

Non-Domestic Renewable Heat Incentive (RHI)

www.ofgem.gov.uk

Non-Domestic



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RHI Register External User Guide (version 5)

Overview

This is a user guide for the Non-Domestic Renewable Heat Incentive (RHI) Register. The RHI Register is a web-based system which you need to use if you're applying to the scheme, a participant on the scheme or amending an existing accreditation. The RHI rules require periodic data to be submitted for meter readings, registered fuels and heat output data for biomethane in order to receive appropriate payments. The RHI Register allows you to submit your periodic data.

The Department of Enterprise, Trade and Investment (DETI) suspended the Northern Ireland RHI scheme to new applicants from 29 February 2016. From 9 May 2016, the new Department for the Economy (DfE) assumed the roles and responsibility of DETI including policy responsibility for the Northern Ireland Non-Domestic RHI. We continue to administer the Non-Domestic RHI scheme on DfE's behalf. This suspension only applies to the Northern Ireland RHI scheme. The Great Britain RHI scheme is unaffected. For further information see [our frequently asked questions](#).

You can find the RHI Register here: <https://rhi.ofgem.gov.uk/>.

Other useful guidance documents

For the Non-Domestic RHI in Great Britain

You can find general information about the scheme including guidance at: <https://www.ofgem.gov.uk/rhi>

For the main guidance documents, visit: www.ofgem.gov.uk/ndrhi-guidance

Scroll to the bottom of this page to find our main guidance:

- Guidance Volume1: Eligibility and How to Apply
- Guidance Volume2: Ongoing Obligations and Payments
- Sustainability Self-Reporting guidance (GB only)
- Fuel Measurement and Sampling guidance

For the Non-Domestic RHI in Northern Ireland

You can find general information about the scheme including guidance at: <http://www.nidirect.gov.uk/rhi>

Links to the main guidance: <http://www.nidirect.gov.uk/index/information-and-services/environment-and-greener-living/energy-wise/energy-saving-grants/renewable-heat-incentive-rhi/rhi-for-non-domestic-customers.htm>

- RHI Guidance Volume 1 – Eligibility and Applications
- RHI Guidance Volume 2 – Ongoing Obligations

Please note that references to sustainability in this document are **not** applicable to Northern Ireland applicants and participants. It is for Great Britain (GB) only.

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1. Introduction

Introduction

We are committed to providing an excellent service to our applicants and participants through our operational excellence programme.

If you have any comments on user experience and potential improvements to the register please get in touch with us at RHI.enquiry@ofgem.gov.uk. We are constantly reviewing the RHI Register to address any issues and to ensure the functionality continues to meet stakeholder needs, and we appreciate the feedback we receive from you.

In this guidance document, details have been removed from screenshots which could be associated with real data.

Providing Accurate Information

It's your responsibility to ensure that the information you submit is accurate. If we subsequently find that the data submitted was incorrect, we may need to take enforcement action as set out in Volume Two, Chapter 13 of the RHI Guidance (Compliance and Enforcement Powers).

To monitor compliance with the ongoing obligations of the scheme, we (or agents authorised on our behalf), carry out an ongoing programme of site inspections of accredited RHI installations.

Receiving a financial gain through knowingly submitting false information could constitute fraud. Irrespective of any action we may take in response to non-compliance by a participant, where evidence of possible criminal conduct is discovered, such as fraud, we may refer the case to the relevant authorities for investigation.

System Availability

If the RHI Register becomes unavailable for a prolonged period we may provide a paper-based contingency system. If we decide to implement this, details and advice will be available on our website. We will also notify all account contacts.

Disclaimer

This document is classed as supporting guidance and should be considered alongside other relevant documents relating to the Non-Domestic RHI scheme. (The RHI guidance volumes 1 and 2 takes precedence over this user guide).

2. Accessing the RHI Register

To open the RHI Register homepage, go to your Internet browser and in the address box type in <https://rhi.ofgem.gov.uk>.

For your security, we recommend that you activate a password protected screensaver or system lock if you leave your PC unattended while you are accessing the RHI Register. When you have finished using the Register, we recommend that you log out of your account and close the browser window.

★ A time out function is applied to the Register after 20 minutes of inactivity. If this happens, you will need to log back into your account to proceed.

★ Use the 'PREVIOUS' and 'NEXT' buttons to progress through the account creation process. Do not use the 'Back' or 'Refresh' buttons on your internet browser as it may result in an application error.

Do not upload your bank details or confidential identification documents (for example: passport photos) to your RHI application. These must be posted to our Verifications team in Glasgow: Non Domestic RHI Verifications Team, Ofgem, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH

Creating an RHI account

To create a new RHI account, you **must** be the Authorised Signatory for your company or organisation. This means that you are either the owner or authorised representative of the owner of the installation. You will need to submit evidence of this authorisation for review as part of your application for accreditation.

2.1. The RHI Register homepage allows you to create a new user account to access the system. Select the option to create a new RHI account. Cookie Statement shown in screenshot below will only appear the first time you use the Register.

Cookies on the Ofgem website

We use cookies to ensure we give you the best experience on our website. If you continue, we'll assume that you are happy to accept all cookies on the Ofgem website.

[Find out about our cookie policy](#)

[Close message](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Welcome to the Ofgem Non-Domestic Renewable Heat Incentive (RHI) Register

The Non-Domestic RHI Register website has been developed to allow scheme participants to perform a range of administrative functions required for the RHI scheme.

The Non-Domestic RHI Register will allow participants to:

- create and maintain user accounts to gain secure access to the RHI Register;
- apply for accreditation for a Non-Domestic RHI eligible installation;
- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations;
- access reports

Enter your login details for the Non-Domestic RHI Register

Username

Password

[Login](#)

[Create a new RHI Account](#)
[Forgotten Password](#)

Are you trying to sign into the [Domestic RHI](#) site?

[For advice and guide documents to help with every part of the scheme see our website](#)

[View GB Public Reports](#)

For the NI Public Report please visit www.detini.gov.uk

Select 'Create a new RHI Account'

2.2. The 'Create a new RHI Account' link takes you to a page which informs you that you must be an Authorised Signatory to create an account, submit an application for accreditation, to add / create additional users or to sign a declaration. As part of the account creation process the Authorised Signatory is required to provide personal details such as their home address and date of birth for the purposes of identity verification.

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Create a new RHI Account

Subsection

Please note the following before you create a user account for the Renewable Heat Incentive (RHI) Register:-

- You must be the [Authorised Signatory](#) to create an account/ submit an application for accreditation or sign a declaration
- During account creation the Authorised Signatory must provide personal details (e.g. home address and date of birth) for identity verification and fraud prevention purposes
- Only the owner or delegated authority (as authorised by the owners) of an eligible installation may apply for support under the Renewable Heat Incentive
- Please ensure that you have read the RHI scheme guidance as well as the RHI Register User Guide before creating an account and applying for accreditation
- Ofgem will require personal information (including either a National Insurance Number or UK Passport number) relating to the Authorised Signatory of an account in order to verify their identity and assist in fraud prevention.
- Any accounts that are created on the register and not activated will be deleted after 3 months.

Clicking on the 'Authorised Signatory' will take you to a screen which outlines who can be an Authorised Signatory for the account

Next

Select 'Next' to continue.

2.3. When you click on the 'Next' button you are presented with a screen which allows you to add details to register your account.

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Register your Account

Subsection

** indicates required information

[Open all](#)

Account Details	+
Account Address	+
Other Details	+

[Cancel](#) [Next](#)

Mandatory questions are indicated with * and **MUST** be answered in order to continue.

Register your Account

Subsection

** indicates required information

[Close all](#)

Account Details -

Name of Account *

Account Address -

Account Postcode *

[Find Address](#)

Account Address List *

[Enter your address manually](#)

Account Address Line 1 *

Account Address Line 2

Account Address Line 3

Account Town/City *

Account County

Account Country *

Other Details -

Company Telephone Number *

Fax

Company Registration Number or Registered Charity Number

[Cancel](#) [Next](#)

Name of Account: This is the name that you wish your account to be known by e.g your company/ organisation name. It should match the name on your company bank statements which will help with the verification process

Enter your Account Address (e.g. company or organisation address) by first entering your postcode. Then click on 'Find Address'.

If the address or postcode is not found then click onto link to 'Enter your address manually'

Click on 'Next' to proceed or 'Cancel' if you no longer wish to proceed

- 2.4. Fill in the fields ensuring that all the mandatory boxes are completed. Click on 'Next' to continue with creating your account, or 'Cancel' button if you wish to cancel creating your account.
- 2.5. When you click 'Next' you will be presented with a screen which allows you to add details for the 'Authorised Signatory' contact of the organisation. The Authorised Signatory is a 'super user' of the system. This is the user who has maximum access rights and permissions for a user account and the only user that can add other contacts to their account. The first contact added to an organisation is always the 'Authorised Signatory'.
- 2.6. You will be prompted to enter your home address in the same way as your account address previously, by first searching for the postcode. If the system finds your postcode, it will allow you to select the 'Find Address' option. If the postcode or address is not found, you can manually enter the address details. In addition to the home address, your date of birth is also required.
- 2.7. Complete all mandatory questions as outlined below and enter a Username which must be unique on the RHI Register. You must also select a Secret Question and type in the answer using letters only (no numbers or symbols). This is for identification purposes in case you forget your password.

- ★ Ensure you make a note of your username and secret answer for the future as you will need it if you ever forget your password. These can't be changed once you've set them.

Add Authorised Signatory

** indicates required information

[Close all](#)

Personal Details

[Login](#)
[Create A New RHI Account](#)
[Forgot Password](#)
[View Public Reports](#)

Title *

First Name *

Last Name *

Middle Initials

Date of birth *

Job Title *

Email Address *

Confirm Email Address *

Remittance Email Address

Confirm Remittance Email Address

Account 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

Username *

Secret Question *
Please select

Answer *

[Cancel](#) [Back](#) [Next](#)

Internal Only

Email address and confirmation field required for activation of the account and all future correspondence will be sent by email to this registered address.

The answer to the Secret Question must be typed in letters only (no numbers or symbols) and is case sensitive.

PLEASE ENSURE YOU MAKE A NOTE OF THE ANSWER AND KEEP IT SAVE.

Enter a Username unique to the account and not already registered on the RHI Register.

Select a secret question from the drop down

Enter the answer for identification use.

New User Account Confirmation

2.8 Once you have confirmed the email address you will receive a screen message confirming that your RHI account is now 'pending activation'. An activation email will then be sent to the email address you provided. See below for an example of the screen message, email confirmation and the activation message.

Confirm Account Details

The RHI account is now pending activation - please refer to the activation email that has been sent to the email address you provided to activate the account.

Home

Subsection

[Login](#)

[Create A New RHI Account](#)

[Forgot Password](#)

[View Public Reports](#)

To activate your account click on 'here' in the activation email that will be sent to the email address you entered in the Application

do-not-reply@ofgem.gov.uk
User account creation confirmation

Dear

Thank you for creating an account on the Renewable Heat Incentive system. Please click [here](#) to activate your account, which will then enable you to make changes and to apply for t
Please note that this activation link will expire in 14 days.

Please contact the RHI Customer Support team at RHI.enquiry@ofgem.gov.uk or on 0300 003 2289 if you further assistance.

Kind regards,

RHI Team
Ofgem E-Serve
<https://www.ofgem.gov.uk/contact-us>

Tel: 0300 003 2289
www.ofgem.gov.uk

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you would like to contact us, our details are: RHI.Enquiry@ofgem.gov.uk



The link to activate your account included in the activation email expires after 28 days OR once you have successfully activated your account by setting a password. If your account activation link has expired you can still click on it - you will be taken to the RHI website where you will then see an option to resend an activation link to your email address.

If there has been no activity on the account after 3 months it will be suspended.

Activation of Account

2.9 When you log in for the first time, using the URL link provided in the activation email, you will be prompted to read and then accept the new account declaration and terms and conditions (T&Cs) as shown below.

2.10 To gain full access to the RHI Register you must read and accept the user account declaration and T&Cs, by ticking the 'I accept' box at the bottom of the page, before you click on the 'Confirm' button. To read the whole section you need to scroll all the way to the bottom.

The screenshot shows the 'Renewable Heat Incentive' registration page. At the top, there are navigation links for 'Home', 'Accessibility', 'Contact Us', and 'Links'. Below the header, there is a 'Your new RHI' section with buttons for 'Login', 'Create a New RHI Account', 'Forgot Password', and 'View Public Record'. The main content area is titled 'You are logging in to the RHI system for the first time. Please accept terms and conditions' and contains a 'Terms and conditions' section with 22 numbered points. A red callout box on the left side of the page contains the text: 'Read the user account declaration', 'Click the 'I accept' box to accept the declaration & the T&Cs', and 'Click on confirm to proceed'. At the bottom of the page, there is a 'Confirm' button and a footer with copyright information: '© 2011 Ofgem. All rights reserved. | Privacy Policy | Terms & Conditions | Freedom of Information'.

2.11 The 'Confirm' button will take you to the 'Create Password' screen. For security purposes you will be asked to create a password before you log into the Register.

