

## Microtricity

### Feed-in Tariff – Your questions answered

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#### **FIT ownership FAQ**

##### **What happens if I move?**

If you move home, the ownership of your renewable energy systems will usually transfer to the new owners and they'll qualify for your FIT payments. You'll need to notify us of the change at least 14 days before you're due to move. You should then take a meter reading from your generation meter on the day the sale completes and send it to us so that we can make a final payment to you and close your FIT account.

##### **What if I buy a home that has a FIT-registered installation?**

First, you'll need to ensure that the FIT installation is included in the purchase of the home.

Then, if the installation is already registered with Ecotricity, get in touch with us so that we can change of ownership over to you on our system. We'll then ask you for extra information including the meter reading on the completion date, for proof of ownership and identification.

##### **A family member has passed away and I need to change the registered owner**

To transfer the ownership and the associated FIT payments, please get in touch as soon as you're able to and provide a copy of the death certificate. Outstanding payments will be made to the executor of the estate, so please also let us know who this is. We'll then be able to arrange a change of ownership application for the person who has inherited or purchased the property.

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#### **FIT payments FAQ**

##### **When will I receive my payment?**

Depending on when you submit your meter reading, you can receive payments up to four times a year – usually at the end of February, May, August and November. We'll send you a reminder to [submit your meter readings](#) before the end of each quarter, and use them to calculate your payments. We have to submit our claim for the FIT payments to Ofgem and wait for them to verify the generation and authorise payment. Once we receive the money from Ofgem, we can make payments to our FIT customers.

To change how you receive your FIT payments, download the Microtricity Change of Payment Details Form below, complete and email it back to [microtricity@ecotricity.co.uk](mailto:microtricity@ecotricity.co.uk)

[Microtricity Change of Payment Details Form \(PDF, 34 KB\)](#)



### **How will you send my payment?**

Your payment will be made directly into your nominated bank account, unless you have chosen to apply it as a credit to your energy account. Please make sure we have up to date details for your bank account, otherwise your payment might be delayed.

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### **How is my payment calculated?**

We need work out how much generation we need to pay you for. We do this by taking the most recent generation meter reading you've given us and subtracting the last reading we paid you for. For the generation part of the FIT payment, we take this kWh figure and multiply it by your generation tariff rate to work out how much to pay you.

The export part of your FIT payment will depend on whether you have an export meter. If you do, we will take export readings from you and pay the export payment based on that. But if you don't, we will take the kWh figure calculated from the generation meter, multiply it by the deemed export percentage (50% for solar installations) and multiply it by the export tariff rate. The tariff rates and deemed export percentage rates are set by Ofgem and posted on their [website](#).

### **I haven't received my payment statement**

We send out payment statements after the end of each quarter, provided you've given us a meter reading for that quarter. You'll then receive the payment statement by post. If you haven't received your statement, then please get in touch.

### **Will you let me know if my payment has been delayed?**

Yes, if for any reason we're unable to make your payment when we expect, we will contact you to let you know.

### **Do I have to pay tax on the money I earn from FIT?**

FIT payments are tax free if you use the electricity you generate in your own home. If you're VAT registered, let us know when you sign up and we'll set up VAT for your export payments.

### **What if you received a grant for your system?**

If you received a grant to install your renewable energy, your eligibility may be affected. Email us at [microtricity@ecotricity.co.uk](mailto:microtricity@ecotricity.co.uk) or call us on 0345 555 7600 to find out more.

### **Can I pay my energy bills with money I earn from FIT?**

Yes, you can use money earned from FIT to pay your energy bills. Please email us your FIT ID and energy supply customer number if you want to do this at [microtricity@ecotricity.co.uk](mailto:microtricity@ecotricity.co.uk)

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## **Meter reading FAQs**

### **Who takes my generation meter reading?**

It's up to you to take a meter reading and send it to us. You need to do this in order to receive FIT



payments. Someone may come to inspect your meter, but this usually only happens once every two years and you shouldn't rely on this for submitting meter readings.

### **How often should I submit meter readings?**

You need to submit readings once per quarter. The best time to submit your reading is in March, June, September and December. You can submit them less frequently, however, you will only receive a FIT payment once you have sent us a reading. Don't worry though, you'll never miss out a FIT payment – you just won't be paid for your generation until you submit a reading.

### **How do I submit meter readings to Ecotricity?**

The best way to submit a meter reading is through our website, just [follow this link](#). You'll need to have your FIT ID handy and your meter serial number, as well as the reading.

### **Why would a meter reading be rejected?**

We have to check whether your meter reading is acceptable by using typical tolerance ranges, to identify those which are unusually low or high. If the reading fails this tolerance check we will get in touch to ask you to check the reading again, and sometimes to ask for a photo of it as Ofgem may require this as proof that the reading is legitimate.

### **My meter isn't working properly**

If you think your meter isn't working properly contact your installer to get them to check the meter. If your installer is no longer in business then you will need to find another installer to inspect, and potentially replace, the meter.

### **My meter has been replaced**

If you've recently replaced your meter, get in touch with us. We'll then need you to tell us the date the meter was replaced and the final reading on the old meter. Lastly, you'll need to tell us the make, model and serial number of the new meter and the reading on the new meter when it was installed.

