

# Non-Domestic Renewable Heat Incentive

July 19

## Easy Guide to Account Changes

### 28 day notification

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

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

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

### What if I don't remember my password?

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

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

### What if I don't remember my username?

Our Enquiries team can provide you with your username.

You can call them on 0300 003 2289.

**When you log into your account you will need to do the following before making any changes –**

- Click on the 'Bank details' tab.

Manage Account
Manage Additional Users
Update Password
Change of Ownership
<b>Bank Details</b>

- If your bank details are correct no other action is required.
- If your bank details need to be updated or entered, press the edit and then click the 'next' button. You will see the below message:

Manage Account
Manage Additional Users
Update Password
Change of Ownership
<b>Bank Details</b>

Bank Details

Editing bank details will stop payments until your new bank details are validated. Please click Next to proceed, otherwise Return

Return **Next**

- Enter your bank details into the form ensuring your account name matches the one shown on your bank statements. If it doesn't you should update the Account Name in the user management section as per the instructions on the [next page](#)

Manage Account
Manage Additional Users
Update Password
Change of Ownership
<b>Bank Details</b>

Bank Details

Please enter your bank details and select submit.

Account Name	<b>Your account name here</b>
Bank Name	<input type="text"/>
Bank Branch	<input type="text"/>
Sort Code	<input type="text"/> <input type="text"/> <input type="text"/> <span style="float: right;">?</span>
Account Number	<input type="text"/> <span style="float: right;">?</span>
Account Description (optional)	<input type="text"/>

Return **Submit**

- When you have entered the details and checked they are correct, click submit.
- You will need to send us evidence of your bank account to be verified. Please send us a statement or a bank letter, on bank headed paper dated within the last 3 months which includes
  - The account number and sort-code
  - The company / organisation name
  - The company / organisation address
- This evidence should be posted to:

NDRHI Verifications team - Ofgem  
 Commonwealth House  
 32 Albion Street  
 Glasgow  
 G1 1LH

## Changing your account name

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Manage Account' and check your account name is correct, if a change is required scroll to the bottom of the page.



3. Click on 'Edit Account'.



4. Enter your account name in the top most box

Please note - Your account name should match the account name listed on your bank statement.

**Account Details**

Name of Account \*

5. Click 'next' and again on the second page, you will be asked if you wish to continue.

Do you wish to continue?

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

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



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

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



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



## How do I amend my account details?

Please click on the relevant option below;

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

[Change of Authorised Signatory email](#)

[Change of Authorised Signatory phone number](#)

[Change of Authorised Signatory home address](#)

[Change of business / account address](#)

[Change of Authorised Signatory](#)

[Change of Ownership](#)

## Change of Authorised Signatory email

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



3. Click on 'Edit Account'.

**Edit Account**

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

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

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

Do you wish to continue?

[Cancel](#) **Continue**

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

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

[Cancel](#) **Continue**

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

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

**Confirm**

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

**Resubmit Your  
application**

## Change of phone number

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



3. Click on 'Edit Account'.

**Edit Account**

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

Company Telephone Number \*

Or

Account Contact Telephone Number \*

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

Do you wish to continue?

[Cancel](#)

**Continue**

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

?

?

[Cancel](#)

**Continue**

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

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

[Confirm](#)

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

(Click on the button for guidance on this)

[Resubmit Your application](#)

## Change of Authorised Signatory home address

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



3. Click on 'Edit account'.



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

Contact Home Address

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

Contact Home Postcode \*

Contact Home Address List \*

Contact Home Address Line 1 \*

Contact Home Address Line 2

Contact Home Address Line 3

Contact Home Town/City \*

Contact Home County

Contact Home Country \*

Find Address

Enter your address manually

England

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

Do you wish to continue?

Cancel Continue

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

Username

?

?

Cancel Continue

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

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



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

(Click on the button for guidance on this)



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

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



3. Click on 'Edit account'.



4. On the first page you will be able to change your "Account Address", after this is correct you can click next and, again on the second page.

**Account Address**

Account Postcode *	<input type="text" value="G1 1LH"/>	
	<input type="button" value="Find Address"/>	
Account Address List *	<input type="text" value="O F G E M, 32 Albion Street,, Glasgow,, G1 1LH"/>	
	<a href="#">Enter your address manually</a>	
Account Address Line 1 *	<input type="text" value="OFGEM"/>	
Account Address Line 2	<input type="text" value="32 Albion Street"/>	
Account Address Line 3	<input type="text"/>	
Account Town/City *	<input type="text" value="Glasgow"/>	
Account County	<input type="text"/>	
Account Country *	<input type="text" value="Scotland"/>	

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

Do you wish to continue?