Non-Domestic Renewable Heat Incentive (RHI)

ofgem E-Serve Renewable Heat Incentive

Home Accessibility Contact us Links

You are here:

- Login
- Create A New RHI Account
- Forgot Password
- View Public Reports

Please provide a password for your account so you can log on to the RHI system

*** indicates required information

Account Details

Password *

Confirm Password*

Create and confirm a password for the account

*Passwords must be at least 9 characters and must include one lower case letter, one upper case letter and one number

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Home Accessibility Contact us Links

You are here:

- Login
- Create A New RHI Account
- Forgot Password
- View Public Reports

User account is active

Your account on the RHI Register is now active and an email notification has been sent.

[Home](#)

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Home Log In page

2.12 To log into the RHI Register select enter your username and password in the relevant boxes on the Home Log In page. And Select 'Login'

GOV.UK Non-Domestic Renewable Heat Incentive
[Home](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

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- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations;
- access reports

Enter your login details for the Non-Domestic RHI Register

Username

Password

[Login](#)

[Create a new RHI Account](#)
[Forgotten Password](#)

Are you trying to sign into the [Domestic RHI](#) site?

[For advice and guide documents to help with every part of the scheme see our website](#)

[View GB Public Reports](#)

For the NI Public Report please visit www.detini.gov.uk

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2.13. You will now see your User Management page as shown below. From here, you can make Manage Users on your account, make an application for accreditation, Submit Periodic data, and look at payment history or past declarations and access your Annual Sustainability Report Information.

GOV.UK
Welcome

Non-Domestic Renewable Heat Incentive

Home **User Management** Accreditation Periodic Data Declarations
Payments Annual Sustainability Report Information

Log out

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Home > User Management

User Account Management

Use this service to:

- maintain your Account details
- update your name, address or other details
- add/ remove additional users
- add additional users
- change your bank account details
- change ownership

Subsection

- [Manage Account](#)
- [Manage Additional Users](#)
- [Update Password](#)
- [Change of Ownership](#)
- [Bank Details](#)

Links to: Accreditation, Periodic Data, Declarations, Payments and Annual Sustainability Report and Log out

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Logout

- 2.14 There is a log out option on the horizontal menu bar. Click on log out to exit the RHI Register. You will be asked to confirm if you wish to log out.
- 2.15. If you click 'logout' a message is displayed asking for confirmation that you wish to log out of the application and if you select 'logout' then you will be returned to the Login screen.

Forgotten Password

2.16 If you have forgotten your password click on the 'Forgotten Password' link on the login page.

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[Close message](#)

GOV.UK

Non-Domestic Renewable Heat Incentive

[Home](#)

BETA

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- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations;
- access reports

Enter your login details for the Non-Domestic RHI Register

Username

Password

[Login](#)

[Create a new RHI Account](#)
[Forgotten Password](#)

Are you trying to sign into the [Domestic RHI](#) site?

[For advice and guide documents to help with every part of the scheme see our website](#)

[View GB Public Reports](#)

For the NI Public Report please visit [www.detini.gov.uk](#)

Click on 'Forgotten Password' Link and provide your Username and Email address

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[Freedom of information](#) [Accessibility](#) [Contact us](#) [Links](#) [Help & Guidance](#)

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Please enter your account details to request a new password

** indicates required information

Account Details

Username *

Email Address *

[Cancel](#)

[Next](#)

Subsection

[Login](#)

[Create A New RHI Account](#)

[Forgot Password](#)

[View Public Reports](#)

2.17 Select 'Next'.

2.18. You must then provide the answer to your secret question. Enter the answer and click 'Submit'.

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Please answer your secret question

** indicates required information

Secret Question

What is your mother's maiden name?*

Cancel

Submit

Subsection

[Login](#)

[Create A New RHI Account](#)

[Forgot Password](#)

[View Public Reports](#)

Enter the answer to the secret question in the **exact** format that it was originally entered

2.19. You will receive an email containing an activation link. Please either click on the link or copy and paste the link into the address box on your main web browser. You will then have to accept the T&Cs again, and you will be taken to a new page. For security purposes you will be asked to select a new password, before you can log into the Register again.

Locked Account

2.20 There is a maximum number of login attempts, and if you exceed this you will see the below message. Click on the forgotten password link circled on the right.

Exceeded maximum login attempts

You have exceeded the maximum number of login attempts. Due to this your account has now been locked. Please use the "Forgotten Password" link to reactivate your account and reset your password.

Home

Subsection

[Login](#)

[Create A New RHI Account](#)

[Forgot Password](#)

[View Public Reports](#)

2.21. You will be asked to provide the Username and email address that you used to create your account.

WNIUST

Please enter your account details to request a new password

Subsection

[Login](#)
[Create A New RHI Account](#)
[Forgot Password](#)
[View Public Reports](#)

** indicates required information
Account Details

Username *

Email Address *

[Cancel](#) [Next](#)

Enter your username and email address and select 'Next'

2.22. You must then provide the answer to your secret question which you would have set upon creating your account. Enter the answer and click 'Submit'.

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Please answer your secret question

Subsection

** indicates required information
Secret Question

What is your mother's maiden name?*

[Cancel](#) [Submit](#)

Enter the answer to the secret question in the **exact** format that it was originally entered

2.23. After you have successfully entered the above details, you will receive the onscreen message below, advising that we have sent a reactivation link to your email address.

 **Non-Domestic Renewable Heat Incentive**
[Home](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

You have been sent an email notification with an account activation link that you can use to reset your password

Subsection

[Login](#)
[Create A New RHI Account](#)
[Forgot Password](#)
[View Public Reports](#)

[Home](#)

- 2.24. You will receive an email containing the activation link. Please either click on the link or copy and paste the link into the address box in your web browser. You will have to accept the T&Cs again, and you will be taken to a new page. For security purposes you will be asked to select a new password, before you can log into the Register again.

If at any stage you enter your secret answer incorrectly too many times you will see the onscreen message below and you should contact us.

The screenshot shows the top of the RHI Register website. The header includes the GOV.UK logo and the title 'Non-Domestic Renewable Heat Incentive' with a 'Home' link. A blue banner below the header contains a 'BETA' label and a message: 'This is a new service – your feedback will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.' The main content area is split into two columns. The left column has a heading 'Maximum secret question attempts reached' and a message: 'You have reached the maximum attempt, your account has now been locked. Please contact the RHI Customer Support team at RHI.enquiry@ofgem.gov.uk or on 0300 003 2289 if you further assistance.' Below this is a green 'Home' button. The right column has a heading 'Subsection' and four links: 'Login', 'Create A New RHI Account', 'Forgot Password', and 'View Public Reports'.

Login as Proxy

- 2.25. If you are unable to access the Register, an Ofgem Non-Domestic RHI scheme administrator may carry out tasks on behalf of either an Authorised Signatory or an Additional User who has an account on the Register. The scheme administrator, when logged in as a 'proxy user', will have the same permissions as the user that they are logged in as.
- 2.26. In order for a scheme administrator to log in as a proxy user and access your account, they will ask you to supply them with random characters of your password. You will never be asked to supply your full password.

3. Account Management



To make any changes in the User Management section of the Register, you will need to enter your user credentials for verification. You will be asked to enter 3 characters (selected by the system at random) from your password as shown:

Verify User

Please enter characters 2, 4 and 10 from your password.

Username *

Password *

Cancel Continue

Subsection

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Amending Your Account

Once your password has been validated, a confirmation screen will be displayed:

Account details have been changed

Details for RHI account number [redacted] have been amended

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The RHI account number is a unique identifier on the RHI Register for your organisation's account. You should quote it in any correspondence that you send to the RHI team.

User Management

3.1 The User Management section (you can find the link to the User Management section on the Home Page) displays a list of options to manage your account. The options available will depend on your permission rights. For example, only the Authorised Signatory of the account is able to 'Manage Additional Users' (create or disable any Additional Users).

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

Welcome to the Ofgem Non-Domestic Renewable Heat Incentive (RHI) Register

The Non-Domestic RHI Register website has been developed to allow scheme participants to perform a range of administrative functions required for the RHI scheme.

The Non-Domestic RHI Register will allow participants to:

- create and maintain user accounts to gain secure access to the RHI Register;
- apply for accreditation for a Non-Domestic RHI eligible installation;
- apply for registration as a biomethane producer;
- maintain details of accredited/registered installations;
- submit periodic information, including meter readings, fuel measurements and sustainability information;
- submit annual declarations;
- access reports

Are you trying to sign into the [Domestic RHI](#) site?

[For advice and guide documents to help with every part of the scheme see our website](#)

[View GB Public Reports](#)

For the NI Public Report please visit www.detini.gov.uk

Selecting 'User Management' will display the menu of options that you have to manage your Account

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[Home](#) > [User Management](#)

User Account Management

Use this service to:

- maintain your Account details
- update your name, address or contact details
- add/ remove additional users
- add additional users
- change your bank account details
- change ownership

Change of Ownership: Allows the Authorised Signatory to notify us of any Change of Ownership.

Bank Details: Allows the Authorised Signatory to view Bank Details and edit them.

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Manage Account: Allows both Authorised Signatory and any Additional Users to view and amend their personal contact details.

Only Authorised Signatory can amend main account information.

Manage Additional Users: Allows Authorised Signatory to create, edit and disable Additional Users.

Update Password: This option is available to all Users. This allows Users to change their password whenever required

Manage Account

3.2 The 'Manage Account' option is available to everyone with an account. It lets you view and amend your personal contact details which you supplied when you created your account.

★ Only the 'Authorised Signatory' is able to edit details for the main account including contact information of Additional Users and adding and removing Additional Users from the account.

★ You won't be able to change the main postal address on your account if the same address has been used to define the site installation address of an RHI installation (i.e. is linked to an accreditation application). In this instance, you'll need to contact us either by email (RHI.enquiry@ofgem.gov.uk) or telephone (0300 003 2289).

Create Additional Users

3.3 The Authorised Signatory is the only user who can add additional users to an account. They can do this by selecting the 'Manage Additional Users' option. The additional users will only be visible under the Authorised Signatory's account once they have successfully activated their account.



Welcome

Log out

Non-Domestic Renewable Heat Incentive

[Home](#)
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[Declarations](#)

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[Home](#) > [User Management](#) > Manage Additional Users

Please note that the below table is scrollable

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Manage Additional Users

Account Users

First Name	Last Name	Username	Status	Edit	Disable	Reinstate
John			Active	Edit	Disable	Reinstate

[Add New](#)

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[Home](#) > [User Management](#) > Manage Additional Users

Manage Additional Users

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Account Users

No users added yet

If you are an Authorised Signatory you can create a new Additional User by clicking the 'Add New'

Add New

3.4 To add an additional user, select the 'Manage Additional Users' option and click on 'Add New' button.

Add additional user account

* indicates required information

Personal Details

Title *

First Name *

Last Name *

Middle Initials

Email Address *

Confirm Email Address *

Contact Telephone Number *

Fax

User Details

Please select roles for this user

Additional User

Username *

Secret Question *

Please select

Answer *

Take a note of the username, secret question and answer for the additional user.

Assign the Additional User role by clicking in the Additional User box

Create a Username that is unique to the account and is not already on the Register

A secret question must be selected from the drop down. Please type in the answer using Letters only

Edit Additional User's Account

- 3.5 Using the 'Manage Additional Users' option, the Authorised Signatory can also edit additional user details or disable their access to the RHI Register. Select 'Manage Additional Users' and the screen will display a list of Additional Users associated to the account. Select the 'Edit' option against the relevant Additional User and the screen will display that Additional User's account information. The Additional User's account can then be edited by the Authorised Signatory.

Disable Additional User's Account

- 3.6 To disable an Additional User's access to the RHI Register, select the 'Disable' option against the relevant Additional User, and the screen will display the name of the user. Select the disable button. It is the responsibility of the Authorised Signatory to manage all their RHI Account Users' access, including disabling accounts when appropriate (for example, when an employee leaves the company). Ofgem is not responsible for managing any account access granted by the Authorised Signatory.

Update Password

- 3.7 The update password option is available to everyone with an account. It allows you, when logged into the Register, to change your password whenever you think it is necessary. It's good practice to do this at least every 3 months.

Change of Ownership

- 3.8 When you select Change of Ownership, if you are the Registered Owner you will be able to submit the details of the change in the form below

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [User Management](#) > Change of Ownership

Change Of Ownership

Please complete the form below

[Open all](#)

Date Change of Ownership is Effective From	+
Meter Reading at date of change	+
Has there been any physical changes to the installation?	+
Are all installations on the account changing ownership?	+
Have you received your final payment?	+
New Owner's Name	+
New Owner's Telephone Number	+
New Owner's Email Address	+

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Bank Details

Please note - As Authorised Signatory you have access to the bank details screen. It is therefore very important you don't share your logon ID or password with other people as it gives them full access to your bank account details.

- 3.9 You will be able to submit, view and change your bank details your bank details online. To add details complete the form online below:

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [User Management](#) > Bank Details

Bank Details

Please enter your bank details and select submit.

