

Microgen online by Power NI

A user guide on our online system
for Microgen customers



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Please note it is the responsibility of you the generation station owner to complete your own application.

Introduction

Microgen is a tariff which allows Power NI to purchase exported electricity (electricity you generate but don't use on your premises) and ROCs (Renewable Obligation Certificates) on electricity which is generated by a renewable source.

These arrangements are called the Power NI Microgen tariff.

You will receive payments:

1. For **Renewable Obligation Certificates (ROCs)** – for all electricity generated on your premises. If we are acting as your agent we will contact you at the end of March each year for a reading from your generation meter.
2. For **export** – for electricity that you generate but don't use on the premises and export back to the grid. We will contact you at the end of September each year to request a reading from your export meter (for a small number of customers, this is quarterly). You must have an NIE Networks import / export meter fitted to allow you to do this.

To help you get the most out of your generation station we have developed a new online system exclusively for Power NI Microgen customers. This new service allows you to submit your ROC and export meter readings online, view previous meter readings and keep track of all your payments and invoices.

Registering for the Microgen tariff

To register for the Microgen online account visit the following link <http://microgen.powerni.co.uk> and click on 'Register now'.

Note - If you already have an account you do not need to register for a new account. If you wish to use the same email address for a separate account this will not be possible. A new unique email will be required.



Microgen login /

Microgen by Power NI

Login / Register to manage your generation station

Sign in to Microgen

Email Address or Username:

Password:

[Forgot Password?](#)

Reasons to register

Register for Microgen and you can:

- Register Generation Station
- Monitor the progress of an application
- Submit Meter Readings
- View Historical Payment History
- View Historical Meter Readings

You will then be asked to complete the following information:

- **Title**
- **First Name**
- **Surname**
- **Postcode for Correspondence Address** - enter your postcode for your Correspondence and select check.
- **Choose Address** - From the Postcode for Correspondence Address, a series of Addresses will be listed, select your address.
- **Telephone Number**
- **Mobile Telephone Number**
- **Account Security Question** - For improved security, all accounts must have a security question: ***This will be required as part of a security check if you call us.***
 - What is your mother's maiden name?
 - What is the name of your first school?
 - What was the name of your first pet?
- **Security Question Answer**
- **Are you an individual acting on behalf of a company?** - If you are representing a company, select 'yes' and complete the additional questions begin.
 - **Position in Company**
 - **Company Name**
 - **Company Number**
- **VAT Number** - if the company you are representing is registered for VAT, enter the VAT Number.

You will be required to attach a letter on company headed notepaper and signed by an authorised officer of the company confirming that you are employed by the company. This must be a pdf document or jpeg image.
Once all information is complete, select '**Create my Account**'.

CREATE YOUR MICROGEN ACCOUNT

Personal Information
 Fill in the details below to create your Microgen account:

Account Type:

Title:

First Name:

Surname:

Headline for Correspondence Address:

Choose address:

Telephone Number:

Mobile Telephone Number:

Account Security Question:

Security Question Answer:

Are you an individual acting on behalf of a company?
 No Yes

You will be prompted that the registration was successful (below) and an email will be sent to the email address providing you with next steps on how to add your generating station to complete your application.

Thank you for registering with us

You will receive an email from us for verification purposes.
 Please click on the link in the email to log in to the system and follow the instructions to complete your registration.

If you do not receive an email, please send the address

Adding a generating station

Within the 'Generation Stations' tab, click 'Add new generating station'.

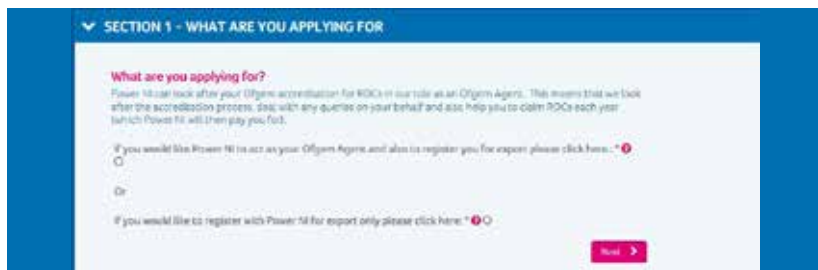


There are six sections that must be completed.

