enable the recording of:
         1. the temperature of the liquid leaving the heat pump to provide space heating; and
         2. if the heat pump generates heat for the purpose of heating domestic hot water, the temperature of the liquid leaving the heat pump for the sole purpose of heating domestic hot water or entering the domestic hot water cylinder;
      4. eligible electricity meters[[8]](#footnote-8) are installed to record:
         1. any electricity supplied to any components of the heat pump included in the heat recorded under sub-paragraph 1.1.1; and
         2. if the heat pump is used for the purpose of heating domestic hot water, the total electricity supplied to the domestic hot water system including the electrical consumption by any immersion element in a domestic hot water cylinder;
      5. temperature sensors are installed to measure the indoor temperature in at least one room in the property to which the heat pump provides heat;
      6. if the heat pump is a ground source heat pump[[9]](#footnote-9), temperature sensors are installed to record the temperature of the liquid in the part of the plant that extracts heat from the ground or water as it enters, and returns from, the ground or water; and
      7. if the heat pump is an air source heat pump[[10]](#footnote-10), temperature sensors are installed to measure the external temperature[[11]](#footnote-11).
2. Accuracy requirements for meters and temperature sensors
   1. We will ensure that:
      1. all meters installed or used under the Agreement meet the metering requirements[[12]](#footnote-12) and record information at least every two minutes;
      2. all temperature sensors used under the Agreement are properly installed and record information at least every two minutes;
      3. the smallest amount of energy that eligible heat meters used under the Agreement can detect is equal to or less than 1 Wh or, if not, is equal to or less than:
         1. 10 Wh, if the eligible heat meter is measuring the heat in domestic hot water as it leaves a domestic hot water cylinder; or
         2. 3% of the smallest amount of the heat that the plant being measured is designed to produce in two minutes in Wh, if the eligible heat meter is not measuring the heat in domestic hot water as it leaves a domestic hot water cylinder;
      4. the smallest amount of energy that eligible electricity meters used in relation to the components of the heat pump under the Agreement can detect is equal to or less than:
         1. 1 Wh; or
         2. 3% of the smallest amount of electricity that the heat pump compressor, any supplementary electric heater and any electric immersion heater (where the energy used by those components is metered) is designed to consume in two minutes in Wh;
      5. the smallest volume that eligible gas meters[[13]](#footnote-13) used under the Agreement can detect is equal to or less than 10 litres or the equivalent volume in any other unit;
      6. the smallest volume that eligible oil meters[[14]](#footnote-14) used under the Agreement can detect is equal to or less than 0.1 litres or the equivalent volume in any other unit; and
      7. the data completeness[[15]](#footnote-15) of the information provided by all measuring instruments under the Agreement over any consecutive 12 month period is at least 75%.
3. Presentation of information
   1. We will ensure that that information recorded under the Agreement is:
      1. presented in a format which is automatically available for viewing by us (“the installer view”) and by you (“the participant view”); and
      2. updated automatically within one week of that information being recorded by the relevant measuring instruments.
   2. We will ensure that the installer view:
      1. includes all of the information recorded by all measuring instruments required under the Agreement over a period which is:
         1. at least the past 12 months; or
         2. if the Agreement has been in force for less than 12 months, the period in which the Agreement has been in force;
      2. shows the data as it was recorded in 2 minute intervals or smaller intervals; and
      3. indicates the data completeness of the recorded information-
         1. in each three month period for the past 12 months; or
         2. if the information has been recorded for a period which is shorter than 12 months, in any three month period for which information has been recorded.
   3. We will ensure that the participant view:
      1. separately identifies, as a minimum, each of the following sets of information recorded under the Agreement:
         1. the energy output of the heat pump;
         2. the energy consumption by the heat pump;
         3. the internal temperature in any room for which the internal temperature is recorded;
         4. if the heat pump is an air source heat pump, the external temperature;
         5. if the heat pump is a ground source heat pump, the temperature of the liquid in the part of the plant that extracts heat from the ground or water as it enters, and returns from, the ground or water;
         6. the efficiency[[16]](#footnote-16) of the heat pump over the past 12 months or over any period for which data is available if less than 12 months of data is available (“the efficiency assessment”); and
         7. an assessment as to the accuracy of the efficiency assessment; and information about the components of the heat pump which have contributed to the efficiency assessment;
      2. displays the information referred to in sub-paragraph 6.3.1 in a way that-
         1. shows the information collected in the immediately preceding week, broken down by hour or by a smaller unit of time; and
         2. shows the information collected in any other period (at least for data collected in the previous 12 months), broken down by month or by a smaller unit of time; and
      3. identifies the data completeness of the information recorded by the measuring instruments.
4. Provision of information and advice to you
   1. Upon your request, we will:
      1. at least once every three months, provide you with an explanation of the meaning of the Performance Information[[17]](#footnote-17) collected under the Agreement;
      2. provide you with all of the Performance Information collected under the Agreement for the twelve months prior to the date of your request; and
      3. provide you with any other information relating to you or the Agreement that we hold.