Account Name

Ofgem Test Account

Bank Name

Bank Branch

Sort Code

Account Number

Account Description (optional)

[Back](#)

[Submit](#)

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The account name will be populated with the account name entered when you set up your account. This needs to match your bank account name as shown on your bank statements

If you wish to change the bank details click on 'bank details' then 'edit' (bottom right)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [User Management](#) > Bank Details

Bank Details

This page allows you to view the Bank Details for your account. If you wish to edit the information, please click on the Edit button below.

Account Name	Ofgem Test Account
Bank Name	llods
Bank Branch	Glasgow
Sort Code	11-11-12
Account Number	ending in 4578
Account Description (optional)	

[Cancel](#) [Edit](#)

Subsection

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You will then be advised that editing bank details will stop payments until your new bank details are validated and asked to click next to proceed, or otherwise return.

4. Applying for Accreditation

Before completing this section in the Register, it is very important that you read the guidance and other supporting documents at www.ofgem.gov.uk/RHI to help you get your application right first time.

- ★ Use the 'PREVIOUS' and 'NEXT' buttons to progress through the account creation process. Do not use the 'Back' or 'Refresh' buttons on your internet browser as it may result in an application error.
- ★ An application for accreditation could take some time to complete. Selecting the 'Next' button at the end of each page of the application will automatically save your answers as you progress through each screen, but before leaving the register you must click on 'SAVE AND EXIT' - otherwise your answers won't be saved. Then you'll be able to resume your application at another time.

The screenshot shows a web form titled "Apply for Accreditation". It contains two main sections:

- HA 100 - Name of the installation**: A text input field with the prompt "Please enter the name of the installation or biomethane plant." and a green question mark icon.
- HA 110 - Installation technology**: A dropdown menu with the prompt "Please select your installation's technology, or if you are applying for a biomethane plant" and the text "Please select".

At the bottom of the form, there are three buttons: "Cancel", "Print application", and "Save and Exit". The "Save and Exit" button is circled in red. To the right of the dropdown menu, there are two green buttons: "<< Previous" and "Next >>", both of which are also circled in red.

Some questions ask you to choose one or more responses (e.g.: Q: HH100, shown below). You might need to press the 'Ctrl' key on the keyboard if you wish to select multiple answers. You can find the 'Ctrl' key below the 'Shift' key on most keyboards.

The screenshot shows a web form titled "Apply for Accreditation" with a question labeled "HH100 - Using heat generated". The question text is "Please select how the heat generated by your installation is used". To the right of the text is a rectangular box containing three options: "Space heating", "Water heating", and "Process heating". This box is circled in red, indicating that multiple selections are possible.

Applying for a New Accreditation

If you own one or more renewable heat installations, you can apply for accreditation for your installation(s) under the RHI scheme (or registration if you're a producer of biomethane).

- 4.1 The Accreditation section at the top of your home screen enables you to apply for accreditation and manage your accreditation details.

The screenshot shows the top navigation bar of the RHI website. On the left is the GOV.UK logo with a 'Welcome' message and a 'Log out' button. On the right is the title 'Non-Domestic Renewable Heat Incentive' followed by a menu: 'Home', 'User Management', 'Accreditation' (highlighted in blue), 'Periodic Data', and 'Declarations'. Below this is another menu: 'Payments' and 'Annual Sustainability Report Information'. A blue banner below the navigation bar contains a 'BETA' label and a message: 'This is a new service – your feedback will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.' Below the banner is a breadcrumb trail: 'Home > Accreditation'. The main content area has a large heading 'Renewable Heat Incentive - Accreditation'. To the right of this heading is a 'Subsection' list with four links: 'Apply for Accreditation', 'Resume partially completed application', 'FMS Submission', and 'Edit or view accreditation application'. The text below the heading explains that this part of the system is for accreditation applications, that the form is complex and requires detailed information and mandatory documents, and that users should refer to web guides for advice and tips. At the bottom of the page is a footer with copyright information, links to 'Privacy Policy', 'GB Terms & Conditions', and 'NI Terms & Conditions', and a link to 'Help & Guidance'. It also includes the OGL logo and a statement that content is available under the Open Government Licence v3.0.

GOV.UK
Welcome
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Non-Domestic Renewable Heat Incentive
[Home](#) [User Management](#) [Accreditation](#) [Periodic Data](#) [Declarations](#)
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BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Accreditation](#)

Renewable Heat Incentive - Accreditation

This part of the system is for your application for accreditation.

The application form can be complex as it requires detailed information about your installation. Be prepared to answer a number of technical questions and to upload mandatory documents as evidence.

To help you do this it's essential to read our web page for advice and to use our guides. They show you exactly what to do, what information and documents you need to gather in advance to be able to complete the form and even tips for answering some of the most important questions. To go to the web page click on 'Help and Guidance' at the top right of the screen.

Subsection

- [Apply for Accreditation](#)
- [Resume partially completed application](#)
- [FMS Submission](#)
- [Edit or view accreditation application](#)

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Non-Domestic Renewable Heat Incentive (RHI)

Apply for accreditation

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOU PROCEED WITH YOUR APPLICATION

Please be advised that:

- You must be the designated Authorised Signatory* of an account to manage an account, sign declarations associated to the account and to submit applications to Ofgem for review.
- Ofgem will require personal information relating to the Authorised Signatory of an account in order to verify their identity and assist in fraud prevention.
- To receive payments for accredited installations associated to an account, the Authorised Signatory must provide Ofgem with details for a valid bank account. This must be an account that can accept payments in the UK in pounds sterling. The Authorised Signatory must also agree for this information to be shared, by Ofgem in accordance with data protection legislation, with third parties in order to organise payments.
- Any applications that are created on an account and not submitted within 3 months (since the application was last saved) will be removed from system and you will not be able to retrieve them.

Use of Ofgem website/ Privacy Policy

- By proceeding with this application to the Non-Domestic RHI, you (the applicant) agree to comply with the Privacy Policy and Terms and Conditions for use of the Ofgem RHI register which can be found in the link below.
- Additionally any information you provide will be subject to Freedom of Information and Environmental Information Regulations summary provided in the link below.

When completing an application:

- You will be provided with assistance in the form of help text, references to Guidance and links to other information and documents. You can refer to these when you have queries and also find them on our "How to Apply" web page. To go to it, click on 'Help and Guidance' at the top right of the screen.
- To complete your application you will need to provide information relating to your installation. This may include details about the type of technology and equipment used, the capacity of the installation, meters installed, the premises where the heat is used and financial information and details of any grant funding obtained.
- When applying for accreditation or registration to the non-domestic Renewable Heat Incentive scheme you will be asked to provide evidence and documentation to support your application.

Mandatory documents that you must upload to the Register are:

- Commissioning certificate or commissioning report
- Evidence of non-single domestic status such as multiple council tax bills or business rates evidence
- Schematic diagram of the installation
- Photo of meter(s)
- Photo of the nameplate of the installation clearly showing the capacity and serial number
- Letter of Authorisation that confirms your organisation's Authorised Signatory for its RHI account
- Independent Report on Metering Arrangements - if your installation has a capacity of 1MW or above, or is classed as multiple for RHI metering purposes and is more than 45 kW
- An MCS certificate or equivalent certificate if your installation is 45kW or below
- Evidence of the Coefficient of performance (COP) if your installation is a heat pump

You may also be required to upload the following application specific documents:

- Technical specification for biomass installations that demonstrates that the boiler meets the solid biomass as 'primary fuel source' requirement
- Information about grants
- Installer declaration if your installation is a heat pump (GB only)
- Technical specification if your installation is a heat pump

- When completing an application, the data you enter will be saved by the system every time you progress to a new page. Saved applications can be retrieved via the accreditation menu options.

Once your application has been submitted:

- Once your application has been submitted, Ofgem will respond to the Authorised Signatory within 20 working days (4 weeks) for standard applications and 30 working days (6 weeks) for multiple applications to advise of the accreditation decision taken on your application.

Preliminary accreditation:

- You may apply for preliminary accreditation or registration (rather than complete a full application) if an installation has not yet been commissioned or the biomethane has not yet started being produced and you meet any of the following criteria:

For an installation:

- You are either the person who proposes to construct or arrange for the construction of the installation or the person who operates the installation.
- The necessary planning permission has been granted for the installation or you have evidence from the relevant planning authority that a planning permission is not required.
- Your installation generates heat from
 - Deep geothermal
 - Biogas
 - Air Source Heat Pump 45kW and above
 - Ground Source Heat Pump 100kW and above
 - Solid biomass (including energy from waste) and the installation is 200kWth or above

For Biomethane (GB only):

- You are the person who proposes to produce biomethane for injection and has not yet started production.
 - A connection agreement in relation to the proposed production of biomethane has been entered into.
- RHI periodic support payments will not be made for preliminary accreditations or registrations for the Renewable Heat Incentive.
 - Fuelling requirements will be necessary in certain scenarios for Bio energy technologies.

Tariff Guarantee application

- You may apply for tariff guarantee accreditation or registration if an installation has not yet been commissioned or the biomethane has not yet started being produced and you meet any of the following criteria:

- For an installation which generates heat from a technology described in the table:

Technology Type	Capacity
Solid Biomass Boiler	>= 100kWth
Solid Biomass CHP	All
Ground Source Heat Pump (GSHP)	>= 100kWth
Water Source Heat Pump (WSHP)	>= 100kWth
Geothermal	All
Biogas	>= 400kWth
Biomethane	All

- You are the person who proposes to construct or arrange for the construction or operate the installation.
- The necessary planning permission has been granted for the installation or you have evidence from the relevant planning authority that a planning permission is not required.

For Biomethane (GB only) of all capacities:

- You are the person who proposes to produce biomethane for injection and has not yet started production.
- A connection agreement in relation to the proposed production of biomethane has been entered into.
- Fuelling requirements will be necessary in certain scenarios for Bio energy technologies.

* The following definition is provided for "Authorised Signatory"

By Authorised Signatory we are referring to a person who is authorised to open and use an account with the Ofgem RHI website or provide information by post, submit periodic data and complete the RHI annual declaration. This person must be one of: the owner of a renewable heat installation (or in the case of an installation which has multiple owners, the representative owner who has authority to act on behalf of all such owners), a producer of biomethane (a producer of biomethane must be either the producer of the biogas used to produce the biomethane or a person who has been authorised by the biogas producer to apply for registration), or, where the owner, representative owner or producer of biomethane is an organisation, the employee of that organisation who is authorised by the organisation to open and use an account on behalf of that organisation in its capacity as an owner, representative owner or producer of biomethane.

Cancel Confirm to proceed

Once you have read the Information you should select 'Confirm to Proceed' if you wish to continue with an Application.

4.2 When you select 'Apply for Accreditation' you will see a screen (above) which you must read before proceeding. This screen explains that you must be the designated Authorised Signatory of an account to sign the required declarations and submit an application for RHI accreditation. Details of other information required to support your application are also provided. You'll need to confirm that you have read this page by selecting 'Confirm to Proceed'; if you don't want to continue with the application select 'Cancel'.

On question HA099 you **must** select the correct country of installation (England, Scotland, Wales OR Northern Ireland¹). This can't be amended once selected. If you select it in error you'll have to cancel the application and start a new application from scratch.

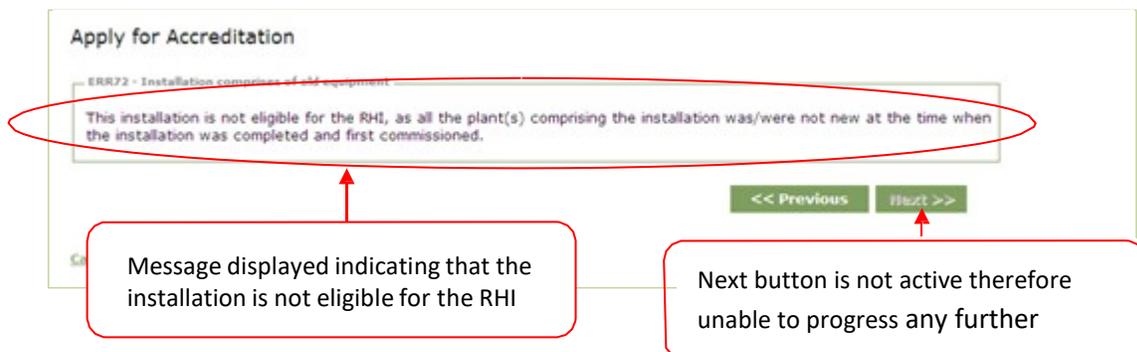
¹ The Department of Enterprise, Trade and Investment (DETI) suspended the Northern Ireland RHI scheme to new applicants from 29 February 2016. From 9 May 2016, the new Department for the Economy (DfE) assumed the roles and responsibility of DETI including policy responsibility for the Northern Ireland Non-Domestic RHI. We continue to administer the Non-Domestic RHI scheme on DfE behalf. This suspension only applies to the Northern Ireland RHI scheme. The Great Britain RHI scheme is unaffected.

An Additional User can enter details as part of an application for RHI accreditation. However, only an Authorised Signatory can sign the required declarations (see Chapter 3) and submit the application.