Section 1 - What are you applying for

There are two options to choose from:

- If you would like Power NI to act as your Ofgem Agent, or;
- Export only*



Section 2 – Generation Station Details

Enter information on the Generation Station and the type of technology installed. Enter all required information and select 'Next'.

- **Generation Station Name.**
- **MPRN Number** – 11 digit MPRN for the site.
- **Postcode for Generation Station** – enter the postcode for the site your generation station is installed, select 'Check' and select the address from the drop down menu.
- **Confirm address of generation station** – confirm address by ticking 'This is the correct address'.
- **Technology Installed** – select the type of technology installed at the site.
- **Date Installed**

*Please be aware that if you do receive ROCs for your generation site you must transfer these ROCs to PowerNI when received.

- **Declared Net Capacity** - the maximum capacity at which an eligible installation could be operated without causing damage.
- **Date of Commissioning** – the date that your renewable technology started generating from.
- **Make of Generation Meter** – the make of the generation meter installed.
- **Model of Generation Meter** – the model type of the generation meter installed.
- **Serial Number of Generation Meter** – the serial number of the generation meter installed.
- **Generation Meter Reading at date of commissioning** – the Meter Reading supplied on the MCS certificate.

All of this information can be found on your MCS certificate.

SECTION 1 - WHAT ARE YOU APPLYING FOR

SECTION 2 - GENERATION STATION DETAILS

Please provide a name for your Generating Station: *

MPN Number: *

Postcode check for Generation Station: *

Check

Confirm address: *

Please enter your MPN Number and Postcode above, then click Check

This is the correct address

Technology Installed: *

Please select a technology

Date Installed: *

Total Installed Capacity (kW): *

Declared Net Capacity: *

Date of Commissioning: *

Section 3 - Installer Details

Enter information on your installer; this will be for information purposes only should the Installer need to be contacted. Enter all required information and select 'Next'.

SECTION 3 - INSTALLER DETAILS

Installer details

Installer name *

Installer Address

House Name / Number *

Address Line 1 *

Address Line 2

Town / City *

County *

Postcode

Installer contact number *

Installer e-mail address *

[Save and Continue](#) [Next](#)

Section 4 - Grid Connection Information

Enter information on your Grid Connection, and select 'Next'.

SECTION 4 - GRID CONNECTION INFORMATION

Important Connection Information

Please note your installer must complete a Northern Ireland Electricity (NIE) Generation Application Form (GAF-1036). Once accepted, NIE will contact you directly to arrange the installation of an Import/Export meter. For more information on the grid connection process please go to www.nie.co.uk

Do you have a grid connection in place with NET? *

Yes No

Is it within the following? *

OGD OGDs

Do you use a fossil-fueled auxiliary generator? *

Yes No

Does your system generate on-land in the UK? *

Yes No

Do you use any of the electricity that you are generating in your own property or on-site for domestic purposes? *

Yes No

Does the generating station export all the electricity generated to the Grid? *

Yes No

[Save and Continue](#) [Next](#)

Section 5 - Document Upload

Here you will be required to provide a Schematic diagram and an MCS certificate. If you have appointed Power NI to act as Agent you will also need to upload an Ofgem Agent Appointment Form. Click **'Select File'** and browse for the location of the file you wish to upload, select **'Upload'** once you have confirmed this is the correct document for upload.

Note: documents must be uploaded in a PDF or jpeg format.

Once all documents have been uploaded, select **'Next'**.



