

Non-Domestic Renewable Heat Incentive

Easy Guide to Account Changes

28 day notification

As a participant of the scheme, you have an ongoing obligation to tell us about any changes within 28 days of them happening. You can do this by emailing us at RHI.Accountchanges@ofgem.gov.uk or, by submitting your application with any changes required which this guide will help you to do.

For more information on your ongoing obligations to the scheme please see our guidance documents and the RHI regulations: [Here](#)

For all changes you will need to know your username and password.

What if I don't remember my password?

You can reset your password by clicking on the forgotten password link under the log in box. This can be found on the main log in page [>Here<](#)

Please remember that you should not give your username and / or password to anyone else.

What if I don't remember my username?

Our Enquiries team can provide you with your username on 0300 003 2289

- Click on the 'Bank details' tab.

Manage Account
Manage Additional Users
Update Password
Change of Ownership
Bank Details

- If your bank details are correct no other action is required.
- If your bank details need to be updated or entered, press the edit and then click the 'next' button.
- Enter the correct bank details and press 'submit'.

How do I amend my account details?

Please click on the relevant option below;

[Change of Authorised Signatory email](#)

[Change of Authorised Signatory phone number](#)

[Change of Authorised Signatory home address](#)

[Change of business / account address](#)

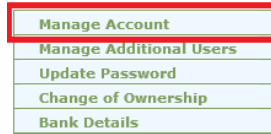
[Change of Authorised Signatory](#)

[Change of Ownership](#)

Please note that if there are any ongoing changes to the RHI account or any installations registered on the account or any new applications for accreditation under review, you will need to email us at RHI.Accountchanges@ofgem.gov.uk, with details of the additional changes that are required before you are able to submit any further changes via the RHI Register.

Change of Authorised Signatory email

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Manage Account' and scroll to the bottom of the page.



3. Click on 'Edit Account'.

Edit Account

4. Click 'next' at the bottom and on the second page update your email address.

Email Address *	<input type="text" value="Your email here"/>	*
Confirm Email Address *	<input type="text" value="Your email here"/>	*

5. Click 'next' and you will be asked if you wish to continue.

Do you wish to continue?

[Cancel](#) **Continue**

6. Confirm your username is correct and enter the requested password characters.

<input type="text" value="Username"/>
<input type="text"/> <input type="text"/> <input type="text"/>

[Cancel](#) **Continue**

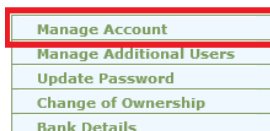
Please remember that you should not give your username and / or password to anyone else.

8. As a final step for this amendment, you will need to resubmit your application.

(Click on the button for guidance on this)

Change of phone number

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Manage Account' and scroll to the bottom of the page.



3. Click on 'Edit Account'.

Edit Account

4. If you are updating the company telephone number this is on the first page, if it is the contact number for the Authorised Signatory, this is on the second page (Click next to advance).

Company Telephone Number *

Or

Account Contact Telephone Number *

5. Click 'next' and you will be asked if you wish to continue.

Do you wish to continue?

[Cancel](#)

Continue

6. Confirm your username is correct and enter the requested password characters.

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[Cancel](#)

Continue

Please remember that you should not give your username and / or password to anyone else.

7. On the final page click 'confirm' and you will be returned to the home page.

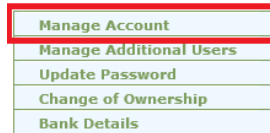
Confirm

8. As a final step for this amendment, you will need to resubmit your application.
(Click on the button for guidance on this)

Resubmit Your
application

Change of Authorised Signatory home address

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Manage account' and scroll to the bottom of the page.



3. Click on 'Edit account'.

Edit Account

4. Click 'next' at the bottom of the first page and then on the second page update your **home** address in the relevant section.

Contact Home Address

No address found, please enter your address manually or enter a new post code.

