

# Domestic Renewable Heat Incentive (RHI)

[www.ofgem.gov.uk/drhi](http://www.ofgem.gov.uk/drhi)

March 2022

Domestic



## Helpsheet: How to complete and submit your annual declarations

A helpsheet explaining how to  
successfully complete and submit your  
annual declaration online

# Contents

**Part One: How to complete your annual declaration successfully ..... 4**

**Question 1:** Do you own the accredited renewable heating technology?..... 4

**Question 2:** We need to know about any grants or public funds that you received for the purchase or installation of your renewable heating technology..... 4

**Question 3:** Is this the amount of money you put towards your system the same as when you first applied? ..... 5

**Question 4:** Is your renewable heating technology in good working order? ..... 5

**Question 5:** Please declare the number of days your property has been occupied in the past 12 months..... 6

**Question 6:** Please declare the number of days you expect your property to be occupied in the next 12 months ..... 6

**If you’re metered for payment**..... 7

**If you have a biomass system**..... 8

**If you’re a landlord or organisation** ..... 8

**Part Two: How to submit your annual declaration online ..... 9**

Step 1: Log into MyRHI here ..... 9

Step 2: Click on ‘Annual declarations’..... 10

Step 3: Select ‘Click here to complete’..... 10

Step 4: Select one option for each question only..... 11

---

Step 5: Click 'Submit'.....	11
How to view your completed annual declaration.....	12
Guide Material.....	13

## Overview

### What is an annual declaration?

When you're approved to join the Domestic RHI, you'll have to comply with the rules during your entire membership on the scheme. Each year you'll need to submit declarations confirming you continue to meet the scheme requirements and your responsibilities. For more information, please read about annual declarations in our [key terms](#).

Completing your annual declarations is an ongoing obligation with which you must comply in order to continue to receive your Domestic RHI payments. If you don't submit your declarations on time, this could impact on your payments.

### What information do you need?

We will ask you to confirm a number of statements relating to you, your heating system and the property it's installed in. These 'annual declarations' ask you to confirm (among other things) that you continue to meet the eligibility criteria for the scheme and are complying with your responsibilities.

We ask you to do this every year because the scheme is funded by public money. We must ensure that you're continuing to follow the scheme rules so that we can pay you the correct amount of money for the renewable heat your heating system produces.

This helpsheet shows you how to complete your annual declaration online and offers guidance on how to submit the form successfully.

Your suggestions for how we can improve our service are always welcome.

Email us at [Suggestions.DomesticRHI@ofgem.gov.uk](mailto:Suggestions.DomesticRHI@ofgem.gov.uk)

## Part One: How to complete your annual declaration successfully

Tip: Hover over the  icons with your mouse cursor for more information about a question

### Question 1

Do you own the accredited renewable heating technology? 

Yes  No

**What does this mean?** We want to find out if you still own the heating system.

**Why do we ask this?** As a participant you must be the owner of the heating technology in order to receive Domestic RHI payments. If ownership changes, or you plan on selling your home, you need to inform us immediately. Both the original owner and the new owner of the renewable technology need to inform us.

### Question 2

We need to know about any grants or public funds that you have received for the purchase or installation of your renewable heating technology. Please select the statement which applies to you: 

- I have never received a grant and/or public funds for this purpose.
- I have received a grant and/or public funds and I have declared it to you.
- I have received a grant and/or public funds and I have not declared it to you.

Select one option only.

**What does this mean?** We want to find out if you've received any additional funding towards your heating system, since you first applied, or grants that were not declared at application stage.

**Why do we ask this?** You aren't permitted to receive public funding for the renewable technology once you've successfully applied.

Note: Grant funding is money from a public body such as, but not limited to, the government, local councils and the Energy Saving Trust. Loaned funds that will be repaid do not count as grants.

### Question 3

Is the amount of money you put towards your renewable heating technology the same as when you first applied?

Yes  No

**What does this mean?** We want to know if your financial contribution towards the cost of your renewable heating system has changed since you first applied.