The screenshot shows the 'SECTION 5 - DOCUMENT UPLOAD' interface. It features a blue header bar with the section title. Below the header, a pink message states: 'The following documents must be uploaded to complete your application:'. There are three document upload sections, each with a green 'Select File' button and a 'Please select file(s) to upload' prompt. The sections are: 1. 'Schematic diagrams*' with a sub-note: 'This is a wiring diagram which your installer can provide for you. Please make sure that the name of your generating station, generation meter details and equipment details eg. number of panels and total installed capacity are included on the diagram.' 2. 'MCS certificate*' with a sub-note: 'Your installer should provide you with a MCS Certificate and a good quality copy must be provided.' 3. 'Ofgem Agent Appointment Form*' with a sub-note: 'Ofgem require this document to confirm you wish to appoint Power NI as your Ofgem agent. Your generating station name must be on the document and it must be signed.' At the bottom right, there are two buttons: a green 'Go to Last' button and a pink 'Next' button.

Section 6 - Summary

A summary of all sections you have entered information for will be displayed on screen. Any sections highlighted red or amber have information missing and will be required to be corrected before an app can be submitted once all sections are entered, select **'Next'**.



The screenshot shows the 'SECTION 6 - SUMMARY' interface. It features a blue header bar with the section title. Below the header, a pink message states: 'Submission Summary: Because a summary of the form sections, please ensure you have completed all sections before submitting'. A list of five sections is displayed, each with a green dot to its right: 1. WHAT ARE YOU APP, VVO FOR (green dot), 2. GENERATION STATION DETAILS (green dot), 3. INSTALLER DETAILS (green dot), 4. GRID CONNECTION INFORMATION (green dot), 5. DOCUMENT UPLOAD (green dot). At the bottom right, there are two buttons: a green 'Go to Last' button and a pink 'Next' button.

Terms & Conditions

You must read through the Terms and Conditions of the agreement, tick that you have read them and whether you would like to receive updates on Power NI products and services. Once you have ticked the relevant boxes, select **'Submit Application'**.

The screenshot shows a web page titled "TERMS & CONDITIONS". Under the heading "Terms & Conditions", there is a sub-heading "Please review the terms and conditions of the agreement below." Below this, there is a scrollable text area containing three paragraphs of terms and conditions. At the bottom of the page, there are two checkboxes: "I have read and accepted the Terms and Conditions" and "I would prefer not to receive updates about Power NI's products & services via email or text." To the right of these checkboxes are two buttons: "View Fullscreen" and "Submit Application".

You will be notified by the system that your application has been successfully submitted.

Resetting your password

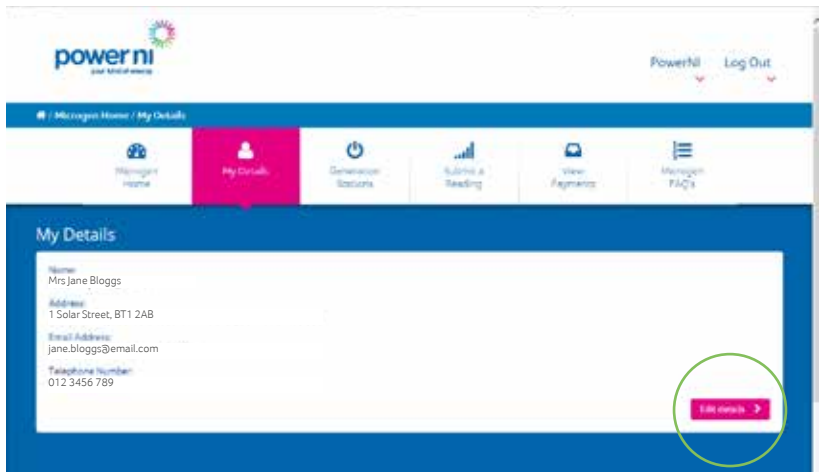
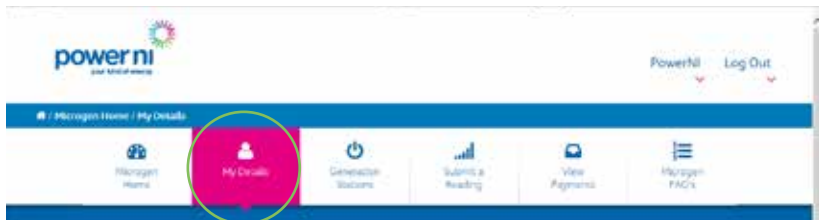
If you need to reset your password click on the **'Forgot password'** link. You will then be asked to enter your email address where you will be sent instructions on how to reset it.