Contact Home Postcode *

Contact Home Address List *

Contact Home Address Line 1 *

Contact Home Address Line 2

Contact Home Address Line 3

Contact Home Town/City *

Contact Home County

Contact Home Country *

Find Address

Enter your address manually

England

5. Click 'next' and you will be asked if you wish to continue.

Do you wish to continue?

[Cancel](#)

Continue

- 6. Confirm your username is correct and enter the requested password characters.

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[Cancel](#)

Please remember that you should not give your username and / or password to anyone else.

- 7. On the final page click 'confirm' and you will be returned to the home page.

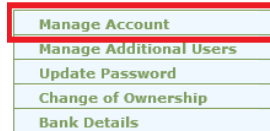
Change of business / account address (where there has not been a change of ownership)

If you require a change of account or business / account address, please contact our team at RHI.accountchanges@ofgem.gov.uk detailing the new and old addresses and the reason for the change.

Change of Authorised Signatory

As part of this change you will be required to complete and upload a new Letter of Authority (LoA). You can find the LoA document [here](#).

1. Log into your account >[Here](#)< and the user management tab will be displayed.
2. Click on 'Manage Account' and scroll to the bottom of the page.



3. Click on 'Edit Account'.

Edit Account

4. Click 'next' at the bottom and on the second page and update the details for the authorised signatory.

Edit Authorised Signatory

** indicates required information

Personal Details	
Title *	<input type="text"/> *
First Name *	<input type="text"/> *
Last Name *	<input type="text"/> *
Middle Initials	<input type="text"/>
Date of birth *	<input type="text"/> ? *
Job Title *	<input type="text"/> ? *
Email Address *	<input type="text"/> *
Confirm Email Address *	<input type="text"/> *
Remittance Email Address	<input type="text"/>
Confirm Remittance Email Address	<input type="text"/>

5. Ensure the address and contact details are correct. *Please note that the address must be the home address of the authorised signatory.*

Contact Home Address

Contact Home Postcode *

[Find Address](#)

Contact Home Address List *

[Enter your address manually](#)

Contact Home Address Line 1 *

Contact Home Address Line 2

Contact Home Address Line 3

Contact Home Town/City *

Contact Home County

Contact Home Country *

Other Details

Account Contact Telephone Number *

Fax

6. Click 'next' and you will be asked if you wish to continue.

Do you wish to continue?

[Cancel](#) [Continue](#)

7. Confirm your username is correct and enter the requested password characters.

[Cancel](#) [Continue](#)

Please remember that you should not give your username and / or password to anyone else.

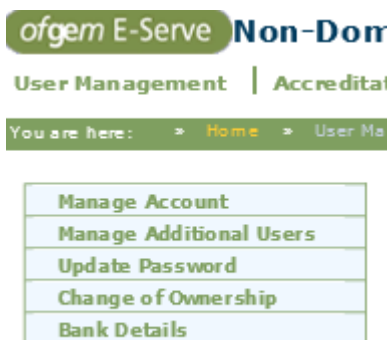
8. On the final page click 'confirm' and you will be returned to the home page.

[Confirm](#)

Change of Ownership / Biomethane Registration

	You must notify us within.....	You must notify us by.....	Required Meter Readings / Biomethane Data
Old Owners	28 days of the change of ownership / biomethane registration	Submitting the change of ownership form via the RHI Register (more details below)	<ul style="list-style-type: none"> • Change of ownership / registration date for all relevant meters. • Any outstanding periodic data submissions that fall prior to the change of ownership date.
New Owners	12 months of the change of ownership / biomethane registration. If an producer fails to notify Ofgem within 12 months of the change- the original owner will cease to be registered and no further periodic support payments may be made in respect of any biomethane produced using that equipment.	Email to RHI.accountchanges@ofgem.gov.uk	<ul style="list-style-type: none"> • Change of ownership / registration date for all relevant meters. • Current meter readings / biomethane data at date of sending change of ownership / biomethane registration notification email • We also advise that you take regular meter readings / recordings of biomethane data in the months following the change of ownership.