If you have **not** paid any more money towards the purchase of your system since applying to the Domestic RHI scheme, select 'Yes'.

Note that servicing your renewable heating technology doesn't count as a financial contribution.

**Why do we ask this?** You must have made a financial contribution towards the cost of the renewable heating system to be eligible for the Domestic RHI. We need to know whether you paid any more towards the heating system, after the point in which you joined the scheme.

## Question 4

Is your renewable heating technology in a good working order? 

Yes  No

**What does this mean?** We want to know, since your last annual declaration, that your renewable heating technology is still and has been working as it should for the last 12 months.

**Why do we ask this?** You have a duty to inform us if your heating system is broken; or if it's been repaired, replaced, if it has stopped providing heat, or if the heat use changes.

## Question 5

Please declare the number of days your property has been occupied in the past 12 months

183 days or more  Less than 183 days

**What does this mean?** We want to know how much your property is occupied throughout the year.

**Why do we ask this?** Occupancy is one of the factors in determining whether a plant needs to be metered for payment. If the property changes from being occupied for 183 days or more (approx. half a year) in a 12 month period, to less than this, you will need to install a meter(s) to keep receiving RHI payments.

## Question 6

Please declare the number of days you expect your property to be occupied in the next 12 months

183 days or more  Less than 183 days

**What does this mean?** We want to know how much your property is likely to be occupied throughout the next year.

**Why do we ask this?** As with Question 5: Occupancy is one of the factors in determining whether a plant needs to be metered for payment. If the property changes from being occupied for 183 days or more (approx. half a year) in a 12 month period, to less than this, you will need to install a meter/s to keep receiving RHI payments.

## Question 7

Please declare the number of days you expect your property to be occupied in the next 12 months

183 days or more  Less than 183 days

**What does this mean?** We want to know how much your property is likely to be occupied throughout the next year.

**Why do we ask this?** As with Question 5, occupancy is one of the factors in determining whether a plant needs to be metered for payment. If the property changes from being occupied for 183 days or more (approx. half a year) in a 12 month period, to less than this, you will need to install a meter/s to keep receiving RHI payments.

## If you're metered for payment

Are your meters in good working order? 

Yes  No

**What does this mean?** We want to know that your meters are still working as they should.

**Why do we ask this?** Your meters need to be in good working order for you to be eligible to receive Domestic RHI payments. This is to ensure we can calculate correct payments, based on the amount of renewable heat you've generated. See our [Guide to Metering](#) for more information. If you suspect your meters are not in good working order, please contact your installer.

## If you have a biomass system

If you have a biomass system you will be asked an additional question relating to your biomass sustainability requirements.

Have you been using an approved (BSL) fuel in your biomass system since 5 October 2015? ?

Yes  No

**What does this mean?** We want to check that you are using an approved fuel in your biomass system. Approved fuels are those that are listed on the [Biomass Suppliers List \(BSL\)](#).

**Why do we ask this?** To be eligible for RHI payments, you must only use fuel that is listed on the emissions certificate of your product and does not exceed the maximum moisture content limit.

This means you must use an approved sustainable fuel from a supplier listed on the [Biomass Suppliers List \(BSL\)](#). Non-compliance can lead to sanctions being taken against you, which may affect your payments. It's important that you keep any fuel receipts or invoices which show your fuel authorisation number, date of purchase and volume purchased.

Please enter in the format [XXXXXXXX-XXXX], making sure to include the hyphen.

BSL fuel number 1

XXXXXXXX-XXXX [Add another fuel authorisation number](#)

If you've used more than one fuel, you need to provide the BSL numbers of all registered fuels that you have used for your biomass system. You can do this by clicking on the 'Add another fuel authorisation number' hyperlink, circled above.

## If you're a landlord or an organisation

If you don't occupy the property which houses a Domestic RHI accredited plant (e.g. you're a landlord or an organisation) you'll be asked an additional question relating to authorisation of the account.

