

Microtricity Feed-in Tariff (FIT) – Help Guide



Schedule

Meter Read Submitted	Payment Statement Sent	Payment Made
1 January – 31 March	End of April	End of May
1 April – 30 June	End of July	End of August
1 July – 30 September	End of October	End of November
1 October – 31 December	End of January	End of February

Meter Readings

Step 1: Let us know

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 to get the maximum of 4 payments per year. We'll send you a reminder to submit your meter readings before the end of each quarter. You can send them less often, but you'll only receive a FIT payment once you've sent us 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 (format: FITxxxxxxx-x) handy, as well as the reading.

Why would a meter reading be rejected?

We check whether your meter reading is acceptable by using typical tolerance ranges to identify those which are unusually low or high. If the reading doesn't pass this check we'll get in touch to ask you to take the reading again. Sometimes we'll ask for a photo of the meter as Ofgem may require proof that the reading is legitimate.

What do I do if my generation meter isn't working properly?

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

Do I need to let you know if my generation meter has been replaced?

If you replace your meter, please take the following details and pass them on to us so we can update your account:

- The date the meter was replaced.
 - The final reading on the old meter. If you have a SMART/export meter, please take an export reading at the same time.
 - The make/model/serial number of the new meter.
 - The reading on the new meter when it was installed.
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Payments

When will I receive payments?

Depending on when you submit your meter readings, you can receive payments up to 4 times a year. We submit our claim for the FIT payments to Ofgem at the end of each quarter. Once we receive the money from Ofgem, we then make payments to our FIT customers.

How will you send my payment?

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

How do I update my bank details?

To change how you receive your FIT payments, please download and fill in the [Microtricity Change of Payment Details Form](#) and send it to microtricity@ecotricity.co.uk.

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

Yes, if you're on supply with us then you can use money earned from FIT to pay your Ecotricity energy bills. If you'd like to do this, please email your FIT ID and Ecotricity Account Number to microtricity@ecotricity.co.uk.

How is my generation payment calculated?

To work out how much generation we need to pay you for, we take the most recent generation meter reading you've given us and subtract the last reading we paid you for. To calculate the FIT payment, we take this kWh figure and multiply it by your generation tariff rate(s) to work out the total payment.

How is my export payment calculated?

This will depend on whether you have an export/SMART meter. If you do, we'll take export readings from you and pay the export payment based on that. If you don't and you're eligible for deemed (estimated) export payments, we'll take the kWh figure calculated from the generation readings, multiply it by the deemed export percentage (50% for solar, 75% for hydro), and then multiply the total by the export tariff rate.

Do all FIT providers pay the same tariffs?

Yes – generation/export tariff rates and deemed export percentage rates are set by Ofgem and posted on their website. These are subject to change in April each year in line with the Retail Price Index.

What do I do if I haven't received my payment statement?

We send out payment statements by post after the end of each quarter, provided you've given us a meter reading for that quarter. You should get your payment statements by the end of the first week of February/May/August/November. If you haven't received your statement, then please contact us.

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

Yes, if we're unable to make your payment when we expect, we'll 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 you'll need to pay 20% VAT on the export part of your payments. Let us know and we'll set you up – we have a self-billing service that makes it hassle free.

What if I received a grant for my system?

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

Ownership Changes

What happens if I move home?

If you've sold the renewable energy system as part of a property sale, the FIT account/payments will transfer to the new owners. You'll need to notify us of the change at least 14 days before you're due to move. You should take a meter reading from your generation meter (and export meter if applicable) on the day the sale completes. Send the meter read to us along with your forwarding address – we'll make a final payment to you and close your FIT account.

What happens if I buy a home that has a FIT-registered system?

If the renewable energy system was included in the purchase of the home and the system is registered with Ecotricity, please get in touch with us so we can change the account over to you. Please note that we'll need some information from you, including the meter reading on the purchase completion date, proof of ownership and identification.

What happens if a family member has passed away and I need to change the registered owner?

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 arrange to change the ownership over to the person who has inherited or purchased the system.

Switching

How do I switch my FIT account to Ecotricity?

If you'd like to switch your FIT account from another supplier to us, please download and fill in the [Microtricity Switch FIT Form](#) and send it to microtricity@ecotricity.co.uk along with the accompanying documents.

Can I switch my FIT account to Ecotricity even if I'm not on supply with you?

Absolutely! You don't have to get your electricity supply from Ecotricity to be a FIT customer.

How do I switch my Ecotricity FIT account to a different FIT provider?

If you want to switch your account, you'll need to contact your new provider. They'll contact us to start switching your account. We'll then make your final Ecotricity payment once the switch is complete.

Meter Verification Checks

Why do you need to check my meter every 2 years?

Ofgem requires FIT providers to check meters at least once every 2 years. We'll ask you to send us a photo of the meter or, alternatively, we may send an agent to check your meter.

If we're unable to complete the check, or the reading we receive isn't valid and can't be easily resolved, we may need to suspend your account. This means you won't be able to receive any payments until the check is completed successfully. You won't miss out on any payments, though – the generation will continue to accrue and you'll receive payments as normal once your account is unsuspending.

What do I need to do if you request a photo of my meter?

You'll need to send a digital photo of your generation meter to us by email. The photo must clearly show the meter reading on the display screen, as well as the meter serial number. If you're not able to show both of these in the same photo, then you'll also need to send us a video showing the meter reading and serial number in the same shot. If you're unable to see the serial number at all (e.g. because of a wall partially in front of the meter), you must submit photographs of the meter from all sides showing that it's not possible to see the serial number. If it's not safe for you to access the meter to take a photo, please let us know so we can discuss this with you.

What happens if you need to send an agent to check my meter?

We'll let you know in advance if our third party agents need to visit. They'll then contact you directly to book an appointment. During the visit the agent will confirm the serial number and meter reading, and take a photo. We recommend asking to see the agent's company ID before allowing them entry to your home. If in doubt, please contact us to confirm the visit is legitimate.