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

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

[Cancel](#)

[Continue](#)

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

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

[Confirm](#)

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

(Click on the button for guidance on this)

[Resubmit Your application](#)

## Change of Authorised Signatory

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

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



3. Click on 'Edit Account'.



4. Click 'next' at the bottom and on the second page update the details for the authorised signatory. Please ensure you upload your new, completed LOA by clicking browse and selecting the relevant document.

**Personal Details**

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

\*

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

**Contact Home Address**

Contact Home Postcode \*

[Find Address](#)

Contact Home Address List \*

[Enter your address manually](#)

Contact Home Address Line 1 \*

Contact Home Address Line 2

Contact Home Address Line 3

Contact Home Town/City \*

Contact Home County

Contact Home Country \*

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**Other Details**

Account Contact Telephone Number \*

Fax

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

Do you wish to continue?

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

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

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

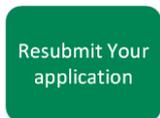
*Please remember that you should not give your username and / or password to anyone else.*

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

[Confirm](#)

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

(Click on the button for guidance on this)



## Change of Ownership

	You must notify us within.....	You must notify us by.....	Required Meter Readings
<b>Old Owners</b>	28 days of the change of ownership	Submitting the change of ownership form via the RHI Register (more details below)	<ul style="list-style-type: none"> <li>• Change of ownership date for all relevant meters.</li> <li>• Any outstanding periodic data submissions that fall prior to the change of ownership date.</li> </ul>
<b>New Owners</b>	1 year of the change of ownership	Email to <a href="mailto:RHI.accountchanges@ofgem.gov.uk">RHI.accountchanges@ofgem.gov.uk</a>	<ul style="list-style-type: none"> <li>• Change of ownership date for all relevant meters.</li> <li>• We also advise that you take regular meter readings in the months following the change of ownership.</li> </ul>

### Old Owners – Submitting Change of Ownership Form to RHI Register



1. Log in to the RHI Register and navigate to the 'change of ownership' section under the 'user management' tab.

Please Complete the Form below

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

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

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

**New Owners** – Email to [RHI.accountchanges@ofgem.gov.uk](mailto:RHI.accountchanges@ofgem.gov.uk)

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

*Please note that if the heating system is relocated a new RHI application will need to be submitted for the installation at its new location. Regardless of the new commissioning date, **payments cannot be made for any date earlier than the date of submission** for the relocated application.*

The email should;

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

## Resubmitting your application

1. Log into your account [>Here<](#) and the user management tab will be displayed.
2. Click on 'Accreditation' at the top of the page followed by 'Edit or view accreditation application'  
(Please note if you have already started amending your application you may need to click on "Resume partially completed application")



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

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



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

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

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

**d. HL99**

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

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

Personal Information	
Authorised Signatory Name	Mark Elgar
Date of birth *	01/01/1990
Telephone Number	01787249957
Authorised signatory - Email Address	uat@ofgem.gov.uk
Authorised signatory - Address line 1	Ofgem
Authorised signatory - Address line 2	9 Milbank
Authorised signatory - Address line 3	
Authorised signatory - Town/City	LONDON
Authorised signatory - County	
Authorised signatory - Country	England
Authorised signatory - Postcode	SW1P 3GE

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

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

? Username

?

[Cancel](#)

[Continue](#)

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

- On the final page click ‘Submit’ and you will be returned to the home page.

[Submit](#)

## Easy Guide series

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

[Easy Guide to Eligibility](#)

[Easy Guide to Applying](#)

[Easy Guide to Metering Requirements](#)

[Easy Guide to Compliance](#)

[Easy Guide to Periodic Data Submissions](#)

[Easy Guide to Sustainability](#)

[Easy Guide to Heat Pumps](#)

[Easy Guide to Tariff Guarantees](#)

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

## Contact us

[Ofgem.gov.uk/RHI](https://www.ofgem.gov.uk/RHI)

Help is at hand if you need it. Our enquiries staff are experts on the RHI and can help advise you. Telephone: 0300 003 2289 Email: [rhi.enquiry@ofgem.gov.uk](mailto:rhi.enquiry@ofgem.gov.uk)

The RHI enquiry line is open Monday to Thursday 9am-5pm and to 4.30pm on Fridays.  
Note: Calls may be recorded.