4.3 You will now be taken through a series of structured questions required to enable our team to reach an informed decision about the eligibility of your application. The process involves answering a number of questions about the installation. The key eligibility questions cover:

- Where the installation is situated (this must be selected correctly at the beginning of the application as it can't be amended). If you select it in error you'll have to cancel the application and start a new application from scratch
- Is it a domestic installation?
- Date of installation / commissioning
- Microgeneration Certification Scheme (MCS) certification if applicable
- Details of any grants
- Heat transfer medium
- Use of heat: what and where
- Metering
- Technology specific questions

4.4 You may see a message displayed (example below) during your application process indicating that the installation isn't eligible for the RHI scheme based on the answers you've provided. If this happens, you won't be able to progress further or submit the application. The answers you have already provided to earlier questions are automatically saved and your application can be resumed from that point once you have clarified any eligibility information required.



4.5 You can find your saved application(s) by selecting the 'Resume Partially Completed Application' menu option. You will be taken to the last question that you answered when you saved the application.

- 4.6 The answers you provided during the application will determine the subsequent questions you are asked, and any associated answer validations. Therefore, if you edit any answers, you may experience errors depending on eligibility rules relating to the new answer and / or whether it matches other answers already provided.

The screenshot below illustrates an example of this. In this case the capacity of a solar thermal installation was changed from 150kWth to 200kWth. It resulted in an error message because the new capacity was ineligible for the RHI.



Please ensure any answer relating to capacity is in kWth.

The screenshot shows a web form titled "Apply for Accreditation". At the top, there is a red error message: "HA130 - Solar thermal installation equal to or greater 200 kWth. Solar thermal installations with an installation capacity equal to or above 200 kWth are not eligible for the RHI." Below this, there are two input fields: "HA120 - Installation capacity" and "HA130 - Re-enter the installation capacity". Both fields contain the value "200". At the bottom of the form, there are navigation buttons: "<< Previous" and "Next >>".

If you see any error message displayed, you won't be able to progress through the application until the information has been corrected.

- 4.7 Some answers will cause a 'warning message' to appear which will advise you to check / confirm information entered. Although a warning message won't stop you from progressing, you should still check the information is correct.

For example if you enter an installation capacity lower than 5 kWth, a warning message will appear checking that you have entered the correct value:

The screenshot shows a web form titled "Apply for Accreditation" from the "ofgem E-Serve Renewable Heat Incentive" system. The form is part of a navigation menu that includes "Apply for Accreditation", "Resume partially completed application", "PMS Submission", and "Edit or view accreditation application". The main content area shows a warning message: "WARNING: Installation capacity lower than 5 kWth. Please check and confirm that the installation capacity is correct." Below the warning message, there is a radio button labeled "Yes". At the bottom of the form, there are navigation buttons: "<< Previous" and "Next >>".

Submitting an Application

- 4.8 You should complete all of the relevant questions and, after confirming your personal details and signing (accepting) the Declaration (see Chapter 4), click on the 'Submit' button. This will take you to a screen to validate your password. Then, by selecting 'Continue', you will be taken to a screen which allows you to 'Submit', 'Print' or 'Save and Exit' the application:

You are here: > Home > Accreditation > Apply for Accreditation Welcome 'TestFourteen' Logout

Apply for Accreditation

Resume partially completed application

FMS Submission

Edit or view accreditation application

Submit the accreditation application

You have now completed all the relevant sections of the application. If you are happy with the information provided, please submit the application. Once the application has been submitted, it will be passed onto the RHI team for review. You will not be allowed to make any changes to the application unless you obtain permission from the RHI team.

<< Previous Submit Print application Save and Exit Cancel

- 4.9 If you select 'Submit', the Register will confirm that you have successfully submitted your accreditation application. You will be asked to submit the installation owner's ID verification information to Ofgem as shown:

Accreditation application successfully submitted

You have completed and submitted your application for the RHI Accreditation. We will contact you within 20 working days (4 weeks) for simple applications, 30 working days (6 weeks) for complex applications, or 10 working days (2 weeks) for Tariff Guarantee stage 1 and 2 applications to provide an update on progress. Please keep a note of your RHI reference number **RHI0000025565** as you will need this in any correspondence. If you are applying for pre-accreditation for your installation, please contact us when the installation is commissioned to provide us with the commissioning date and the meter readings.

Submission of identity details

Thank you for completing your RHI accreditation application. If this is your first RHI application, you now need to submit your identity details to Ofgem for verification.

If you have already submitted this information to Ofgem then please ignore this message.

We will review your application and accredit the installation / register you as a biomethane producer where all legislative requirements are met.

Any delay in supplying your Bank or ID Verification details will result in a delay in processing your application.

Resume a Partially Completed Accreditation Application

BETA

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[Home](#) > [Accreditation](#)

Renewable Heat Incentive - Accreditation

This part of the system is for your application for accreditation.

The application form can be complex as it requires detailed information about your installation. Be prepared to answer a number of technical questions and to upload mandatory documents as evidence.

Subsection

[Apply for Accreditation](#)

[Resume partially completed application](#)

[FMS Submission](#)

[Edit or view accreditation application](#)

'Resume partially completed application' can be found on the Accreditation page

- 4.10 The 'Resume a partially completed application' menu option allows you to return to a partially saved application that you did not complete. You'll be taken to the last question that you answered prior to leaving the application (as long as you used the 'Save and exit' option).
- 4.11 Select the menu option 'Resume a partially completed application', a screen listing all partially completed accreditation applications is displayed, as shown below.

Applications showing as 'In Progress' can be amended, continued and cancelled by an Additional User as well as an Authorised Signatory

Select either Continue or Cancel

Selecting Cancel will delete the application from the system and a screen will be displayed requesting confirmation of cancellation

Applications showing as 'Awaiting declaration' can only be continued by an Authorised Signatory

- ★ Your saved application(s) are removed from the Register if you don't submit them within 3 months of the last saved date. They cannot be recovered after being removed.

View / Edit Accreditation Details

- 4.12 The View / Edit menu option allows you to view or amend your application once it has been submitted or approved.

- ★ Approved accreditation applications can be edited however installation technology and capacity information is not editable.

- 4.13 If your application has been submitted, and is being reviewed by our team, it will have an application status of 'In Review' and you won't be able to edit it. If you need to edit it, we can 'release' it back to you. Your application status will then be 'With Applicant'.

Submitted Applications: Changes can be made to any part of the application but only if the status is 'With applicant'
Approved applications: Changes **cannot** be made to information relating to technology and capacity. All other information can be edited at any time

Edit or View accreditation

RHI Number	Installation name	Submitted	With applicant	Pending	View	
RH00001		02/09/2011	02/09/2011	Submitted	Pending	View
RH00000		02/09/2011		With applicant	Pending	View

Cancel Select 'view' to amend the application

HM150	Authorised signatory - Address line 3			
HM160	Authorised signatory - Town/City			
HM170	Authorised signatory - County			
HM180	Authorised signatory - Postcode			
HM190	Non - domestic : company house registration number			
HM200	Non - domestic : company house registration name			
HM210	Non - domestic : company address			
HM240	Company Telephone Number			

Edit Cancel

Scroll to the bottom of the page and select 'Edit' to access and amend the application

4.14. You must enter the reason for editing the application. Then you will need to navigate through the whole application form by selecting the 'next' button to find the relevant questions and make your changes. After making your changes you'll need to continue through the rest of the form by selecting the 'next' button until you reach the end of the form. The Authorised Signatory will need to 'sign' the declaration again and re-submit the edited application for us to review, as the changes may affect the accreditation status of any approved applications.

4.15. If you click on the cancel link, this will cancel your edits in the application, however **the application will not return to its previous submitted status – it will be saved as a partially completed application.** You will need to click on the 'Resume partially completed application' in the menu bar, select the application in question and progress it through the application process by selecting the 'next' button at the bottom of each page. The Authorised Signatory will need to click in the 'I accept' box on the declaration and then they will be able to resubmit the form.

- 4.16. Additional Users may edit an application but will not be able to resubmit as only the Authorised Signatory may 'sign' the declaration and submit applications for review.

View Submitted Applications

- 4.17 The Edit or View Accreditation menu option lists all your submitted applications. By selecting the 'View' link beside the relevant application you can see details of that application.

Uploading Documents

- 4.18 After completing the sections of the application relating to your installation, you will be asked to upload certain documents as your supporting evidence:

HL99 - Uploading documents

You've completed the questions, now we need you to upload documents as evidence to support your application.

On this part of the application form you will see requests for documents that are specific to your application and also requests for others which are required from all applicants such as a schematic diagram of the heating system. All of the documents that we require as evidence must be uploaded in PDF format.

To help you with this it's essential to see our web page for advice. It shows you the full list of documents that must be uploaded by all applicants, gives help with converting documents to PDFs, has templates that you can use for some of the documents and also gives details for a guide with screenshots and instructions for how to upload them. Go to our 'How to Apply' web page by clicking on 'Help and Guidance' at the top right of the screen.

One final thing - as part of your application we need to verify your identity and bank details. Please note that unlike other evidence documents, these must not be uploaded to the RHI Register but instead must be posted to us. On the 'How to Apply' web page you'll see a section about ID and Bank Details. It has a link to a form which explains exactly what information you should send us together with address details for posting. You must post this information to us as soon as you have submitted your application form.

<< Previous Next >>

You must only upload documents in PDF format. You might need to save your documents to your computer desktop or C drive before so you can upload them, or convert them to PDF files.

Do not upload your bank details or confidential identification documents (for example: passport photos) to your RHI application. These must be posted to our Verifications team in Glasgow: Non Domestic RHI Verifications Team, Ofgem, Commonwealth House, 32 Albion Street, Glasgow, G1 1LH.

Below are some suggestions if you need tips for converting documents to PDF files:

- Follow the step by step screenshot or video guide from RHI Accreditation team (request this by emailing RHI.Enquiry@ofgem.gov.uk).
- Download Adobe Acrobat reader software free online
- Use a free online file converter to convert the document from its existing file format (usually Microsoft Word) to PDF

Upload Documents

HL100-1 - Upload the letter of offer

Please upload the letter of offer from the grant making body.

Uploaded Document : GuestSDK1.pdf

HL110-1 - Evidence that the grant has been surrendered

Please supply evidence that the grant has been surrendered.

Uploaded Document : GuestSDK_New 1.pdf

<< Previous Next >>

[Cancel](#) [Print application](#) [Save and Exit](#)

Upload documents from your computer by selecting the browse button and searching for the document.

Click 'Next' to continue



Make sure you add version numbers to the names of the PDFs you upload so that the RHI Accreditation team can review your newly submitted document without delay.

Submit FMS (Fuel Measurement and Sampling) Questionnaire

4.19 After you have completed and submitted your application for RHI Accreditation, you may need to submit a Fuel Measurement and Sampling (FMS) questionnaire. Please see Table 1 in the [FMS Guidance](#) to find out whether you are required to complete one. For more information on the FMS questionnaire please refer to the link under Associated Documents on page 2 of this guide.

You can complete the FMS questionnaire immediately after submitting your application, or later by selecting the FMS questionnaire submission from the menu bar on the left hand side of the screen, as shown below. **If submitting an FMS questionnaire is a requirement of your application, we will not proceed with reviewing your application until the FMS questionnaire has been submitted.**

Non-Domestic Renewable Heat Incentive (RHI)

- Apply for Accreditation
- Resume partially completed application
- FMS Submission
- Edit or view accreditation application

Accreditation application successfully submitted

You have completed and submitted your application for the RHI Accreditation. We will contact you within 20 working days (4 weeks) for simple applications, 30 working days (6 weeks) for complex applications, or 10 working days (2 weeks) for Tariff Guarantee stage 1 and 2 applications to provide an update on progress. Please keep a note of your RHI reference number **RHI0000025565** as you will need this in any correspondence.

If you are applying for pre-accreditation for your installation, please contact us when the installation is commissioned to provide us with the commissioning date and the meter readings.

Submission of identity details

Thank you for completing your RHI accreditation application. If this is your first RHI application, you now need to submit your identity details to Ofgem for verification.

If you have already submitted this information to Ofgem then please ignore this message.

Please provide the following details on a **separate page**. The information provided below will not be kept for longer than necessary and will be securely destroyed when the verification process has been completed.

Authorised Signatory Identity Details

Name -

Please provide one of the following:

National Insurance Number -

UK Passport number -

Upload FMS questionnaire

According to your answers provided in your accreditation application, you need to complete an FMS questionnaire. You can either do this now, or at a later date by selecting the 'FMS Submission' option from the menu.

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Accreditation](#)

Renewable Heat Incentive - Accreditation

This part of the system is for your application for accreditation.

The application form can be complex as it requires detailed information about your installation. Be prepared to answer a number of technical questions and to upload mandatory documents as evidence.

To help you do this it's essential to read our web page for advice and to use our guides. They show you exactly what to do, what information and documents you need to gather in advance to be able to complete the form and even tips for answering some of the most important questions. To go to the web page click on 'Help and Guidance' at the top right of the screen.

