



SEG Application form and supporting documents guide

There is quite a lot of information that we need from you when you apply for SEG and we know it can get confusing. To help everyone get it right the first time round, we've put together this guide for completing the application form, and more information about the other documents that we'll need from you.

Documents

Let's start with the documents – You'll need to send some or all of these to us at seg@ovoenergy.com once you've completed the [application form](#). Please include your name, and full address in the email, so that we can match it up with your application.

Proof of ownership

What – A paid in full invoice for the system, or one with a due balance of £0 would be ideal. Alternatively, we can accept a letter from your installer, building contractor or solicitor to confirm you are the owner of the system. If the system was already at the property when you moved in, we can again accept a letter from your building contractor or solicitor or we can also accept a Land Registry document for the property and a fixtures and fittings form. The document must have your name and the system address on it.

Why – We need to make sure that the person applying is the owner of the system and that it's definitely been paid for.

Proof of ID

What - This can be a copy of your passport, full driving licence (Photocard or old style), birth certificate or firearms licence. The document must be in date and state your full name.

Why – We just need to make sure you are who you say you are. If someone other than yourself is going to receive the SEG payments, we will need a copy of their ID too.

Proof of Address

What – We can accept a copy of: a utility bill (Water, Electricity, Gas) dated within the last three months, a council tax bill for the current year, a bank, building society or credit union statement dated within the last three months, Electoral register entry, or a HMRC tax demand dated within the last year. The document must have your name and the system address on it.

Why – We'll use this to check that the address is correct and that you're linked to the property. We'll only need this if you're not an electricity customer with OVO.

MCS or equivalent

What – An MCS (Microgeneration certification scheme) certificate is provided to you by your installer once the system has been fully commissioned. The certificate number is at the top of the document and will look something like this: MCS-01234567-A.

Instead of an MCS certificate your installer may have given you a Flexi Orb certificate. This will have the certificate number in the middle of the document and will look something like this:
Flexi-01234567890

If you don't have either of these documents then we'll be looking for a certificate from your installer which confirms that: the system has been fully commissioned, up to the relevant trade standards, states the date the system was commissioned, and the system size. If you're not sure if you have the right document, please send us the certificate that you have and we'll check it for you.

Why – Our governing body, OFGEM, has stated that the system must have an MCS certificate or equivalent accreditation in order to be eligible for SEG payments.

DNO approval

What –When a system is installed, your installer needs to make sure that your Distribution Network Officer (DNO) is aware that your system will be putting energy back into the national grid. Your installers will let the DNO know by sending off an application which the DNO will either approve or reject. We need to see the confirmation that it's been approved. This will be a letter or email from the DNO, to your installer, confirming that their application was accepted.

Why – We need this document to create an export MPAN (Meter Point Administration Number) for you. If we cannot create an export MPAN for your system and property, or if the installer's application was rejected by the DNO,, we won't be able to pay you for SEG, so it's really important that you send this to us.

Battery schematics

What – You only need to send this if you have a storage battery installed. We'll need a detailed line diagram clearly showing the direction of energy going from your solar panels to the rest of the installation. Please be sure that the battery is clearly labelled along with the export meter, generation meter and supply meter.

Why – We need to make sure that the electricity that is being recorded on your export meter, is definitely coming from your system, and not from another source.

Company authorisation letter

What – We'll only need this if you're applying on behalf of a company. We'll need a letter from a director or equivalent at the company to authorise you to be the listed owner of the system for SEG purposes. This will need to be signed and on company headed paper.

Why – We just need to make sure that you're allowed to apply on behalf of the company.

Grant details

What – An agreement between the parties which confirms how much the grant is and what it has been used for. Please note that this is not a loan or a sales agreement with your installer, but only

applicable when you have received money from the government or other public organisation to pay for your system.

Why - We'll need to know the details of the grant to make sure that you'll be eligible for SEG payments.

Application form

If you're not sure what we're asking for on our application form, the below might be able to help you out:

System capacity - This is the size of your renewable system in kilowatts.

Feed in Tariff ID number - This will look something like FIT00123456-1 and you should be able to find it on any Feed in Tariff paperwork you have. If not, your Feed in Tariff licensee will be able to let you know what it is. **This only applies to you if you already receive Feed in Tariff payments.**

MPAN - An MPAN is your Meter Point Administration Number which is where your property is connected to the national grid - If you do not know what this is, you can get this by calling your energy supplier or it can usually be found on your electricity statement. It will always be 13 digits long.

The below details are all in reference to the meter that records your export. In the majority of cases, this will be your electricity smart meter. We do not accept electricity supply, generation, in home display or inverter readings so please make sure you are providing the correct details here.

Meter make – This is the manufacturer of your meter and is usually printed on the meter. Your installer or supplier may also be able to give you this information.

Meter model – This is the type of meter you have and is commonly a short combination of numbers and letters, for example, E100 or A110. This will be printed on your meter and your installer or supplier may also be able to give you this information.

Meter serial number – This is the identifier for your specific electricity supply or export meter and again will be printed on your meter, often under a barcode. If you have a smart meter, it's likely that the serial number will have at least one letter in it. Your installer or supplier may also be able to give you this information.

Export meter reading – If you are taking an export reading from your smart meter, you can find instructions to do this [here](#).

Any other questions?

If you haven't found what you're looking for here then please let us know. We have some FAQ's on our [website](#), you can email us at seg@ovoenergy.com or give us a call on 0330 303 5063.

