

Domestic Renewable Heat Incentive

www.ofgem.gov.uk/drhi

Version 6.0 April 2019

Helpsheet: Guide to MyRHI

A helpsheet explaining how to use the Domestic RHI's online Portal

The DRHI scheme will close to all new applications at the end of midnight 31 March 2022, barring some exceptions. This means that as of 1 April 2021, Ofgem will not accept new applications for accreditation (including investor applications and MMSP registration). An application for accreditation can be made post closure in particular circumstances. These circumstances are if you change ownership of the accredited plant, you replace your plant, you are an investor and wish to be take over an existing Assignment of Rights application. All existing participants should continue to meet their ongoing obligations.

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This guide is for you:

Please give feedback on how our guidance could be improved or on content you'd like to see added, to Suggestions.DomesticRHI@ofgem.gov.uk

We update this guide regularly. Check our website for the latest version, to be sure you're reading the most up-to-date information.

Section 1: What is MyRHI?

MyRHI is an online portal that, once you've applied to the Domestic Renewable Heat Incentive (Domestic RHI), you can use to view and manage your account.

You'll have your own profile page on MyRHI, holding your personal information, the details for your application and your payment schedule. You can sign in with the email address and the password you created and used during your application.

Please be aware that MyRHI is not compatible with some internet browsers.

Section 2: Forgotten Password

If you have forgotten your password, click on the 'forgotten password' link on the MyRHI log in page and enter your email address. We'll send you an email with a URL link to reset your password. The email may have gone into your junk mail folder.

Please allow up to 10 minutes for the confirmation email to arrive in your inbox. Once it has arrived, click the link to reset your password.

The link will expire if:

- You request a new link
- 48 hours passes, or;
- The link is clicked

If the link expires, you'll need to request a new one again through the [MyRHI sign in page](#).

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Welcome to My RHI.

This is your member area for the Domestic RHI. By signing into this page you can view your existing applications, check your payment schedule, supply meter readings and update your personal details. You will be able to check the status of your applications and see if you need to do anything. We have a [help sheet](#) to explain how MyRHI works.

I need help resetting my password

If you're having trouble resetting your password, try adding do-not-reply@ofgem.gov.uk to your email address 'safe list' inbox. If you've tried this, and are still having problems, we recommend speaking to your internet service provider (the company that supplies your internet connection).

If you're looking for the Non-Domestic RHI register follow this link <https://rhi.ofgem.gov.uk/>

Sign in

Sign in to My RHI with your email and password.

Email address

Password

[Forgotten your password?](#)

Domestic RHI

Dear Sir/Madam,

We received a request to reset the password associated with this e-mail address. If you made this request, please follow the instructions below.

Click on the link below to reset your password using our secure server:

http://localhost:8082/membership/ResetPassword/6PSof3hEA2Ys_xxET-Zhg2

If clicking the link does not seem to work, you can copy and paste the link into your browser's address window, or retype it there. It will return you to a page on the Domestic RHI website where we'll give instructions for resetting your password.

If you did not ask to have your password reset, please contact us immediately on 0300 003 0744.

Kind regards,

Domestic RHI Team

Section 3: Welcome page

Once logged in, you'll see your **member ID number** (or 'MID'). Use the tabs on the left to navigate through your profile by clicking them.

This page will display any notifications, such as reminders to submit your annual declarations.

It's also where you'll see alerts, such as if your application is under review or if you are selected for audit.

Section 4: My applications

This section is useful if you're managing multiple properties. It contains the details for each of your applications, as well as the status of any pending.

Find your **RHI number(s)** here. All RHI numbers are 6 digits long and begin with an 'A'.

You can also view each application's statement of eligibility and metering statement (if applicable), which provides important information about your participation in the scheme.

RHI number	Address	Technology type	Status	Statement of eligibility
A114501	Blenley Lodge High St SW66 1BN	BIOMASS	Accredited	View

