

Frequently Asked Questions

What information do I need to provide?

Please refer to the [Guidance notes](#) on the website and portal which sets out what you need to provide and how to obtain independent quotes. The Programme Team can help you with this.

When can I start spending on my project?

You should not begin your project or invest any of your own funds until you have been offered a voucher decision offer letter and contract. The Programme team will contact you to discuss your project start date and who will be signatory to the contract (Directors) once you have received your voucher decision. Dates will be included in your contract. An email will be sent to you with the documents. You need to sign and return two hard copies of the contract undated for the Council to sign. A copy will be returned to you for your records. You also need to complete the suppliers form to enable us to pay you your agreed claim amount.

How do I make a claim?

Once you have been offered a voucher the project's SME Funding Manager from North East Lincolnshire Council (NELC) will contact you to discuss your contract, agree milestones and go through the claims process. Your voucher funding will be paid to you in arrears, when we get and have checked your evidence of your project expenditure and received your signed claim and declaration form. You can make claims as often as you need to within the programme timeframe, depending on your cash flow requirements. There is a simple claim and declaration form that you need to complete before your voucher is paid.

What Evidence do I need?

You will need to send us a breakdown of eligible expenditure each time you submit a claim, copies of invoices and proof of payment (bank statement or ledger print for each item you are claiming for) photographic evidence of installation and signed claim and declaration form.

What if I have made cash purchases?

Cash payments are generally not accepted. Receipts are not sufficient evidence. You need to be able to provide us with evidence that the item has been paid for by your company. Only cash purchases made that are reimbursed (e.g. through expenses) that can be evidenced by way of an expenses breakdown, receipt for payment and proof of reimbursement to the member of staff who made the purchase will be considered.

How do I claim for items that have been paid on the credit card?

Items paid by company credit card can be evidenced by submitting the credit card statement which the purchase appears on, plus the payment associated with it. If an item is purchased on a personal credit card, then an expenses breakdown (as above) needs to be provided.

What if I am getting finance or hire purchase agreement for my equipment?

Hire purchase arrangements where the energy conservation measure asset (s) remains owned by another company is not eligible as you need to own the energy conservation measures asset. Capital equipment being purchased using finance can be reimbursed for payments made



during the duration of the project once the following items are in place:

- VAT invoice provided
- credit agreement approved and signed, and a payment schedule set up
- deposit paid

for example if you took out a 60 month finance arrangement tomorrow, we are only able to cover a 38% contribution to the payments until March 2021 when the project is due to end.

Evidence of the first direct debit will be required, plus others as requested by the SME Funding Manager. Interest payments are not eligible.

Can I claim for VAT?

If your company is VAT registered (current threshold more than £85,000 in 12 months) you will be able to reclaim the VAT element from HMRC, therefore your grant will be based upon the net amount spent.

When will I get paid?

Once your claim has been approved by the SME Funding Manager, you will be asked to raise an invoice to NELC. NELC operate a 30 day payment policy, and although it cannot be guaranteed at busy periods, wherever possible we aim to get your invoice paid within 2 weeks from receiving your invoice. All payments are paid via bacs directly into your bank account.

My project has changed in cost/ scope what do I do?

Talk to your SME Funding Manager as soon as you can about any changes to your project, as these may impact on the contract arrangements we have with you. Send any change requests to us in an email. If you do not achieve your agreed outputs your voucher payments will be at risk and may be reduced or taken back from you.

I have other questions

Please ensure you have read the Guidance document and draft T and Cs on website.

If you have any questions please don't hesitate to contact a member of the team to discuss your query. Documents, other information and contact details can be found on the [Smart Energy Greater Lincolnshire website](#).