The image shows three screenshots of the Power NI website's login and password reset process. The top left screenshot shows the login page with fields for "Email Address or Username", "Password", and "Forgot Password?", along with a "Login" button. The top right screenshot shows the "Register for Microgen and you can:" page with a list of benefits: "Register Generation System", "Monitor the progress of an application", "Submit Meter Readings", "View Renewed Payments History", and "View Meter Readings", along with a "Register Now" button. The bottom screenshot shows the "Forgot Password" page with a "Forgot Password" link, a "Enter your email address" field, and a "Request Password Reset" button. At the bottom of the page, there is a small disclaimer: "If you're having any trouble please contact our customer service team on 0800 000 0000.".

How to edit your contact details

The **My Details** section of the portal contains all of your contact details. To avoid any delay in your payments it is important that you make us aware of any changes to your details such as your correspondence address. For more information visit www.powerni.co.uk/microgenhelp

If you need to amend any of these click on the **'My Details'** tab and then the **'Edit details'** button. To change your email address you will need to contact Power NI to change on your behalf.



Here you can amend any of your personal details or change your password. Once finished, click on the **'Save my changes'** button.

If you need to add/remove a generation station or add additional capacity please refer to the user guide at www.powerni.co.uk/microgenhelp

Find the latest Microgen tariff prices

The Microgen tariff rates for ROC and export are subject to fluctuation and are approved by the Utility Regulator each year. Every year we will publish these on our website to help you plan ahead.

To learn more about the current years rates prices click on the 'Generation Stations' tab then click on the 'View current rates' button.

The screenshot shows the PowerNI website interface. At the top, there is a navigation bar with the PowerNI logo and 'Log Out' link. Below this is a secondary navigation bar with tabs for 'Microgen Home', 'My Details', 'Generation Stations' (which is highlighted in pink), 'Submit a Reading', 'View Payments', and 'Microgen FAQs'. The main content area is titled 'My Generation Stations' and displays a table with one entry: 'Jane's Solar System' with a status of 'Active'. A button labeled 'View current rates' is circled in green in the top right corner of the main content area.

The tariff rates for export and ROCs based on generator type will then be displayed.

The screenshot shows the 'Current Tariff Rates (from 01 October 2015 - 30 September 2016)' page. It is divided into two sections: 'Export' and 'Renewable Obligation Certificates (ROCs)'. The 'Export' section has a table with 'Energy Type' and 'Agent Customers'. The 'ROCs' section has a table with 'Generator Type', 'Power Output', 'Banding Level', and 'Price per kWh'.

Energy Type	Agent Customers
Generators up to 50kW	4.81p/kWh

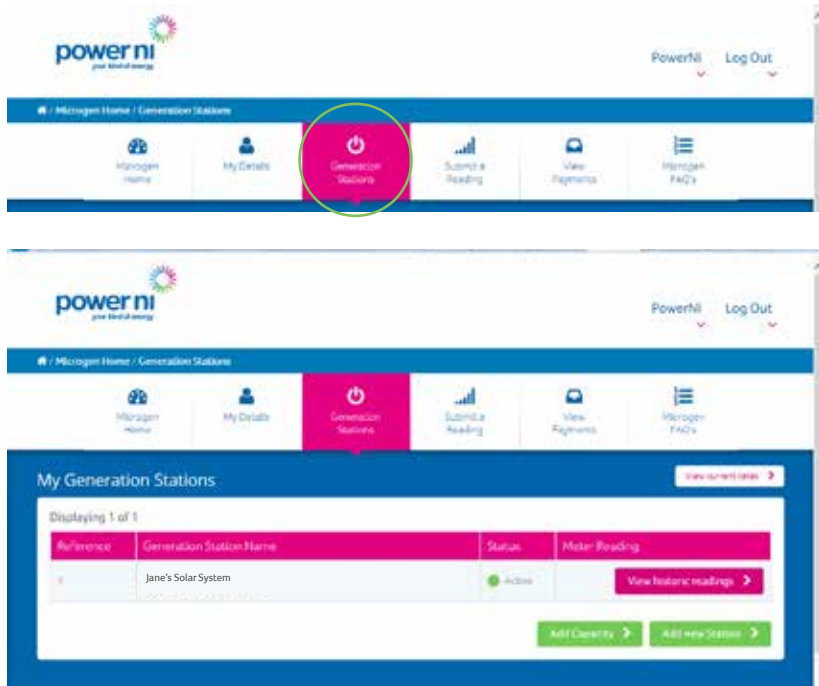
Generator Type	Power Output	Banding Level	Price per kWh
Wind	Up to 2700kW	4 ROCs	15.84p/kWh
Solar Photovoltaic (PV)	Up to 50kW	4 ROCs	15.84p/kWh
	Up to 200kW	4 ROCs	15.84p/kWh
Hydro	20kW - 200kW	4 ROCs	15.84p/kWh
AD	Up to 50kW	4 ROCs	15.84p/kWh
Biomass	Up to 50kW	2 ROCs	7.82p/kWh