**Provision of information to the Department of Energy and Climate Change or Ofgem**

* 1. We will, on their request, provide to The Department of Energy and Climate Change, Ofgem or an agent nominated by Ofgem, in such manner and form and by such date as specified in the request, information relating to:
     + 1. the Agreement including any data collected, and anything else done, under the Agreement; or
       2. the heat pump.

1. Consumer Protection Requirements
   1. We will inform you-
      * 1. of the identity of any person who is providing a service under the Agreement and if that person changes; and
        2. if any service required under the Agreement is to be delivered by another person on behalf of the Certified Installer[[18]](#footnote-18).
2. Assignment of rights
   1. Subject to regulation 54 of the Domestic Renewable Heat Incentive Scheme Regulations 2014, you may assign all your rights and obligations under the Agreement to any other person who becomes owner of your heat pump (for example if you move house) provided you tell us if you do so.
   2. We may only assign our rights and obligations under the Agreement to another person where:
      1. you consent to us doing so; and
      2. the other person is a Certified Installer.

Part C: Terms and conditions[[19]](#footnote-19)

1. Your Order
   1. We will provide you with a Price for the supply and installation of metering and monitoring Equipment for your heat pump. The Price is valid for a period of 30 days from the date we provide it to you. If you wish to place an order then you must sign two copies of this document and return them to our address.
   2. No contract will be formed before we send an acknowledgement of your order to you. Once we have acknowledged your order, the contract between us will comprise Parts A, B and this Part and the Annex.
   3. We will rely upon the written terms set out in the Agreement. Please read them carefully before signing. If you need any explanations about these terms, please contact us at the address and telephone number provided. If any amendments to the Agreement are required, you must confirm these in writing and they must be agreed by an authorised representative of us.
   4. Your right to cancel
   5. You may cancel the Agreement for any reason during a period of fourteen (14) days commencing on the day after the date on which we sent you an acknowledgement of your order. You will lose your right to cancel after the expiry of this period.
   6. You can exercise your right to cancel your order by contacting us in writing. You may use the cancellation form at the Annex to the Agreement, but you do not have to. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
   7. If we have not started to provide the installation services, and you exercise your right to cancel before the end of the cancellation period, you will receive a full refund of the price paid for the services. If we have started providing the installation services at your request before the end of the cancellation period, then you will be required to pay our charges for those services carried out prior to you contacting us.
   8. You will only receive a refund for that part of the installation services not provided. You will not have the right to cancel your order for installation services once we have completed those services.
2. Supply of Equipment and Installation Services
   1. We agree to carry out the work with all reasonable skill and care in the supply of the Equipment and the Installation Services described in our Price. The Equipment we supply must:
      1. be of satisfactory quality;
      2. be fit for purpose; and,
      3. operate as we described to you.
   2. The Timetable
   3. We agree to supply the Equipment and carry out the Installation Services as specified in the timetable set out in our Price. We must have discussed that timetable with you before you sign the Agreement. Your acceptance of these terms indicates that you agree to proceed using that timetable.
      1. We may adjust that timetable after discussing this with you according to the conditions set out in Clause 8 of this Part. If we fail to carry out the work according to that timetable then the conditions set out in Clause 8.2 of this Part will apply.
      2. If, for whatever reason, there is any delay, suspension or cancellation of the supply of the equipment or its installation then the conditions described in Clauses 8.2.1 and 8.2.2 of this Part will apply.
   4. We will carry out the Installation Services, and all communications with you, in accordance with the Agreement.
   5. We must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities.
   6. The installation will comply with the MCS Domestic RHI Metering Guidance.
   7. Once the Installation Services are completed, we will give you any guarantees and other relevant paperwork related to your Equipment. We will give you these within seven days of the Installation Services being completed.
   8. We will provide you with guarantees that cover the equipment and installation. We will explain to you the terms of the guarantees both in writing and verbally.
   9. We may sub-contract the provision of the Installation Services or the Information Services to either of the sub-contrators whose details are set out in Part A, but we will be responsible to you for making sure that the sub-contractors comply with this Agreement while they are carrying out those services.
3. Price and payment
   1. Your main obligation to us is to pay us the Price.
   2. The Deposit
