

Frequently Asked Questions

***Question 1:** I don't have a username/password for the Renewables and CHP Register. How do I access the system?*

Answer: If you previously had access to an account on the ROC, REGO or CIMS registries, you will already have an existing account on this system and will not be required to register again. The Registered Holder for the previous account should have received the necessary log in details for the new system via email.

If you did not previously have an account on any of our registers please select the 'Register' function on the Renewables and CHP Register homepage and follow the onscreen instructions on how to register for an account. Guidance for registration, as well as information on the functions of the register can be found in the following location:

<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=13&refer=Sustainability/Environment/RCHPreg>

***Question 2:** I have been locked out of my account. How can I access it?*

Answer: Please use the 'Forgotten details' link on the register homepage, to request a new password. If you receive an error message or are unable to access your account after using this link please phone the Renewables Team on 0207 901 7310 or email us at Renewable@Ofgem.gov.uk

***Question 3:** I am unable to view my declarations, (please see screen shot below). How can I view them?*

The screenshot shows the 'Agree Declarations' page in the Ofgem Register. The page has a green header with 'My Account', 'Declaration', and 'Certificates' tabs. Below the header, there is a navigation menu with 'back to home page', 'Agree Declarations', 'View Agreed Declarations', and 'Log out'. The 'Agree Declarations' section is active, showing a search bar and a 'Show Filter' link. Below the search bar, there is a 'Select all' checkbox. A red message states: 'Your authorisation letter has not been approved by Ofgem. For more information please contact Ofgem.' Below this, there is a paragraph of text explaining the declaration process and a 'Submit ticked Declarations' button.

Answer: Please submit your authorisation letter. A template can be found on our website at:
<http://www.ofgem.gov.uk/Sustainability/Environment/RCHPreg/Pages/RCHPreg.aspx>

Please ensure it is on headed paper, if your generating station's name is different to your organisational name please list the generating station's name under the 'signature' section of the letter. The letter has to be signed by an authorised signatory (i.e. Company Secretary, Director or CEO). Please upload a PDF version of your signed authorisation letter into your account through the

“My Account” and “Submit Authorisation Letter” tabs or fax/post it to us using the details below.

Renewables & CHP Administrator
First Floor
Environmental Programmes
Ofgem
9 Millbank
London
SW1P 3GE

Fax Number: 020 7901 7387

We will need to approve the authorisation letter. Once We have approved your authorisation letter, you will be able to sign the required declarations.

Question 4: How can I submit annual declarations?

Answer: All declarations are now submitted electronically via the Renewables and CHP Register. We will no longer accept hard copy declarations. Log in to your account, and select ‘Declarations’ and then ‘Agree Declarations’.

Please ensure you read the declarations before agreeing to them. Once this is done, select ‘Submit ticked declarations’ to confirm you have read and agree to these declarations.

Question 3: Will I be able to edit my Total installed Capacity (i.e. you have added an additional wind turbine to your existing wind generating station)?

Answer: Yes. You can edit your application details to request an amendment to your accreditation for the total installed capacity of your station.

To do this, please select ‘Accreditation’ and then ‘View/Edit Existing Accreditation details for Generating Station’.

Select ‘View’.

Select ‘I wish to apply for Short Accreditation’.

You can then edit your total installed capacity and declared net capacity.

This will be passed to us for approval.

Question 6: Our station is already registered under the RO/CCL/REGO scheme(s). Do we need to reapply for accreditation on the new system?

Answer: No. You do not need to reapply on the new system as previous accreditations for schemes are still valid on the Renewable and CHP Register. Please log into access these accounts. The Registered Holder for the previous account should have received the necessary log in details for the new system via email.

Question 7: I am trying to enter output data for a biomass station but the system tells me "You must set up fuels before using this page". How do I set up fuels on the system?

Answer: Before you will be able to upload monthly data for a specific fuel, you will need to have completed the *Fuel Maintenance* section within the *Output Data* element of the Register for your station. The only fuels included in the *Fuel Maintenance* section should be those for which your station has an approved fuel measurement and sampling procedure, and an approved fuel contract/specification where applicable. These pages need to be completed individually for each fuelled station within your portfolio. We have uploaded the fuel types from previous data submissions. If a fuel type is missing please contact Ofgem for guidance. If you are receiving similar fuels from more than one source please create a separate entry for each fuel, we would recommend that you select *fuel names* that identify the origin of these fuels.

Question 8: Now that the ROC Register, REGO Register and CIMS Database no longer exist, how do I view my ROCs, LECs and REGOs that have been issued?

Answer: Log into your account, select 'Certificates' then either 'ROCs', 'LECs' or 'REGOs'. From here you will be able to select for example 'View my ROC certificates'. This will show you all the ROCs that are held in your account that have not previously been transferred out of your account.

If the table displays a large amount of data then please use the 'Show Filter' link where you will be given the option to search by Station, Period Start Date, Issue Date, Certificate Number From, Certificate Number To and Sub scheme.

Question 9: I have recently received an email reminding me to renew my Digital Certificate for the ROC Register. How do I do this on the Renewable and CHP Register?

Answer: Digital Certificates are no longer required under the Renewable and CHP Register and you will not need to renew them. Unlike the ROC/CIMS/REGO Registers, additional security has been built into the Renewable and CHP Register which means that a digital certificate is no longer required. Please disregard the email reminder.