*Prices correct at time of printing, January 2016. Prices subject to change annually.

View previous readings

For your own records, Microgen online allows you to keep track of readings you have submitted in the past for ROCs and export.

You can view these by clicking on the 'Generation Stations' tab.



Then click on the 'View historic readings' button. This will show previous readings you have submitted (from 2012) for the selected station.

Meter Readings for Station 7

Export readings		ROC readings	
Reading Date	Export Reading	Reading Date	ROC's Reading
20/02/2015	1724.258	15/03/2014	4361.000
08/04/2015	2021.000	30/03/2012	3021.000

How to submit meter readings

You will be contacted via email twice a year to submit meter readings:

1. At the end of March each year for a ROC reading from your generation meter.
2. At the end of September each year for a reading from your import/export meter.

To submit a meter reading click on the **'Submit a reading'** tab in the home section.

You will only be able to submit a reading when we advise you can do so.

Reference	Generation Station Name	Meter Read Status	Export Reading	ROC's Reading	Select All
	Jane's Solar System	Active	Reading: 1541 Date: 30/03/2015 Send Reading: Manual Read Process Reading: 30/01/15 Serial Number: 00463675	Reading: 4967 Date: 30/03/2015 Send Reading: Manual Read Process Reading: 30/01/15 Serial Number: 00463675	<input type="checkbox"/>

If you have more than one generating station registered you will need to select which station you will be submitting a reading for by checking the tick box.

In the **'Export Reading'** and **'ROCs Reading'** column, type in your reading and the date the reading was taken. When you are finished click on the **'Submit Readings'** button. Please note you will be asked to submit either a ROC or export reading depending on the time of year a reading is requested. You will not be able to submit both readings.

A message will then appear confirming that your reading has been saved.

To confirm you have successfully submitted your readings please check that has been updated on your account for all stations submitted by verifying the saved reading for each station.




How to view payments received


This system allows you to keep track of all of your payments. To view any of these click on the 'View Payments' tab.



Here you can view when your payments were received, whether they were for ROCs or export, as well as invoice details. Please note only payments from January 2016 will be accessible.



- You can also download a copy of your invoice* by clicking on this icon. 

- Click on this icon and it will show you which station name and address the payment belongs to. 

*you may need to download Adobe Reader (adobe.com) to view invoices.

Frequently asked questions

ROCs and Ofgem

Who are Ofgem and what is their role?

The Northern Ireland Renewables Obligation (NIRO) has been subject to regular reviews and the day to day functions of administering the NIRO are performed by Ofgem. Ofgem, based in London, are responsible for the process of accrediting renewable energy installations and issuing Northern Ireland Renewable Obligation Certificates (NIROCs) to generators in Northern Ireland

Can I claim ROCs on all of the electricity my system generates?

You are only eligible to claim ROCs from the date of accreditation not your installation date. Once accredited you are eligible to claim ROCs for 20 years from the accreditation date provided that you provide annual eligible meter readings from your generation meter.