Subsection

- [Apply for Accreditation](#)
- [Resume partially completed application](#)
- [FMS Submission](#)
- [Edit or view accreditation application](#)

If required to submit a FMS submission

Select FMS Submission from the menu bar: Screen will display applications which requires FMS questionnaire completion

Click on hyperlink to 'Download Submission Template' & download the questionnaire

Complete the form ensuring that ALL mandatory questions are answered

Save the form and convert to PDF file

FMS Submission

eted

on

RHI Number	Installation name	FMS Questionnaire	By Post
RHI000000		Upload	<input type="checkbox"/>
RHI000000		Upload	<input type="checkbox"/>
RHI000000	test	Upload	<input type="checkbox"/>

[Download FMS Submission Template](#) [Cancel](#)

- 4.20 When you've uploaded the FMS questionnaire, you will see an onscreen confirmation message explaining that your FMS questionnaire was submitted successfully. (We'll still need to review the information in it.)

Managing your consignments

- 4.21b If you have submitted a FMS questionnaire and agreed your consignment classification with Ofgem, you will need to add these consignments of fuels on the register in order to report against them on a quarterly basis alongside your meter readings.
- 4.22 To add a consignment, select the 'Periodic Data' tab at the top of the screen. Then select the 'Consignment Management' option from the list and choose the installation for which you will be adding the consignments listed in your FMS questionnaire.

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Periodic Data](#)

Periodic Data

Subsection

- [Fuel Management](#)
- [View/Submit/Edit Periodic Data and Fuel Measurement](#)
- [View Periodic Submission History](#)
- [Consignment Management](#)

Select Periodic Data then
Select 'Consignment
Management' then
Select the installation that
will be having consignments
added listed in the FMS
questionnaire

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Periodic Data](#) > [Consignment Management](#)

Subsection

- [Fuel Management](#)
- [View/Submit/Edit Periodic Data and Fuel Measurement](#)
- [View Periodic Submission History](#)
- [Consignment Management](#)

Consignment Management

Installation

Please select

[Home](#) > [Periodic Data](#) > [Consignment Management](#)

Please note that the below table is scrollable

Subsection

[Fuel Management](#)
[View/Submit/Edit Periodic Data and Fuel Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)

Consignment Management

No consignments to display

< _____ >

[Back](#) [Add](#)

Once you have selected the 'Add' button, you will see the following screen in which you will need to type in details of the consignment you wish to add.

Add Consignment

The acceptance of new consignments may be subject to a review of the installation's Fuel Measurement and Sampling regime. Prior to agreement, use of any unapproved/unaccepted consignment will produce a periodic data exception.

[Open all](#)

Fuel Details

Installation	+
Name	+
Description	+
Classification	+

[Back](#) [Add](#)

Once you have entered the Name and Description of the consignment you wish to add, click the 'Add' button again and you will be presented with a box confirming the submission you have made.

4.23 You will be able to delete any consignment you have added by navigating to the 'Manage Consignments' section and clicking the 'delete' button alongside the consignment you wish to delete.

Respond to Queries from Ofgem

- 4.24 Once you have submitted an accreditation application, it becomes available to our team for review. During the review process, we may send queries back to you about the application.
- 4.25 We'll send all queries, via email, to the authorised signatory. If we are asking you to edit an answer on the application, you'll need to edit your submission on the Register.
- 4.26 If we have a query on the application, your application status will read 'With applicant'. Go into the application and you'll be able to review the application from the beginning of the questions and then amend the relevant details as requested. In some cases you may just need to respond to the queries by email. If so we'll indicate this when we raise the query.
- 4.27 You must submit all information that directly relates to your installation via the RHI Register. This helps to ensure data integrity and a proper audit trail, and minimises the time taken to process your application. (The bank account and ID verification details form is an exception to this as it must be printed, completed and posted to us – see 4.18.) There could also be other exceptional circumstances when we may ask you to provide us with data or documents via email or post.

5. Submitting periodic data for all technologies

What is periodic data?

Once an installation is accredited, or a producer of biomethane registered, participants will need to submit information on a regular basis as an ongoing obligation and in order for our team to calculate the appropriate payment. Information we require will include:

- Meter readings
- Calculated heat output data (for biomethane producers)
- Fuel data (for certain bioenergy installations)
- Sustainability information (for biomass, and biogas installations, and registered producers of biomethane for injection, GB only)

This information is referred to as 'periodic data'.

Periodic data must be provided for all accredited RHI installations and biomethane producers. If you have more than one accredited installation you will need to provide periodic data separately for each installation.

If your application has not yet been accredited you'll still need to take meter readings at the appropriate frequency and save the information within the RHI Register. This will enable accurate payments to be made if your application is approved.

Depending on your metering arrangements, it should only take 5 to 20 minutes to complete your periodic data submission. Your meter readings should be taken and submitted within your meter reading window.

★ Information required for periodic data submission: supporting meter readings for each meter.

★ Information required for certain bioenergy installations:

- Fuel use data
- Sustainability information (for all biomass and biogas installations, and registered producers of biomethane for injection, GB only)
- Heat loss information
- Heat output data (biomethane only)

Periodic data can be entered and saved for any installation with an accreditation application in a submitted state and not in either a 'withdrawn' or 'terminated' status. The data can be submitted once the installation is accredited.

Frequency that periodic data should be submitted:

- Quarterly, if the installation capacity is less than 1MWth or a biomethane plant.
- Monthly, if the installation capacity is greater than or equal to 1MWth.
- For certain technologies, or capacities, you will also be required to submit fuel measurement and sustainability information at the end of the quarter (for GB only, see Chapter 6).

You must take meter readings within three days, either side of the submission period end date, and these should be submitted in the Register within one month of that period's 'end date'.

Submitting Monthly and Quarterly periodic data

5.1 To add periodic data, log in to the RHI Register and select 'Periodic Data' at the top of the screen.

GOV.UK Welcome
Log out

Non-Domestic Renewable Heat Incentive
Home User Management Accreditation **Periodic Data** Declarations
Payments Annual Sustainability Report Information

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > Periodic Data

After logging into the RHI Register select the Periodic Data option

5.2 Select 'View / Submit / Edit Periodic Data and Fuel Measurement' to add periodic data.

The screenshot shows the GOV.UK website for the Non-Domestic Renewable Heat Incentive. The top navigation bar includes links for Home, User Management, Accreditation, Periodic Data, and Declarations. Below this, a BETA notice is displayed. The main content area is titled 'Periodic Data' and contains a 'Subsection' menu with the following links: Fuel Management, View/Submit/Edit Periodic Data and Fuel Measurement, View Periodic Submission History, and Consignment Management. A red arrow points from the 'View/Submit/Edit Periodic Data and Fuel Measurement' link to a red-bordered callout box containing the text: 'Select View/Submit/Edit Periodic Data and List of Installation will show'. Below this, the 'Periodic Data Submission' page is shown, featuring a dropdown menu labeled 'Please select the installation' with the text 'Please select' and a downward arrow icon. A 'Cancel' button is located at the bottom left of the page.

A list of the installations related to your account and eligible for periodic submission will be displayed. Hover over the installation to view the full name as shown above.

Once selected, all of the periodic submissions relating to that installation will be shown with status and available actions e.g. 'Record/Submit'.

Please note that the below table is scrollable

Periodic Data Submission

Please select the installation

Subsection

- [Fuel Management](#)
- [View/Submit/Edit Periodic Data and Fuel Measurement](#)
- [View Periodic Submission History](#)
- [Consignment Management](#)

Period Dates	Status	Action
Year 6, PDS 2, 17 May 2019 to 16 Aug 2019	New/Pending	Record/Submit
Year 6, PDS 1, 17 Feb 2019 to 16 May 2019	Approved	View
Year 5, PDS 4, 17 Nov 2018 to 16 Feb 2019	Approved	View
Year 5, PDS 3, 17 Aug 2018 to 16 Nov 2018	Approved	View
Year 5, PDS 2, 17 May 2018 to 16 Aug 2018	Approved	View
Year 5, PDS 1, 17 Feb 2018 to 16 May 2018	Approved	View

Recording / Submitting Periodic Data (EXCLUDING BIOMETHANE)

- 5.3 Select 'Record / Submit' to add periodic data. You will see a meter grid based on your accreditation application where you enter the meter readings and the respective readings dates for each meter which makes up your installation. If you are submitting a number of meter readings, you'll notice that when you select the meter reading date for your first meter, the dates for the rest of your meters will automatically populate with the same date.

Periodic Data Submission

[Fuel Management](#)

[View/Submit/Edit Periodic Data and Fuel Measurement](#)

[View Periodic Submission History](#)

[Consignment Management](#)

Installation Details

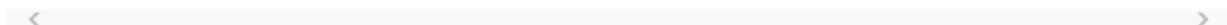
Installation name:

RHI Number: RHI000000

Year 6, PDS 2, 17 May 2019 - 16 August 2019



Meter label	Meter serial number	Meter description	Previous Meter reading (kWhth)	Actual meter reading (kWhth)	Meter reading date	Requirement for data to be estimated
M001.00	13-008097-	Heat Meter No 1	93220	<input type="text"/>	<input type="text"/>	<input type="text"/>
M002.00	12-	Heat Meter 3	2210660	<input type="text"/>	<input type="text"/>	<input type="text"/>
M003.00	6151	Meter to replace	675660	<input type="text"/>	<input type="text"/>	<input type="text"/>
M004.00	6151	Meter to replace	211420	<input type="text"/>	<input type="text"/>	<input type="text"/>



Please note you should only tick the 'Requirement for data to be estimated' box if you have agreed in advance with Ofgem that estimated data can be submitted for the period.

5.4 After you enter your meter reading information you should select 'Calculate EHO/Payment Details' to calculate your heat output data, including eligible heat output and payment. Note, this is not the end of the submission process.

[Year 6, PDS 2, 17 May 2019 - 16 August 2019](#) +

[Eligible heat output\(kWhth\) and Payment Details](#) +

Heat generated by the installation(kWhth)

200000

Heat used for eligible purposes(kWhth)

197969

Total Heat generated by all the plants supplying heat to the heating system(kWhth)

200000

Qualifying percentage

100

Eligible Percentage

Eligible heat output

197969.0

Payment Value

15296.45

[Submission Exceptions](#) +

[Back](#) [Save](#) [Submit](#) [Update](#) [Cancel](#) [Print](#) [Enter Sustainability Information](#)

- 5.6 Once you're satisfied, proceed to enter your sustainability information (Great Britain; biomass, biogas and biomethane participants only). If you are not required to submit sustainability information press the 'Submit' button to submit your meter readings to us for review. If your accreditation application has not yet been approved or is going through an amendment you will only have the option to save your data rather than submit it.
- 5.7 To enter your sustainability information, click the 'Enter Sustainability Information' button in your periodic data submission screen

Periodic Data Submission

[View/Submit/Edit Periodic Data and Fuel Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)

Installation Details

Installation name:
 RHI Number: RHI000

Back Save Submit Update Cancel Print Enter Sustainability Information

Year 6, PDS 2, 17 May 2019 - 16 August 2019



Meter label	Meter serial number	Meter description	Previous Meter reading (kWhth)	Actual meter reading (kWhth)	Meter reading date	Requirement for data to be estimated
		Heat Meter No 1				

- 5.8 You will see a drop-down menu showing the different options for demonstrating compliance with the sustainability requirements. If you are not sure which reporting route is most appropriate for your installation please refer to chapter 4 of the [RHI guidance volume 2](#) for further information.

[Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)

From 5 October 2015 all fuel used must meet the sustainability requirements. From this date, participants must provide information about the sustainability of the fuels used in each quarter (even if the fuel was purchased/received prior to 5th October).

Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter

[Back to Periodic Submission Page](#)

The Biomass Suppliers List/ Sustainable Fuel Register route of compliance

- 5.8a If you have selected the 'Using fuels listed on the Biomass Suppliers List (BSL)' or 'Using fuels listed on the Sustainable Fuel Register (SFR)' option, you will see a box that allows you to select the list that you have sourced your fuel(s) from.

The screenshot shows the 'Periodic Data Submission' page. At the top, there is a 'BETA' notice and a breadcrumb trail: 'Home > Periodic Data > Submit Periodic Data'. The main heading is 'Periodic Data Submission'. On the right, there is a 'Subsection' menu with links for 'Fuel Management', 'View/Submit/Edit Periodic Data and Fuel Measurement', 'View Periodic Submission History', and 'Consignment Management'. The main content area contains text about sustainability requirements from 5 October 2015 and a dropdown menu for 'Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter'. The dropdown menu is currently set to 'Using fuels listed on the Biomass Suppliers List (BSL)'. A modal dialog box titled 'BSL or SFR list' is open, containing a dropdown menu for 'BSL or SFR list' (currently set to '-Please Select BSL List type-'), a text input field for 'Please enter authorisation number', and 'Submit' and 'Cancel' buttons. A red circle highlights the 'Please enter authorisation number' field. At the bottom of the page, there are two buttons: 'Back to Periodic Submission Page' and 'Add BSL or SFR Info'.