Do you have permission from the occupants to allow access to BEIS, Ofgem or anyone authorised by Ofgem? ?

Yes  No

**What does this mean?** We want to check that the occupant (e.g., the tenant) has provided permission for us to access their property when we are ever required to do so. It is the Registered Social Landlord's (RSL) responsibility to inform their tenants that they must allow access to their property to BEIS, Ofgem or anyone authorised by Ofgem.

**Why do we ask this?** As part of our audit regime, we may require access to the property in which the renewable technology is installed. In order to access the property, we need to have permission from all the occupants.

## Part Two: How to submit your annual declaration online

### Step 1: Log into MyRHI [here](#).

Your email and password are the details you used to create your MyRHI account when you made your application.

If you've forgotten your password, click on the 'forgotten password' link on the MyRHI login page and enter your email address. We'll send you an email with a URL link to reset your password. The email may go into your junk mail folder, so remember to check there too.

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

The link will expire if:

- you request a new link,
- 48 hours passes, or
- the link is clicked.

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



#### Welcome to My RHI.

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

#### I need help resetting my password

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

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

#### Sign in

Sign in to My RHI with your email and password.

Email address

Password

[Forgotten your password?](#)

## Step 2: Click on 'Annual declarations'

This is located on the left hand pane of the home screen.

The screenshot shows the RHI home page. On the left, a navigation menu lists various options, with 'Annual declarations' at the bottom. The main content area displays a 'Welcome Rhita' message, the user's RHI Member ID (MID114530), and a notification about the Annual Declaration obligation. Below the notification is a section titled 'Use My RHI to view and manage your account' with a list of actions.

My RHI

- My applications
- Payment schedule
- Personal details
- Address details
- My password
- Bank details
- Make an additional application
- Submit my meter readings
- Metering and monitoring
- Annual declarations

Last logged in on 25/08/2017 16:01 Secure form

### Welcome Rhita

Your RHI Member ID: **MID114530**, member since: **25 August 2017**

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

**Use My RHI to view and manage your account**

- Receive alerts about the status of your application
- View your payment schedule
- Change your password
- Update your details
- Make additional applications
- If you're metered, submit quarterly readings
- [Click here](#) to sign up to our e-newsletter for useful information and important updates

## Step 3: Select 'Click here to complete'

**Please note:** this option is only available when your annual declaration is due.

The screenshot shows the 'My annual declarations' page. The left-hand navigation menu is updated, with 'Annual declarations' selected. The main content area features a notification about the Annual Declaration obligation and a table listing the user's declarations. A 'View history' button is also visible.

My RHI

- My applications
- Payment schedule
- Personal details
- Address details
- My password
- Bank details
- Make an additional application
- Submit my meter readings
- Metering and monitoring
- Annual declarations

### My annual declarations

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

RHI number	Address	Technology type	Year	Status
A115609	Blenley Lodge High St B75 7BN	AIR SOURCE HEAT PUMP	2	<a href="#">Click here to complete</a>

[View history](#)

## Step 4: Select one option for each question only

Use the guidance in Part One above to help you answer the questions successfully.

My RHI

My applications

Payment schedule

Personal details

Address details

My password

Bank details

Make an additional application

Submit my meter readings

Metering and monitoring

Annual declarations

**Year two declaration : A115609**

Your eligibility to receive RHI payments depends on you supplying us with the correct information in this declaration (and it's your legal responsibility to do so).

We carry out audit checks to identify cases of non-compliance and suspected fraud. In such cases, we will seek to impose sanctions, such as recovering RHI payments or cancelling membership to the scheme. Ofgem E-serve has a zero tolerance approach to fraud.

Do you own the accredited renewable heating technology? ?

Yes  No

---

We need to know about any grants or public funds that you have received for the purchase or installation of your renewable heating technology. Please select the statement which applies to you: ?

I have never received a grant and/or public funds for this purpose.

I have received a grant and/or public funds and I have declared it to you.