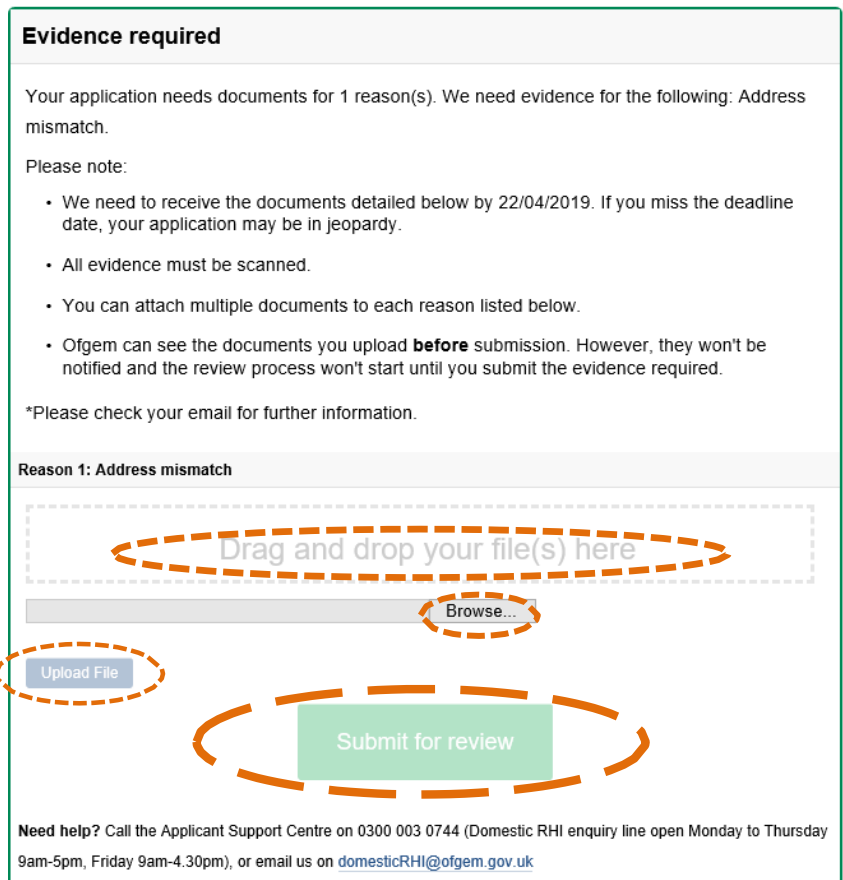
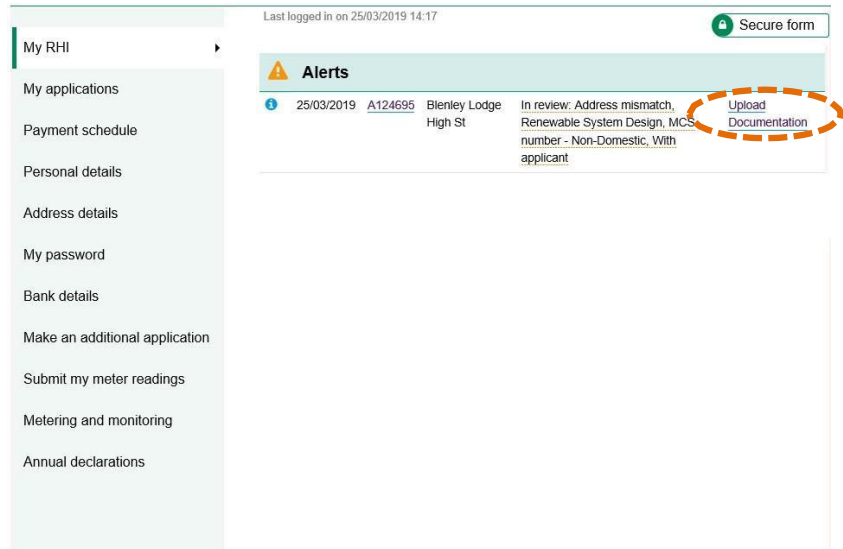
Section 5: Uploading documents to support your application

If your application is being reviewed by our team, you may be asked to upload additional evidence on MyRHI. You can do this by logging into the MyRHI portal and clicking on "Upload Documents".

Clicking the link will take you to the upload page where you can either drag the required documents into the "drag and drop" box or by clicking "browse" and selecting the correct file from your documents.

When you have entered all the necessary documents, press the "upload file" button and finally the green "Submit for Review" button to send your evidence to us.

Please note that there are limits to the maximum size of document that can be uploaded (**25mb**).



Section 6: Complete metering questions

If you have metering for payment and didn't have a copy of the Installer Metering Questions (IMQs) at the time of your application, you need to complete the metering questions through MyRHI within three months of your application date.

You'll need the copy of the IMQs provided by your installer in order to answer the questions. We have different IMQs for different technologies. You can find the [IMQs for biomass here](#) and the [IMQs for heat pumps here](#).

Then, go to 'My applications' and click on **Complete IMQs** button. If you're successful, you'll receive your 'metering statement' along with your 'statement of eligibility'.

My applications
View and manage your application details.

Under review

RHI number	Address	Technology type	Status	To do
A116622	59 Montpellier Road 59 Montpelie t CR6 2QF	AIR SOURCE HEAT PUMP	Under review	Upload Documentation Complete IMQs

Section 7: Payment Schedule

Here you can see details of how much you receive each quarter and when your next payment is due. By clicking the quarterly payment amount you will see a breakdown of how your payment is calculated and be able to view your entire payment history.

You can export your payment schedule into Excel by clicking on the button.