   3. If we ask for a deposit, you will pay us the deposit when you sign the Agreement. Should you decide to cancel the Agreement within the cancellation period (see Clause 1.4 of this Part) we will return that deposit to you in full.
   4. If you pay the deposit before we have inspected your heating system, and if we find during that inspection that the installation cannot proceed, then we will promptly refund that deposit to you in full.
   5. Payment
   6. The Price (minus any deposit paid) is due on completion and commissioning of the installation. We will issue you with an invoice when the work is complete and has been commissioned.
   7. You will not be entitled due to any alleged defect to withhold more than a reasonable and proportional amount of the outstanding balance. If you do withhold any amount after the due date because of any alleged defect you must give us notice before the final date on which payment is due. In that notice you must also state the reasons you are withholding the payment.
   8. Consequences of late payment
   9. If you fail to pay the amount specified in an invoice by the due date then we may charge interest until the full amount is paid. The interest rate we charge will be 3% above the base rate set by the Bank of England.
   10. We may require you to return and deliver up the equipment to us. Failing this we may take legal proceedings to recover the equipment or its outstanding value.
4. Your other obligations to us
   1. Supply of services
   2. You must agree to provide the following for our use free of any charge:
      1. water, washing facilities and toilets;
      2. electricity supply;
      3. safe and easy access to your property from the public highway; and
      4. easy access to the location within the property where the installation is to take place by removing all belongings;
      5. a safe working environment.
   3. You, or a contractor you employ, may need to carry out preparatory work before the installation described in the Price can start. If so, we will describe this to you in writing. This work must be finished before the agreed date on which installation work is due to start. This work must be undertaken by competent persons and must be of the necessary quality for the installation. If this preparatory work is not finished before the agreed date on which the installation is due to start, then the conditions described in Clause 8.3 of this Part will apply.
   4. Additional charges
   5. Should you be in breach of conditions set out in Clauses 4.1 and 4.2 of this Part you may incur additional costs due to delay and/or provision of additional services. You may be required to pay reasonable compensation to cover those extra costs. If this happens then Clause 7 of this Part will apply.
5. Delivery, Title and Risk
   1. We will deliver the Equipment to the location detailed in your order.
   2. Title in the Equipment will pass to you on completion of the Installation Services.
   3. We will be responsible for the Equipment until the Installation Services have been completed. If there is a delay between the delivery and installation of the Equipment, you must take reasonable care to ensure the Equipment is not damaged during this time.
6. Change of work
   1. If, after signing the Agreement, you want to change the work, you must consult with us first. We may be able to incorporate your changes into the installation provided that:
      1. it is technically possible;
      2. we have the necessary resources;
      3. the necessary permissions are in place; and
      4. you agree to pay the extra costs (if any).
   2. If we agree to this change of work you must
      1. confirm the change in writing; and,
      2. do so within 14 days of when you first tell us of the proposed change.
   3. We will then adjust the Price:
      1. by written agreement beforehand, if possible; or if not then
      2. by later written agreement; or if not then
      3. by referring to any priced documents, if this applies; or if not then
      4. by a reasonable amount for the work done or goods supplied.
   4. Every change that means extra or revised work (as opposed to changes that leave something out) may mean extra costs. We will try to keep those costs to a minimum.
7. Unexpected work
   1. The Price given to you must detail the hourly or daily costs that would result from any unexpected work due to site conditions or special circumstances beyond our control.
   2. Where unexpected work arises, we will tell you and ask how you want us to proceed. If you want us to continue then Clause 6.3 of this Part will apply.
8. Changes to Agreed Timetable
   1. We will make every effort to complete the work by the time agreed with you. Sometimes delays may occur for reasons beyond our control. If such delays occur we will complete the work as soon as possible*.*

Consequence of delay caused by us

* 1. You will be entitled to compensation if we cause significant or unreasonable delay due to factors within our control.
     1. In the case of major delays to the delivery of goods or installation then you may be offered different products of equivalent specification, value and quality, so long as they meet the requirements set out in Part B.
     2. In the case of major delays to the delivery of goods then you will be entitled to cancel the Agreement as detailed in Clause 9.2 of this Part.
  2. Consequences of delay caused by you
  3. We will seek to accommodate small delays without recourse to compensation. If the work is delayed or lasts longer than expected for any reason within your control, we will adjust the price accordingly, as shown in Clause 6.3 and subject to Clause 7 of this Part.