Non-Domestic Renewable Heat Incentive (RHI)

Once you have selected the list that you are reporting against you will be asked to provide the authorisation number of the fuel(s) you have used in the quarter. Once you have completed this, select the 'Submit' button to submit that information to Ofgem.

The details will be summarised in a table.

Periodic Data Submission

[View/Submit/Edit Periodic Data and Fuel Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)

From 5 October 2015 all fuel used must meet the sustainability requirements. From this date, participants must provide information about the sustainability of the fuels used in each quarter (even if the fuel was purchased/received prior to 5th October).

Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter

Using fuels listed on the Biomass Supplier List (BSL) or Sustainable Fuel Register (SFR)

Biomass Supplier List (BSL) or Sustainable Fuel Register (SFR) information

BSL or SFR list **Authorisation number** **Action**

BSL BSL1111111-1111

< >

If you have used more than one authorised fuel during the quarter, you can submit these by clicking again on "Add BSL or SFR info", and following the same steps. The details will be summarised after each submission.

Biomass Supplier List (BSL) or Sustainable Fuel Register (SFR) information

BSL or SFR list **Authorisation number** **Action**

BSL BSL1111111-1111

BSL BSL2222222-2222

BSL BSL3333333-3333

< >

The self-reporting route of compliance

5.8b If you have selected the 'Self-reporting' option, you will see a box that allows you to select the consignment you wish to report against and provide the necessary declarations for that consignment. If you need to add a new consignment, you should first add this via the 'Consignment Management' area as described in sections 4.21-4.22.

Once you have provided the necessary declarations for your consignments, click the 'Submit' button and you will see a table summarising the information you provided for the consignment in question.

Self Reporting Information

Consignment	Was the consignment waste?	Did the consignment meet the land criteria for this quarter?	Did the consignment meet the GHG emissions criteria for this quarter?	What were the GHG emissions associated with the consignment for this quarter?	GHG Emission unit of measure	Action
Oat Husk Pellets - 1	Yes					Delete

[Back to Periodic Submission Page](#)
[Add Self reporting Info](#)

The Renewables Obligation (RO) route of compliance

5.8c If you have selected the 'Accredited under the RO scheme' option, you will be asked to provide a declaration that your CHP installation is currently accredited under the RO scheme and complying with the sustainability criteria of the RO scheme.

Periodic Data Submission

Subsection

- [Fuel Management](#)
- [View/Submit/Edit Periodic Data and Fuel Measurement](#)
- [View Periodic Submission History](#)
- [Consignment Management](#)

From 5 October 2015 all fuel used must provide information about the sustainability prior to 5th October).

Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter

Accredited under the RO scheme and complying with sustainability requirements of the RO scheme

R.O. Declaration [X]

Please confirm whether you have been complying with the Renewables Obligation sustainability criteria to the best of your knowledge and belief

Yes No

From this date, participants must even if the fuel was purchased/received sustainability criteria for this quarter

ents of the RO scheme

Once you have provided a declaration to confirm this is the case you will see a table summarising the information you provided.

From 5 October 2015 all fuel used must meet the sustainability requirements. From this date, participants must provide information about the sustainability of the fuels used in each quarter (even if the fuel was purchased/received prior to 5th October).

Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter

Accredited under the RO scheme and complying with sustainability requirements of the RO scheme

RO declaration

Declaration	Yes/No	Action
Complying under the R.O.	Yes	Delete

< >

[Back to Periodic Submission Page](#)

5.9 Once you have entered your sustainability information using one of the routes above, click the 'Back to Periodic Submission Page' and then click 'Submit' to submit your meter readings and sustainability information to us for review. If your accreditation application has not yet been approved or is going through an amendment you will only have the option to save your data rather than submit it.

If you experience issues with submitting your data, contact the Enquiries team on RHI.Enquiry@ofgem.gov.uk.

Record/Submit Periodic Data (BIOMETHANE ONLY)

5.10 Select 'Record/Submit' to add periodic data. You will be presented with a Heat Output data section, where you will be required to complete details on heat supplied etc.

Eligible heat output(kWhth) and Payment Details +

Heat supplied to the biogas production plant(kWhth)

Heat supplied to the biomethane production process(kWhth)

Proportion of biomass contained in the feedstock used to produce the biogas, where the biogas was produced by gasification or pyrolysis (no units)

Qualifying percentage

Eligible Percentage

Eligible heat output

Payment Value

Submission Exceptions +

Enter your heat supplied data here

If Fuel Measurements need to be entered this option will be displayed please refer to Chapter 4 on how to enter fuel measurements

You will **not** be required to submit meter reading data for biomethane via the RHI Register.

After you have entered the heat supplied details you can select Calculate EHO/ Payment details

Eligible heat output and qualifying percentage based on the data entered are shown. Once you're satisfied, proceed to enter your sustainability information (Great Britain only).

5.11 To enter your sustainability information, click the 'Enter Sustainability Information' button in your periodic data submission screen.

Installation Details

Installation name: 1

RHI Number: RHI00000

Back

Save

Calculate EHO/Payment Details

Cancel

Print

Enter Fuel Measurements

Enter Sustainability Information

Year 2, PDS 1, 18 August 2019 - 17 September 2019



Meter label	Meter serial number	Meter description	Previous Meter reading (kWhth)	Actual meter reading (kWhth)	Meter reading date	Requirement for data to be estimated ?
M001.00	6 SE	Compact integrated heat meter as shown on schematic		<input type="text"/>	<input type="text"/>	<input type="text"/>

You will see a drop-down menu showing the options for demonstrating compliance with the sustainability requirements. As a biomethane producer, you will need to 'self-report'. Please refer to the sustainability self-reporting guidance for further information on this route of compliance.

[Measurement](#)

[View Periodic Submission History](#)

[Consignment Management](#)

From 5 October 2015 all fuel used must meet the sustainability requirements. From this date, participants must provide information about the sustainability of the fuels used in each quarter (even if the fuel was purchased/received prior to 5th October).

Please state which route of compliance you used to demonstrate you met the sustainability criteria for this quarter

Please select

5.12 You will see a box that allows you to select the consignment you wish to report against and provide the necessary declarations for that consignment. If you need to add a new consignment, you should first add this via the 'Consignment Management' area as described in sections 4.21-4.22.

The screenshot shows a 'Self reporting' modal window overlaid on a web page. The modal has a title bar with 'Self reporting' and a close button '[X]'. Below the title bar, it asks 'Please select consignment used this quarter' with a dropdown menu showing 'Oat Husk Pellets - 1'. There are three sets of radio button questions:

- 'Was the consignment waste?' with 'Yes' and 'No' options. The 'No' option is selected.
- 'Did the consignment meet the land criteria for this quarter?' with 'Yes' and 'No' options.
- 'Did the consignment meet the GHG emissions criteria for this quarter?' with 'Yes' and 'No' options.

At the bottom of the modal, there is a text input field for 'What were the GHG emissions associated with the consignment for this quarter?'. The background page is partially visible, showing 'Payments Annual Sustainability Report Information' and various navigation links.

Once you have provided the necessary declarations for your consignments, click the 'Submit' button and you will see a table summarising the information you provided for the consignment in question.

Self Reporting Information

Consignment	Was the consignment waste?	Did the consignment meet the land criteria for this quarter?	Did the consignment meet the GHG emissions criteria for this quarter?	What were the GHG emissions associated with the consignment for this quarter?	GHG Emission unit of measure	Action
Oat Husk Pellets - 1	No	Yes	Yes	45	g of CO2 eq per MJ	Delete

[Back to Periodic Submission Page](#)

[Add Self reporting Info](#)

5.13 Once you have entered your sustainability information, click the 'Back to Periodic Submission Page' and then click 'Submit' to submit your meter readings and sustainability information to us for review. If your accreditation application has not yet been approved or is going through an amendment you will only have the option to save your data rather than submit it.

Year 6, PDS 2, 17 May 2019 - 16 August 2019 +

Eligible heat output(kWhth) and Payment Details +

Heat generated by the installation(kWhth)

200000

Heat used for eligible purposes(kWhth)

197969

Total Heat generated by all the plants supplying heat to the heating system(kWhth)

200000

Qualifying percentage

100

Eligible Percentage

Eligible heat output

197969.0

Payment Value

15296.45

Submission Exceptions +

[Back](#)
[Save](#)
[Submit](#)
[Update](#)
[Cancel](#)
[Print](#)

- 5.14 After selecting 'Submit' on the Periodic Data Submission screen the details you have just entered will show as 'In Review' and will appear in read-only format

Please select the installation

Period Dates	Status	Action
Year 6, PDS 2, 17 May 2019 to 16 Aug 2019	In Review	View
Year 6, PDS 1, 17 Feb 2019 to 16 May 2019	Approved	View
Year 5, PDS 4, 17 Nov 2018 to 16 Feb 2019	Approved	View
Year 5, PDS 3, 17 Aug 2018 to 16 Nov 2018	Approved	View



If your accreditation application has not yet been approved or is going through an amendment you will only have the option to save your data.

Sustainability audit report information

5.15 Certain participants of the RHI scheme are required to provide sustainability audit report information on an annual basis. The purpose of this is to verify the sustainability information that has been provided to Ofgem throughout a reporting year. More information about sustainability audit report information can be found in the [Sustainability Self-Reporting Guidance](#) and the [Sustainability Audit Guidance](#) for Participants and Auditors. This section will provide participants with guidance on the submission of sustainability audit report information.

5.16 In order to submit or view sustainability audit report information, you must click on the tab titled 'Annual Sustainability Report Information', located at the top of the screen. This tab includes two pages - 'Submit Audit Report Information' and 'View Audit Report Information'

GOV.UK
Welcome'
Log out

Non-Domestic Renewable Heat Incentive
Home User Management Accreditation Periodic Data Declarations
Payments **Annual Sustainability Report Information**

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > Annual Sustainability Report Information

Annual Sustainability Report Information

Subsection
[Submit Audit Report Information](#)
[View Audit Report Information](#)

Select Annual Sustainability Report Information

Under the Renewable Heat Incentive Scheme Regulations 2011, as amended, (RHI regulations) participants who have self-reported against the sustainability requirements (that came into force on 5 October 2015) for fuel used in an accredited installation with a capacity of 1MWth and above, including those using waste, and all producers of biomethane must provide an annual independent sustainability audit report.

The annual independent sustainability audit report must be submitted within three months of the anniversary of your date of accreditation or registration. It must be prepared by a person who is not the participant and is not a connected person, (any person connected to the participant within the meaning of section 1122 of the Corporation Tax Act 2010.) and it must be prepared in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Revised) or an equivalent standard.

The annual independent sustainability audit report is required to provide Ofgem with independent assurance that your accredited installation or registered plant has been complying with the RHI sustainability requirements. If the findings of the annual independent sustainability audit report show that one or more consignment of fuel used in the previous year was unsustainable or did not have adequate supporting information, enforcement action in accordance with the Regulations may be taken, which could include reducing or withholding RHI payments.

For further information on annual independent sustainability audit reports please refer to the '[Renewable Heat Incentive: Sustainability Audit Guidance for Participants and Auditors](#)'.

5.17 To submit sustainability audit report information, click on the 'Submit Audit Report Information' page. Select the installation and reporting period for which you are submitting sustainability audit report information. Once you have made those selections, choose the type of sustainability audit report information you will be submitting for you chosen installation - i.e. upload a sustainability audit report or if appropriate, declare compliance via the Renewables Obligation (RO) scheme).



Welcome 'timbletcher'

[Log out](#)

Non-Domestic Renewable Heat Incentive

[Home](#) [User Management](#) [Accreditation](#) [Periodic Data](#) [Declarations](#)
[Payments](#) [Annual Sustainability Report Information](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Annual Sustainability Report Information](#) > Submit Audit Report Information

Submit Audit Report Information

Subsection

[Submit Audit Report Information](#)
[View Audit Report Information](#)

Please select the installation

RHI0000 Biomethane Plant 

Please select the reporting period

2017/2018 

Select reporting method

Upload Sustainability Audit Report

Declare compliance via the RO Scheme

Non-Domestic Renewable Heat Incentive (RHI)

5.18 If you are submitting an audit report you must ensure the format of the document is PDF. A box pop up will appear on the screen that will allow you to upload three separate documents. Each document must be in PDF and must not exceed 10mb in size.

The screenshot shows the 'Submit Audit Report Information' page on the GOV.UK Non-Domestic Renewable Heat Incentive portal. The page includes a header with the GOV.UK logo and navigation links. A 'BETA' notice is present. The main content area has the title 'Submit Audit Report Information' and a 'Subsection' link. Below the title, there are three input fields: 'Please select the installation' (with value 'RHI000C'), 'Please select the reporting period' (with value '2017/2018'), and 'Select reporting method' (with radio buttons for 'Upload Sustainability Audit' and 'Declare compliance via the RO Scheme'). A 'Submit' button is visible. A pop-up window titled 'Please upload the sustainability audit report' is overlaid on the page, containing three 'Choose File' buttons, each with the text 'No file chosen'.

Once you have uploaded your document(s), please click on the 'Submit button'. You will then be prompted by a message asking you to ensure you have supplied all the relevant information.