My payments

The table below shows the amount you should expect to receive on a quarterly basis, and the date that your next payment will be dispatched. For metered heating systems, the amount will be "pending" until you submit your quarterly meter reading.

To view your payment schedule in full- click on the figure displayed in the "Quarterly RHI Amount"

[Export my payment schedules](#)

Address	RHI number	Tariff (kWh)	Technology type	Quarterly RHI Amount (£)	Quarterly Metering & Monitoring (£)	Next Payment
Blenley Lodge High St SW18 1BN	A116612	19.86p	GROUND SOURCE HEAT PUMP	294.95	-	01/12/2017

Section 8: Personal details

Use the **Change** button to update your contact number(s) or email address.

If you are an organisation Registered Social Landlord (RSL), this page will say 'Organisation Page'.

Keep your login details safe.

Section 9: What happens if you have account administrators

Organisations will be able to create administrators to add, edit and amend applications.

Account administrators maintain the account and interact with Ofgem on a regular basis (We ask you to add at least **two** account administrators).

Administrators will require a unique email address and contact number.

Section 8: My Password

You can also change your password through MyRHI. Click the Change password button if you'd like to update it.

If you've forgotten your password, see our section two above on forgotten passwords. **Please keep your login details safe.**

Section 9: Bank details

To update your bank details, use the **Change** button.

Changing your bank details will trigger another bank check so we can validate the account. As a result, your payments may be temporarily suspended while we conduct these checks.

You'll need to send us a hard copy of your bank statement and ID for us to process the change.

Section 10: Make an additional application

This option allows you to create a new application.

Some questions will be already populated to help speed up your application, but you will need to complete the rest.

Section 11: Submit my meter readings for payment

If you're metered for payment, you'll find your metering information once you click your application number here. Here you can submit quarterly meter readings and view your timetable for submitting future readings.

This includes your timetable for submitting readings and any readings you have submitted. To submit meter readings, follow our [Helpsheet: How to Submit a Meter Reading](#)

RHI number	Address	Technology type	Status
A116628	Blanley Lodge High St E14 7TL	AIR SOURCE HEAT PUMP	Submit meter reading

Section 12: Annual declarations

Once a year, around the same time you submitted your application, you'll need to complete your annual declarations. You'll have to do this every year you're a member on the Domestic RHI scheme.

This is to prove to us that you're still compliant with the scheme requirements and that you remain eligible to receive Domestic RHI payments.

For step by step instructions on how to fill out your annual declarations, please read our [Helpsheet: how to complete and submit your annual declarations](#). Submitting annual declarations is one of your ongoing obligations. If you fail to comply, your payments will be suspended and you may be revoked from the scheme.

My annual declarations

Completing your Annual Declaration is one of your ongoing obligations whilst on the scheme and must be completed each year. [Example](#)

RHI number	Address	Technology type	Year	Status
A115609	Blenley Lodge High St B75 7BN	AIR SOURCE HEAT PUMP	2	Click here to complete

[View history](#)

Section 13: Metering and Monitoring

If you have a Metering and Monitoring Service Package (MMSP), you can find information on it in this tab.

Metering and monitoring service package (MMSP)

Your renewable heating system can be used with an optional Metering and Monitoring Service Package (MMSP). For more information on what is involved when registering a MMSP see [here](#) on our website and have a look at our [Essential guide to optional monitoring for Domestic RHI – Metering and Monitoring Service Package](#).

If you have read the relevant information and would like to register a MMSP that you already have installed please click 'Register MMSP' below.

RHI number	Address	Technology type	Status
A115609	Blenley Lodge High St B75 7BN	AIR SOURCE HEAT PUMP	Accredited Register MMSP

Guide Material

[Domestic RHI: Essential Guide](#)

Find out more

See the Department for Business, Energy & Industrial Strategy (BEIS)

[Domestic RHI Payment Calculator](#)

Ask your installer to fill out and leave for you the:

[Installer Checklist](#)

[Microgeneration Certification Scheme](#)

(For a list of MCS certified products and installers information on MCS standards)

For Help

For queries regarding Domestic RHI Scheme requirements and eligibility and for free impartial general information on how to save energy in the home:

Energy Saving Advice Service

Email: energy-advice@est.org.uk

Home Energy Scotland

(Scotland) **0808 808 2282**

Calls are free from landlines and most mobile networks.

For consumer protection information

Renewable Energy Consumer Code (RECC)

Website: www.recc.org.uk

Phone: 0207 981 0850

The Home Insulation and Energy Systems Contractors Scheme (HIES)

Website: www.hiesscheme.org.uk

The Glass and Glazing Federation (GGF)

Website: www.ggf.org.uk

If you need help with a Domestic RHI application:

Domestic RHI Applicant Support Centre

Telephone: **0300 003 0744**

Email: DomesticRHI@ofgem.gov.uk