1. Cancellation of the Agreement
   1. Your rights
   2. As detailed above in Clause 1.4 of this Part, you can cancel the Agreement by contacting us no later than fourteen (14) days after the date on which your order was accepted by us. If you cancel the Agreement after the period referred to in Clause 9.1 and 1.4 of this Part then you may have to pay compensation for costs or losses reasonably incurred. We will try to keep those costs to a minimum.
   3. If there is a serious delay to the delivery of goods for reasons that are outside your control, but within our control, then you will be entitled to cancel the Agreement and receive a full refund.
   4. Additionally, if we are in serious breach of our obligations as detailed in the Agreement then you have a right to:
      1. cancel the Agreement and receive an appropriate refund; or,
      2. request a repair or a replacement; or,
      3. ask for compensation.
   5. You can seek those remedies if what we supply or install is faulty, incorrectly described or not fit for purpose. You cannot seek those remedies if you change your mind about the Agreement or you decide you no longer want some or all of the components.
   6. Our rights
   7. If you are in serious breach of your obligations as set out in the Agreement and you fail to remedy that breach within 14 days of receiving written notice from us about that breach, then we have a right to cancel the Agreement. We must give you reasonable opportunity to rectify the alleged breach.
   8. If your breach of the Agreement leads to a cancellation then you may have to pay compensation for reasonable costs or losses reasonably incurred.
2. Words used in the Agreement
   1. In the Agreement some words have particular meanings, as set out below:

|  |  |
| --- | --- |
| **Equipment** | the metering and monitoring service equipment to be installed under the Agreement; |
|  |  |
| **Information Services** | the services we provide to collect Performance Information; |
| **Installation Services** | the services we provide to install the Equipment at your premises; |
| **Performance Information** | the information generated by the Equipment relating to the performance of your heat pump; |
| **Price** | the price for the Equipment, the Installation Services and the Information Services; |
| **Terms and Conditions** | these terms and conditions, which are contained in this Part of the Agreement; |
| **we** or **us** | the Certified Installer whose details are set out in Part A of the Agreement; |
| **you** | the customer whose details are set out in Part A of the Agreement |

|  |  |
| --- | --- |
| Signed by [*insert name of customer]* | ………………………………………………………..……. |

|  |  |
| --- | --- |
| Signed by [*insert name of signatory]* for and on behalf of *[insert name of company]* | ………………………………………………………………..Director |

**Annex**

**Cancellation form**

To: [name of installer]

Address: [address of installer]

Email address: [insert email address]

I/we hereby give notice that I/we cancel my/our contract of sale of the following goods/for the supply of the following service:

Ordered on / received on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

1. *Note for installers: if more than two subcontractors are used, you must include details of each additional subcontractor by adding further copies of this table.* [↑](#footnote-ref-1)
2. “measuring instrument” means an eligible meter, a temperature sensor, or any equipment which records information used to determine the efficiency of a biomass plant. “Biomass plant” means a plant which is a biomass boiler or a biomass stove but not both.

   “Biomass boiler” means a plant which is designed and installed to burn solid biomass to provide heat; is designed to minimise direct heat loss to the immediate area in which it is installed; is not capable of providing heat to a property without using liquid to deliver that heat; and is not designed to generate heat for the purpose of cooking food.

   “Solid biomass” includes wood pellets.

   “Biomass stove” means a plant which is designed and installed to burn wood pellets to generate heat which is radiated directly into the room in which it is installed; and is not designed to generate heat for the purpose of cooking food unless it is a cooker stove.