I have received a grant and/or public funds and I have not declared it to you.

Is the amount of money you put towards your renewable heating technology the same as when you first applied? ?

Yes  No

Is your renewable heating technology the original renewable heating technology at application? ?

Yes  No

---

Is your renewable heating technology in a good working order? ?

Yes  No

---

Please declare the number of days your property has been occupied in the past 12 months

183 days or more  Less than 183 days

Please declare the number of days you expect your property to be occupied in the next 12 months

183 days or more  Less than 183 days

## Step 5: Click 'Submit'

Once you have read and agreed to the [Terms and Conditions](#) and [Privacy policy](#) and are happy that you have answered all of the questions correctly, submit your declaration.

After submitting, you'll be redirected to the home screen.

**Terms and Conditions**

Please sign the following declaration to the best of your knowledge, as you will be accountable for the information you provide. Failure to do so may affect your eligibility and future payments, as stated in the terms and conditions below.

I have read and agree to the Terms and Conditions and Privacy policy and consent to the use of my personal information for the purposes set out therein.

In signing these declarations I authorise Ofgem to obtain details from other bodies and organisations (including, but not limited to, the Department for Business, Energy & Industrial Strategy (BEIS), the Scottish Government, the Welsh Government, the Microgeneration Certification Scheme (MCS) Service Company Limited, the Energy Saving Trust and Northgate Public Services) about funding or accreditation/certification scheme applications previously made in relation to the property or heating system(s) which are relevant to my application.

**Submit**

## How to view your completed annual declaration

1. Navigate to the 'Annual declarations' tab on the left hand pane of the home screen.

2. Click on 'View' under the status column.

Please note that this option will only be available once you have submitted an annual declaration.

Here you can view a summary of your current annual declaration questions and answers.

If you believe that you have answered any of the questions incorrectly, you can call us on 0300 003 0744, Monday to Thursday 9:00 to 17:00 and Friday 9:00 to 16:30.

We may also contact you by email if we have any questions about your submitted declarations.

**Declaration summary: A114501**

**Year:** Two

**Submission Date:** 14/12/2016

Do you own the accredited renewable heating technology? Yes

**We need to know about any grants or public funds that you have received for the purchase or installation of your renewable heating technology. Please select the statement which applies to you:** "I have never received a grant and/or public funds for this purpose" OR "I have received a grant and/or public funds and I have declared it to you".

Is the amount of money you put towards your renewable heating technology the same as when you first applied? Yes

Is your renewable heating technology the original renewable heating technology at application? Yes

Is your renewable heating technology in a good working order? Yes

Have you been using an approved (BSL) fuel in your biomass system since 5 October 2015? Yes

Biomass fuel supplier 1: BSL-1234567-1234

Please declare the number of days your property has been occupied in the past 12 months 183 days or more

Please declare the number of days you expect your property to be occupied in the next 12 months 183 days or more

## Guide Material

[Domestic RHI: Essential Guide](#)

## Find out more

### Next steps

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

[Domestic RHI Payment Calculator](#)

Ask your installer to fill out and give to you:

[Installer Checklist](#)

## For Help

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

### **Energy Saving Advice Service**

(England or Wales)

Email [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

### **Home Energy Scotland**

(Scotland) 0808 808 2282

Calls are free from landlines and most mobile networks.

## For consumer protection information

### **Renewable Energy Consumer Code (RECC)**

[www.recc.org.uk](http://www.recc.org.uk)

### **The Home Insulation and Energy Systems Contractors Scheme (HIES)**

[www.hiesscheme.org.uk](http://www.hiesscheme.org.uk)

### **The Glass and Glazing Federation (GGF)**

[www.ggf.org.uk](http://www.ggf.org.uk)

## If you need help with a Domestic RHI application

### **Domestic RHI Applicant Support Centre**

Telephone: 0300 003 0744

Email: [DomesticRHI@ofgem.gov.uk](mailto:DomesticRHI@ofgem.gov.uk)