The screenshot shows the 'Submit Audit Report Information' page on the GOV.UK Non-Domestic Renewable Heat Incentive portal. The page includes a header with the GOV.UK logo and navigation links. A 'BETA' notice is present. The main content area has the title 'Submit Audit Report Information' and a 'Subsection' link. Below the title, there are three input fields: 'Please select the installation' (with value 'RHI00C'), 'Please select the reporting period' (with value '2017/2018'), and 'Select reporting method' (with radio buttons for 'Upload Sustainability Audit' and 'Declare compliance via the RO Scheme'). A 'Submit' button is visible. A pop-up window titled 'Submission Confirmation' is overlaid on the page, containing the text: 'Please ensure you have included all the relevant information for the installation and reporting period you have selected before proceeding with this submission. Once this information is submitted you will not be allowed to submit additional sustainability information for the period you have selected.' Below the text are 'Proceed' and 'Cancel' buttons.

Non-Domestic Renewable Heat Incentive (RHI)

If you are happy that you have submitted all the relevant sustainability audit report information, click the 'Proceed' button.

If you have been complying with the RHI sustainability requirements through your participation on the Renewables Obligation (RO) scheme and wish to declare that you will be complying with the ongoing obligation to produce sustainability audit report information to the RHI through your participation on the RO scheme, you will need to sign and submit the RO declaration.

The screenshot shows a web form titled "Declare compliance via the RO Scheme". The form contains the following text:

I am the participant or an authorised signatory for the participant in respect of RHI000000 and for the purposes of regulations 36D(3)(a), 36B(3)(a) and 36B(1) of the Renewable Heat Incentive Scheme Regulations 2011 (as amended) I make the following declaration and statement.

I declare that an annual sustainability audit report covering the period 2017/2018 is not required in respect of the biogas or biomass used in that period in RHI00 for the following reasons:

(1) The accredited RHI installation RHI00 is a generating station with a capacity of 1MW or above

(2) That installation has been accredited under the Renewables Obligation Order 2009, the Renewables Obligation Order 2015 or the Renewables Obligation (Scotland) Order 2009.

(3) In the period identified above:

- in the case of solid biomass used before 24th March 2016, information about that solid biomass has been provided to the Authority in accordance with article 54 of either the Renewables Obligation Order 2009 or the Renewables Obligation (Scotland) Order 2009;
- in the case of biogas or solid biomass used on or after 24th March 2016 in a generating station in Scotland, the biogas or solid biomass meets the greenhouse gas emission criteria in paragraph 2 of Part 1 of Schedule A1A to the Renewables Obligation (Scotland) Order 2009 and the relevant land criteria in Schedule A2 to that Order;
- in the case of biogas or solid biomass used on or after 24th March 2016 in a generating station in England or Wales, the biogas or solid biomass meets the greenhouse gas criteria in paragraph 2 of Part 1 of Schedule 2 to the Renewables Obligation Order 2015 and the relevant land criteria in Schedule 2 to the Renewables Obligation Order 2015.

I agree to notify Ofgem within 28 days of any change in circumstances which indicates that biogas or solid biomass that has been used in RHI000 does not meet the criteria set out in the above declaration.

I understand that following receipt of the above declaration it will be verified by Ofgem. If the declaration cannot be confirmed, I understand that Ofgem may take further steps which could include withholding and / or recovering periodic support payments and / or requiring further information (including one or more sustainability audit reports) in relation to the sustainability requirements insofar as they are applicable to the accredited RHI installation.

By ticking this box I confirm all of the above declaration

Submit

At the bottom of the form, there are links for "Privacy Policy", "GB Terms & Conditions", and "NI Terms & Conditions".

5.19 To view sustainability audit report information you have previously submitted, click on the 'View Audit Report Information' page. Select the installation and reporting period for which you wish to view the sustainability audit report information.

Once you have selected the installation and period for which you wish to view sustainability audit report information, click the 'View Audit Reports' button and you will see a table listing the submissions you have made. Each item on the list will include information on the reporting method chosen, the name of the file(s) uploaded (where applicable), the date the information was submitted and the review status of the submission.

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[Home](#) > [Annual Sustainability Report Information](#) > View Audit Report Information

View Audit Report Information

Subsection

[Submit Audit Report Information](#)

[View Audit Report Information](#)

Please select the installation

Please select the reporting period

[View Audit Reports](#)

Reporting period	Reporting Method	File Name	Submission date	Status
2015/2016	Upload Sustainability Audit Report	Sustainability Audit Report	29/03/2017 10:14:46	Approved
2016/2017	Upload Sustainability Audit Report	RHI Sustainability Report	16/03/2018 14:19:08	Approved

Editing previously submitted periodic data

- 5.20 After you submit your periodic data, you'll only be able to edit it if the RHI Review team set the status as 'With Participant'. Select 'View / Submit / Edit Periodic Data and Fuel Measurement' and then select the action 'Edit' on the period required.

Periodic Data Submission

Please select the installation

Period Dates	Status	Action
Year 1, PDS 4, 25 Mar 2019 to 24 Jun 2019	With Participant	View
Year 1, PDS 3, 25 Dec 2018 to 24 Mar 2019	With Participant	View
Year 1, PDS 2, 25 Sep 2018 to 24 Dec 2018	With Participant	Edit
Year 1, PDS 1, 25 Jun 2018 to 24 Sep 2018	In Review	View

View Periodic Submission history

- 5.21 Select 'Periodic Data' from the top of the screen.
- 5.22 Select 'View / Submit / Edit Periodic Data and Fuel Measurement'. Then once you've selected the installation you can view past submissions by clicking on the View button. These submissions are read-only and are not editable.

Please select the installation

Period Dates	Status	Action
Year 4, PDS 3, 23 Jun 2019 to 22 Jul 2019	New/Pending	Record/Submit
Year 4, PDS 2, 23 May 2019 to 22 Jun 2019	In Review	View
Year 4, PDS 2, 23 Apr 2019 to 22 May 2019	In Review	View
Year 4, PDS 2, 23 Mar 2019 to 22 Apr 2019	In Review	View
Year 4, PDS 1, 23 Feb 2019 to 22 Mar 2019	In Review	View
Year 4, PDS 1, 23 Jan 2019 to 22 Feb 2019	In Review	View

Select 'View' to view any past submissions

6. Adding/Deleting and Viewing Fuel information

Before using this section of the Register, make sure you have read the RHI guidance volume 2.

Please note this chapter is relevant to those installations listed below only. There are additional sustainability requirements for all Great Britain biomass and biogas installations, and biomethane producers which will involve entering information about 'consignments' for some applicants/participants. Please see chapter 4 for further details.

★ Before you can submit your periodic data, you must add fuel information and fuel measurements if you have any of the following:

- Municipal Solid Waste (MSW) of any capacity
- Solid biomass (of a capacity greater than 1MWth – GB Only)
- Biomethane
- Biogas (of any eligible capacity) if the installation uses either Gasification or Pyrolysis to convert biomass feedstock into biogas AND uses feedstock contaminated with fossil fuel

For all other installations or capacities, no fuel information needs to be added.

Adding fuel information for fuels used in a specified period

6.1 The Periodic Data tab at the top of the screen enables an Authorised Signatory and Additional User to add fuel information.

The screenshot shows the top navigation bar of the RHI Register. The main header is 'Non-Domestic Renewable Heat Incentive' with a 'GOV.UK' logo. Below the header is a navigation menu with links: Home, User Management, Accreditation, Periodic Data, Declarations, Payments, and Annual Sustainability Report Information. A 'BETA' banner is present, along with a 'Log out' button. The main content area is titled 'Periodic Data' and contains a 'Subsection' list with the following items: Fuel Management, View/Submit/Edit Periodic Data and Fuel Measurement, View Periodic Submission History, and Consignment Management. A red box highlights the 'Fuel Management' link, and a red arrow points from a text box that says 'Select 'Fuel Management' option' to this link. The footer contains copyright information for OFGEM (2016) and links to Privacy Policy, GB Terms & Conditions, NI Terms & Conditions, Freedom of information, Accessibility, Cookie Policy, Contact us, Links, and Help & Guidance. It also mentions the Open Government Licence v3.0.

6.2 Select 'Fuel Management'.

6.3 Select the relevant installation for which you want to add fuel information.

Select the relevant installation from the drop down menu. **(Note only installations which require fuel information to be added will appear in the menu.)**

Fuel Maintenance

Installation

Please select

Subsection

[Fuel Management](#)
[View/Submit/Edit Periodic Data and F
Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)

6.4 You'll see the screen below where you can add the fuel information.

Fuel Maintenance

[View/Submit/Edit Periodic C
Measurement](#)
[View Periodic Submission Hi](#)
[Consignment Management](#)

Fuel Maintenance

No data found

<

- 6.5 After selecting 'Add Fuel' the screen will display a pre-defined list of fuel types and fuel names as shown below.
All of these fields are mandatory. You can't enter the same fuel twice for one installation.

Fuel Details

Installation

Installation

Please complete the details below, and then click OK button
* fields are mandatory

Fuel Type

Fuel Type *

Please select a fuel type from the list for your installation

Fuel Name

Fuel Name *

Please select a Fuel from the list available for your installation

Reference

Fuel Reference *

The Fuel Reference has been automatically generated. You can enter a Fuel Reference of your choice if required.

Fuel Category

Fuel Category *

Please select a Fuel Category from the list available for the fuel being added

Notes/Comments

Notes/Comments *

Please provide any further comments to the fuel being added to your installation

Back

Submit

Once all the information has been entered select 'Submit'

The reference is the fuel name followed by the number, in order, that fuel has been added. For example the first time that fuel has been entered it will be '-1', the second time '-2'. This includes deleted fuels (e.g. Household waste -1)

Unique Fuel Reference is automatically generated but can be edited if necessary

Select the 'Fuel Type' from the drop down menu

Select the 'Fuel Name' from the drop down menu

Select the 'Fuel Category' from the drop down menu

Please enter any relevant 'Notes/ Comments'

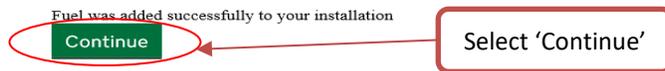
If the fuel or fuel type you wish to add is not listed here, please contact us either by calling 0300 003 2289 or emailing RHI.Enquiries@Ofgem.gov.uk.

- 6.6 After you've completed the relevant, mandatory fields, select 'Submit' and your fuel information will be saved.

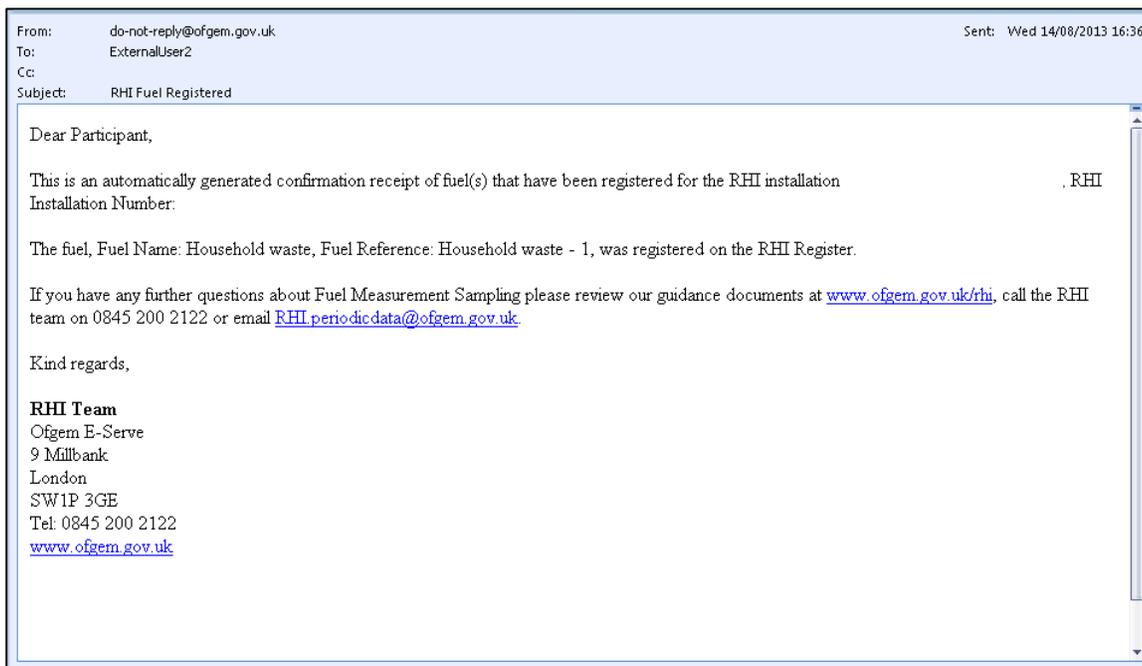
Fuel Maintenance

Subsection

[Fuel Management](#)
[View/Submit/Edit Periodic Data and Fuel Measurement](#)
[View Periodic Submission History](#)
[Consignment Management](#)



You'll see the above screen confirming your fuel information was successfully added. An email will be generated and sent to the Authorised Signatory as shown below.