   “Cooker stove” means a biomass stove which is capable of generating heat for the purpose of cooking food but which is designed to ensure that heat generated for that purpose is incidental to, and cannot be controlled separately from, any heat generated for the purpose of space heating or domestic hot water heating. [↑](#footnote-ref-2)
3. “eligible heat meter” means a heat meter which meets the relevant requirements set out in Annex 1 to the Measuring Instruments Directive, the specific requirements listed in Annex MI-004 to that Directive and the requirements for accuracy class 3 as defined in Annex MI-004 to that Directive. “Heat meter” has the same meaning as that given in Annex MI-004 to the Measuring Instruments Directive. “Measuring Instruments Directive” means Directive 2004/22/EC of the European Parliament and of the Council on measuring instruments. [↑](#footnote-ref-3)
4. “heat pump” means a plant which is an air source heat pump or a ground source heat pump but not both. [↑](#footnote-ref-4)
5. “domestic hot water” means hot water used for a purpose other than space heating or heating a swimming pool. [↑](#footnote-ref-5)
6. “eligible meter” means an eligible electricity meter, eligible gas meter, eligible heat meter or eligible oil meter. [↑](#footnote-ref-6)
7. “temperature sensor” means a device that measures temperature by employing an electrical signal. [↑](#footnote-ref-7)
8. “eligible electricity meter” means an electricity meter which meets the relevant requirements set out in Annex 1 to the Measuring Instruments Directive, the specific requirements listed in Annex MI-003 to that Directive and the requirements for accuracy class A as defined in Annex MI-003 to that Directive. [↑](#footnote-ref-8)
9. “ground source heat pump” means a plant which generates heat by absorbing energy stored in the form of heat from the ground, including water in the ground, or surface water or both and uses that energy to heat a liquid. [↑](#footnote-ref-9)
10. “air source heat pump” means a plant which generates heat by absorbing energy stored in the form of heat in the ambient air outside a property and uses that energy to heat a liquid. [↑](#footnote-ref-10)
11. “external temperature” is the temperature measured at the property by any temperature sensors if the relevant sensors are installed at the property; or at a meteorological station which the Certified Installer regards as most likely to measure temperature that represents the external temperature at the property. [↑](#footnote-ref-11)
12. The “metering requirements” are that-

    a certified installer was responsible-

    for the installation of an eligible meter installed before, on or after 9 April 2014; or

    in the case of any eligible meter installed before 9 April 2014, for checking that it was properly installed;

    each eligible meter-

    is positioned in accordance with regulation 16 of The Domestic Renewable Heat Incentive Scheme Regulations 2014;

    is properly calibrated;

    is properly installed and in good working order; and

    bears a label which identifies the meter using a unique reference number which enables the meter to be consistently identified when the information recorded by the meter is submitted to Ofgem. [↑](#footnote-ref-12)
13. “eligible gas meter” means a gas meter which meets the relevant requirements set out in Annex 1 to the Measuring Instruments Directive, the specific requirements listed in Annex MI-002 to that Directive and the requirements for accuracy class 1.5 as defined in Annex MI-002 to that Directive. [↑](#footnote-ref-13)
14. “eligible oil meter” means an oil meter which meets the relevant requirements set out in Annex 1 to the Measuring Instruments Directive, the specific requirements listed in Annex MI-005 to that Directive and the requirements for accuracy class 1 as defined in Annex MI-005 to that Directive. [↑](#footnote-ref-14)
15. “data completeness”, in relation to information recorded by measuring instruments over a particular period and presented in a format available for viewing by the installer and participant, is the total number of readings by the instruments and presented over that period divided by the maximum number of readings that could have been recorded at two minute intervals by the instruments in that period, expressed as a percentage. [↑](#footnote-ref-15)
16. “efficiency” means the ratio of the heat generated by the heat pump to its energy consumption. [↑](#footnote-ref-16)
17. "Performance Information" the information generated by the Equipment relating to the performance of the heat pump. [↑](#footnote-ref-17)
18. “certified installer” means a person who is certified by the Microgeneration Certification Scheme or a scheme which is-

    equivalent to that scheme; and

    accredited under EN 45011 or EN ISO/IEC 17065:2012. [↑](#footnote-ref-18)
19. *Note for installers: although the terms and conditions set out in this Part are not compulsory in order for the agreement to be registered by Ofgem for the MMSP, it is recommended that these terms are retained. If these terms are not retained, other terms covering price, payment, termination and other issues will need to be included.*  [↑](#footnote-ref-19)