Old Owners – Submitting Change of Ownership Form to RHI Register



- Log in to the RHI Register and navigate to the ‘change of ownership’ section under the ‘user management’ tab.

Please Complete the Form below

Date Change of Ownership is Effective From	<input type="text"/>
Meter Reading at date of change	<input type="text"/>
Has there been any physical changes to the installation?	<input type="radio"/> Yes <input type="radio"/> No
Are all installations on the account changing ownership?	<input type="radio"/> Yes <input type="radio"/> No
Have you received your final payment?	<input type="radio"/> Yes <input type="radio"/> No
New Owner's Name	<input type="text"/>
New Owner's Telephone Number	<input type="text"/>
New Owner's Email Address	<input type="text"/>

- Complete the form and select 'submit' to send the details of the change of ownership to us.

Non- Domestic Renewable Heat Incentive

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- If your RHI account (ORG00000XXXXX) has more than one RHI installation (RHI00000XXXXX) registered on it, please email RHI.accountchanges@ofgem.gov.uk confirming which installations have changed ownership.
- Similarly, if the periodic data submissions for your RHI installation comprise of more than 1 meter or in the case of bio-methane registrations, please send details of all meter readings / bio-methane data on the change of ownership date to RHI.accountchanges@ofgem.gov.uk. Please include your RHI number(s) and 'old owners - change of ownership notification' in the subject field.
- We will then review the information provided and contact you if we require any further information to be able to make your final RHI support payments and process the change of ownership.

New Owners – Email to RHI.accountchanges@ofgem.gov.uk

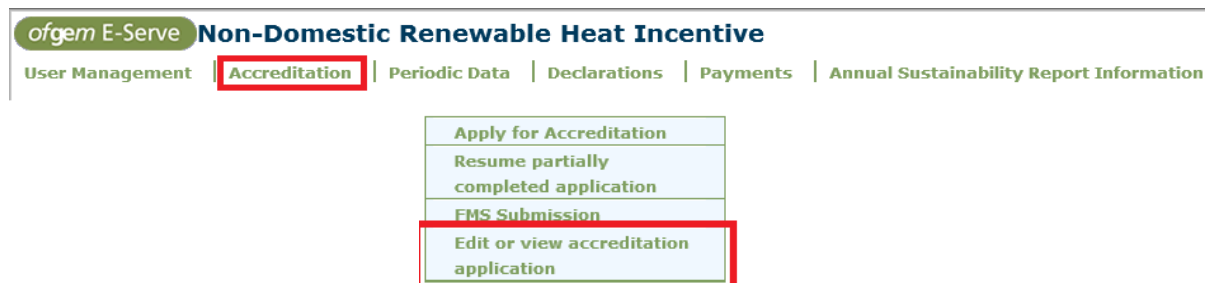
Please include the RHI number(s) and 'new owners - change of ownership notification' in the subject field.

Please note that if the heating system is relocated a new RHI application will need to be submitted for the installation at its new location. The email should;

- Confirm the date on which the change of ownership / biomethan registration took place.
- Confirm whether or not you have or intend to make any changes to the heating system or the properties that are being heated.
 - For example, will / has the heating installation been relocated? Are the properties that are being heated going to be used for the same purpose? What will the heat generated by the heating system be used for under new ownership?
- Confirm the meter reading(s) / biomethane data on the change of ownership date and on the date in which you (the new producer) notify us of the changes.
- Confirm your RHI account number (ORG00000XXXXX). If you do not have an account already then you will need to create one by clicking [here](#).
- We will then review the information provided and contact you if we require any further information to be able to process the change of ownership / biomethane registration.