Can I change to another Ofgem Agent?

If Power NI is acting as your Agent, you are free to move to another Agent at the end of the ROC year (31st March) based on meeting the requirements of the Terms and Conditions. Customers can also choose to carry out their own administration with Ofgem.

When can I expect to receive my ROC payment?

If Power NI is acting as your Agent, ROCs are issued in batches by Ofgem starting in June. This can take several months depending on any queries which Ofgem raise. Once ROCs are issued, Power NI usually makes payment within 4 weeks. If you are looking after your own ROC administration, as soon as you transfer your ROCs to Power NI's account, payment can normally be made within 4 weeks.

I was guaranteed a fixed price for my ROCs and export for 20 years.

Power NI Microgen tariff rates for ROCs and export are subject to fluctuation, are approved by the Utility Regulator each year and are published on the Power NI website. It is the ROC banding level which is guaranteed for a 20 year period not the price.

Meter readings

Which meter do I read for ROCs and which one do I read for export?

For ROCs you read the meter which your installer fitted for you and for export you read your NIE Network meter. For guidance on how to read your NIE Network import/export meter please visit www.powerni.co.uk/sellyourelectricity

When do I need to provide you with meter readings and how will you contact me?

If Power NI is acting as your agent, we require a generation meter reading (ROC reading) at the end of March each year. We require an export meter reading from all customers at the end of September each year. Our main method of communicating with you is via email. You will be requested to submit readings through your microgen account. This system will aim to ensure that only valid readings can be submitted.

My renewable system

My import/export meter hasn't been installed yet, who do I contact?

You must have a Grid Connection Agreement in place with NIE Networks in order to export to the electricity network. You can request an NIE Networks Generator application pack (G83/G59) by email via the NIE Networks website: <http://www.nienetworks.co.uk/Connections/Generation-connections> An import/export meter must be fitted by NIE Networks, not Power NI. If you need an import/export meter then this will be triggered by your installer completing and submitting the NIE Networks Grid Connection Agreement. They will then contact you directly to arrange an appointment to change your electricity meter.

What happens if I move house? What information do I need to provide?

You need to advise Power NI in advance that you are terminating your contract. It would also be advisable to let the new homeowner know that they will be required to register in order to continue to receive payments for ROC and export.

Who will receive the payments if I move house?

The owner of the house will now be responsible for the generating station and receive all payments from the station, provided they register with the tariff.

What should I do if I add more solar panels to my existing installation?

If Power NI is acting as your agent then please complete the additional capacity section within your microgen account, providing all details and accompanying information required for Ofgem. If you are responsible for your own Ofgem accreditation, you will need to contact Ofgem.

Who do I contact if there is a problem with my generating system?

You should contact the company responsible for installation of your renewable generating system if there are any problems.

What do I do if my generation meter is faulty and stops recording?

Please contact your renewable installer immediately. If your generation meter is still faulty or gets replaced and Power NI is acting as your agent then you must notify us immediately. Otherwise you will need to contact Ofgem directly to advise.

What do I need to do if I change my bank account or any contact details?

Please email renewable@powerni.co.uk to let us know if you need to update your bank details. For all other contact details you can update this via your microgen account.

Why aren't my bills lower if I have solar panels?

You should notice a reduction in your electricity bills if you can use the electricity while your solar panels are generating i.e. during daylight hours.

Why does Power NI change the ROC and export price each year?

Power NI's Microgen tariff currently offers an annual fixed price for ROCs and export for generators up to 50kW. Both prices are considered and approved by the Utility Regulator each year. Prices are subject to fluctuation each year due to market factors.

What if I want to terminate my agreement with Power NI?

For details regarding termination of your agreement with Power NI please refer to the Terms and Conditions (which you agreed to at the time of application), then outline your request for termination of agreement in writing to Power NI.



Power NI

PO Box 2067, Belfast, BT1 9PP. Tel: 03457 455 455

Contact Details

You can contact the Microgen team via:

Email: renewable@powerni.co.uk

Call: 028 9068 5010