Deleting and viewing previously entered fuels

There is no option to 'edit' a registered fuel. You need to delete and add a new fuel. This new fuel will be given a new reference number.

- 6.7 The option to view and delete fuel is available for each registered fuel. Registered fuels can only be deleted if no periodic data has been submitted for that fuel.
- 6.8 Select 'Periodic Data' > 'Fuel Management'. Then select the relevant installation from the drop down list.

Fuel Maintenance

Installation

Please select 

Cancel

- 6.9 To view or delete the details of a fuel, select the relevant option.

Fuel Maintenance

Fuel Name Fuel Type Fuel Reference Fuel Category

Wood Pellets Solid Biomass Wood Pellets - 1 Solid

View Delete

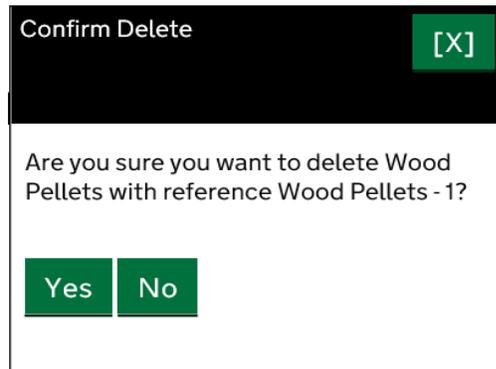
<

Back **Add Fuel**

Select 'View' to view the details of the registered fuel

Select 'Delete' to delete the registered fuel

- 6.10 If you select delete, you must then confirm the deletion by selecting 'Yes'. If you don't want to delete, select 'No'.



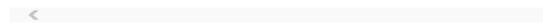
6.11 You'll see the message below confirming that you have deleted the selected fuel.



6.12 The deleted fuel should no longer appear in the list of fuel information and you will therefore not be able to select it when submitting periodic data.

Fuel Maintenance

No data found



Back Add Fuel

7. Add/Edit Fuel Measurements for Fuels

For certain installations, you must add fuel information before you can add fuel measurements. See Chapter 6 for help with adding fuel information.

Please note this chapter is relevant to those installations listed below only. There are additional requirements for all Great Britain biomass and biogas installations, and biomethane producers to enter sustainability information. Please see chapter 5 for further details.

★ Before you can submit your periodic data, you must add fuel information and fuel measurements if you have any of the following:

- Municipal Solid Waste (MSW) of any capacity
- Solid biomass (of a capacity greater than 1MWth – Great Britain only)
- Biomethane (if you're submitting fuel measurement data for biomethane for the first time, please contact us first)
- Biogas (of any eligible capacity) if the installation uses either Gasification or Pyrolysis to convert biomass feedstock into biogas AND uses feedstock contaminated with fossil fuel

★ For these fuels you will be required to submit data at the end of the quarter. Please remember fuel measurements can only be added for fuel types which have already been registered with Ofgem.

For all other installations or capacities, no fuel information needs to be added - please go straight to section 5 and follow 'Submitting Periodic Data for All Technologies'.

Adding fuel measurements for fuels used in a specific period

7.1 To add new fuel measurements for a periodic data submission, select the 'Periodic Data' tab at the top of the page. After selecting continue, select the relevant installation and submission period.

7.2 In the screen in which you enter your periodic data, select 'Enter Fuel Measurements'.

Installation Details

Installation name:

RHI Number:

7.3

Back Save Calculate EHO/Payment Details Cancel Print **Enter Fuel Measurements**

Enter Sustainability Information

[Open all](#)

Year 1, PDS 1, 22 May 2018 - 21 August 2018	+
Eligible heat output(kWhth) and Payment Details	+

7.3 After selecting 'Enter Fuel Measurements', the screen below will be displayed to enter your fuel measurements.

7.4 Once you have filled in your measurements select 'OK'.

Please complete the details below, and then click OK button
* Fields are mandatory

Fuel Measurements

Fuel Reference

Energy Contribution (EC)

Quantity of Fuel

Fossil Fuel Contamination %

Quantity Unit of Measure (UOM)

Energy contribution of contamination

Gross Calorific Value (GCV)

Gross Calorific Unit of Measure (UOM)

Sustainability Data

Biomass Type

Country of origin

Mass

Country of purchase

Biomass derived from waste

By-product

Land use

Energy crop types and proportions

Environmental quality assurance schemes

Select 'Fuel Reference' from the drop down menu

Enter 'Quantity of Fuel'. This must be a value greater than 0

Select 'Quantity Unit of Measure' from the drop down menu. If no Unit is selected the system defaults to 'Tonne'. For Biomethane the Unit must be m3.

Select 'OK' once you have entered all of the relevant information



For installations using biomass with a capacity of more than 1MWth (Great Britain only), and where fossil fuel is not used for ancillary purposes and the biomass is not contaminated with fossil fuel, there is no requirement to supply Gross Calorific Value (GCV) information. The Register will automatically default to 1.

If your installation is solid biomass of a capacity greater than 1MWth, or biomethane, then you will also be required to enter further sustainability data (in addition to the sustainability information described in Chapter 5). You should input this data on the same screen as your Fuel Measurements. See 'Adding fuel measurements for fuels used in a specific period' for details.

7.5 Once you have selected 'OK' the screen below will appear. You now have the option to add a further fuel measurement, or continue to the periodic data submission.

Select 'Add New Fuel Measurement' if you need to add measurements for another fuel

Options are given to 'View' the details of the submission and 'Delete' the submission

Fuel Reference	Quantity of Fuel	Quantity Unit of Measure (UOM)	Gross Calorific Value (GCV)	Gross Calorific Unit of Measure (UOM)	Energy Contribution (EC)
Injected Biomethane from anaerobic digestion	100.000000000000	m3	100.000000000000	kWh/m3	10000.0000000000

Once you have finished entering your Fuel Information select 'Continue Periodic data submission' to enter the relevant data to complete your periodic data submission

Adding further sustainability information for fuels used in a specific period

Sustainability information must be added for solid biomass installations with a capacity greater than 1MWth (Great Britain only), and biomethane producers, which is in addition to the information described in Chapter 5:

7.6 Once you have finished entering your data select 'OK'.

Sustainability Data

Biomass Type

Country of origin
Please Select

Mass

Country of purchase
Please Select

Biomass derived from waste

By-product

Land use

Energy crop types and proportions

Environmental quality assurance schemes

Select 'Country of Origin' from the drop down menu

Select 'Country of Purchase' from the drop down menu

Check if relevant

Please insert information regarding 'Land use', 'Energy crop types and proportions' and 'Environmental quality assurance schemes'

Once you have entered all the relevant information please select 'OK'

You can only edit sustainability data when periodic data is editable and 'With Participant'. You will then be taken back to the screen in which you can add and submit periodic data. Enter the rest of your periodic data and then select 'Submit'.

Editing, viewing and deleting previously entered fuel measurements

7.7 If a periodic data submission is 'With Participant', you will be able to view / edit / delete your fuel measurement entries associated with that submission period.

Add New Fuel Measurement

Fuel Reference	Quantity of Fuel	Quantity Unit of Measure (UOM)	Gross Calorific Value (GCV)	Gross Calorific Unit of Measure (UOM)	Energy Contribution (EC)
Injected Biomethane from anaerobic digestion	100.000000000000	m3	100.000000000000	kWh/m3	10000.0000000000

Option to 'Edit and Delete' the fuel measurement

View
 Edit
 Delete

Continue Periodic data submission
Print

If you delete a fuel measurement from this particular submission you are not deleting the fuel from your application.

8. View Payment History

8.1 Log into the Register and select 'Payments' at the top of the screen. Select View Payment History

The screenshot shows the top navigation bar with the GOV.UK logo and the title 'Non-Domestic Renewable Heat Incentive'. The navigation menu includes 'Home', 'User Management', 'Accreditation', 'Periodic Data', 'Declarations', 'Payments' (highlighted with a red circle), and 'Annual Sustainability Report Information'. A 'Log out' button is visible on the left. Below the navigation bar, there is a 'BETA' notice: 'This is a new service – your feedback will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.' The breadcrumb trail is 'Home > Payments'. The main heading is 'Payments' with a 'Subsection' link for 'View Payment History'. Below this, it says 'Use this service to:' followed by a bullet point: 'View all the details of each payment'. The footer contains copyright information: '© 2016 OFGEM. All rights reserved | Privacy Policy | GB Terms & Conditions | NI Terms & Conditions'.

The screen below will be displayed showing payments made against the installation:

The screenshot shows the 'View Payment History' page. The navigation bar is the same as in the previous screenshot. The breadcrumb trail is 'Home > Payments > View Payment History'. The main heading is 'View Payment History' with a 'Subsection' link for 'View Payment History'. Below this, there is a table with the following columns: 'Periodic Submission Start', 'Periodic Submission End', 'Actual Payment Amount', 'Payment Reference Number', and 'Payment Success/Failure Indicator'. The table contains two rows of payment data:

	Periodic Submission Start	Periodic Submission End	Actual Payment Amount	Payment Reference Number	Payment Success/Failure Indicator
View	28/11/2011	27/02/2012	£:		Success
View	28/02/2012	27/05/2012	£1		Success

8.2. If no payments have been made then the message 'Sorry, no data' will appear.

9. Declarations

It is very important that you view and read each declaration before you 'sign' it. You can also print off a copy of the declaration. Signing the declaration by checking the 'I accept' box, as shown below, indicates that you have read and agreed to the declaration.

Declaration Signatory

- 9.1. Only an Authorised Signatory can sign a declaration. The Authorised Signatory will be asked to sign declarations confirming their agreement to the conditions of joining and remaining on the scheme.

When declarations must be signed

- 9.2. The Authorised Signatory will need to sign declarations at various stages; for example, for new account creation, at the submission of an accreditation application or when an application is edited and re-submitted and on an ongoing annual basis (annual declaration) when we request it.
- 9.3. When an annual declaration is due, we will send a notification email to the Authorised Signatory.

How to sign an annual declaration

- 9.4. To sign an annual declaration, the Authorised Signatory will need to log into the Register and select the Declaration link. Select 'Sign Annual Declarations' and search for the installation in the drop down list. If you have a declaration that needs to be signed you will see it when the installation is selected. If there are no declarations to sign you will see 'No Results Matched'. To sign you should read and tick the box at the bottom of the page.

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[Home](#) > [Declarations](#)

Declarations

Use this service to:

- view agreed declarations
- sign annual declarations

Subsection

[View Agreed Declarations](#)

[Sign Annual Declarations](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Declarations](#) > [Sign Annual Declarations](#)

Installation:

Please select an installation ▾

Subsection

[View Agreed Declarations](#)

[Sign Annual Declarations](#)

9.5 After agreeing the annual declaration, you will see a message confirming that your annual declaration option has been submitted.

How to view previously signed declarations

9.6 You can view all previously declared declarations under the Declaration link on the homepage by selecting 'View Agreed Declarations'.



Welcome 'Lipwood'

[Log out](#)

Non-Domestic Renewable Heat Incentive

[Home](#)
[User Management](#)
[Accreditation](#)
[Periodic Data](#)
[Declarations](#)

[Payments](#)
[Annual Sustainability Report Information](#)

BETA This is a new service – your [feedback](#) will help us to improve it. We're currently updating the look and feel of the RHI register. Whilst this is happening, you will still be able to find everything you need to apply or resubmit your data.

[Home](#) > [Declarations](#) > [View Agreed Declarations](#)

Search Criteria

Installation:

Declaration Type:

[Search](#)

Subsection

[View Agreed Declarations](#)

[Sign Annual Declarations](#)

RHI Number	Installation Name	Declaration Type	View Declaration	Effective From Date
RHI0000000001		Information	View	01/02/2012
RHI0000000001		Information	View	05/01/2012
RHI0000000001		Information	View	05/01/2012
RHI0000000001		Information	View	31/01/2012
RHI0000000001		Information	View	01/02/2012

Select 'View' to view a previously signed declaration

10. Support

Access issues and general enquiries

Our team provides operational and technical support by email RHI.enquiry@ofgem.gov.uk or by telephone on 0300 003 2289. Use the phone number if your enquiry is urgent.

Examples of support provided include:

- Account access issues
- Queries on how to answer a specific question (but please refer to any help text in the first instance)
- General enquiries (but please refer to the comprehensive guidance in the first instance)

We will provide support during the following hours, unless otherwise specified.

9am – 5.00pm Monday to Thursday

9am – 4.30pm Friday

Please have your account details to hand when contacting us. If your enquiry is complex, or the matter cannot be easily dealt with, the issue may not be immediately resolved and we may have to call you back.

Information on any change to our opening hours will be published on the Non-Domestic RHI web pages: www.ofgem.gov.uk/RHI.

Email address for accreditation application enquiries

Once you have made a submission you should email enquiries to the RHI.accreditation@ofgem.gov.uk inbox, quoting your RHI installation number in the subject line. The phone number remains the same.

11. RHI Register and Use of Data

Ofgem is committed to protecting and respecting your privacy. Our privacy notice tells you what to expect when Ofgem collects personal information. You can read our privacy notice on [our website](#).