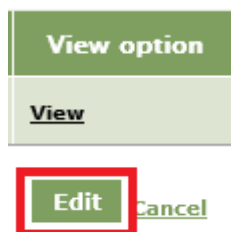
Resubmitting your application

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Accreditation' at the top of the page followed by 'Edit or view accreditation application'



Please note: If you have more than one application, you will need to take the following steps for each application individually.

3. Click on 'View' under view option then scroll to the bottom and press 'Edit'.



4. Press 'continue' and then answer question **HA090** with the reason for your resubmission, please use the text below and fill in the brackets / delete as appropriate with your information.

Change of contact details - Changed [Email / Tel number / Address / Account name] From [Enter old detail] to [Enter new detail].

5. Progress through the questions by clicking 'next' until you reach question **AM090** and select "**Non- physical changes to application**"
6. Press 'next' to progress through the questions. You may be asked to answer some questions that you haven't answered before, some examples could include;
 - a. **HA160 / HA160-1**
This question relates to the fuels used in your installation. Select the appropriate option for **HA160** then in the follow up **HA160-1** enter your relevant fuel reference number
 - b. **HJ285**
This question relates to how your boiler would have been installed if RHI funding were not available. Answer with the relevant scenario.
 - c. **HK125-1 / HK125-2**
These questions relate to any planning permission or environmental permits required for your installation, please upload as PDFs or if none are required, upload a blank document in these slots to progress.

d. HL99

Following **HL99** there are a series of document upload slots. These should all be filled in already however, in the event any documents need to be uploaded, enter a blank PDF into the slot to progress.

- When you have answered all the question you will see the “**Confirm Personal Details**” section. Please review the information in the table and ensure everything is correct.

Personal Information	
Authorised Signatory Name	Mark Elgar
Date of birth *	01/01/1980
Telephone Number	01787249957
Authorised signatory - Email Address	uat@ofgem.gov.uk
Authorised signatory - Address line 1	Ofgem
Authorised signatory - Address line 2	9 Millbank
Authorised signatory - Address line 3	
Authorised signatory - Town/City	LONDON
Authorised signatory - County	
Authorised signatory - Country	England
Authorised signatory - Postcode	SW1P 3GE

Company Information	
Non-domestic: company house registration number	
Non-domestic: company house registration name	Mark Elgar
Non-domestic: company address line 1	Ofgem
Non-domestic: company address line 2	9 Millbank
Non-domestic: company address line 3	
Non-domestic: company town/city	LONDON
Non-domestic: company county	
Non-domestic: company country	England
Non-domestic: company postcode	SW1P 3GE

- Are all the details correct?
 - Yes – Press ‘next’ at the bottom of the page
 - No – Press ‘save and exit’ at the bottom of the page then navigate to the ‘user management’ section and update as required.
- Read and sign the declaration by clicking ‘**I accept**’ at the bottom of the page then press ‘**Submit**’.
- Confirm your username is correct and enter the requested password characters.

?

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Cancel
Continue

11. On the final page click 'Submit' and you will be returned to the home page.

Submit

Easy Guide series

[Easy Guide to the Non-Domestic RHI](#)

[Easy Guide to Eligibility](#)

[Easy Guide to Applying](#)

[Easy Guide to Metering Requirements](#)

[Easy Guide to Compliance](#)

[Easy Guide to Periodic Data Submissions](#)

[Easy Guide to Sustainability](#)

[Easy Guide to Heat Pumps](#)

[Easy Guide to Tariff Guarantees](#)

If you're an applicant or participant on the Northern Ireland Non-Domestic scheme then please refer to the [Northern Ireland Renewable Heat Incentive](#).

Contact us

Ofgem.gov.uk/RHI

If you have a query or need help please contact us:

By telephone: 0300 003 2289

By email: RHI.Enquiry@ofgem.gov.uk

The Non-Domestic RHI enquiry line is open Monday to Friday. Please see our [Contact Us](#) page for timings .
Note: calls may be recorded.

Please have your RHI application reference number to hand if you are calling or put it in the subject line of your email.