

Participant User Guide:

for Letter of Authorisation Process

Here you will find useful information on how to complete forms needed to join the Renewable Heat Incentive (RHI) Scheme Closure.

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What is a Letter of Authorisation?

A **Letter of Authorisation** is a form that allows the owner of an installation to nominate themselves, or formally authorise someone else, to act on their behalf in relation to the **RHI Scheme Closure**.

The nominated person will be known as the Authorised Signatory.

Once a Letter of Authorisation is in place, the Department can share information with the Authorised Signatory and accept information from them about the RHI account.

Why do I need a Letter of Authorisation?

We need a Letter of Authorisation to ensure that:

- We only share your information with people you have clearly authorised
- Decisions about your RHI account are based on information provided by you or someone you trust
- The process is secure and complies with data protection requirements

We will not proceed without the completion of the Letter of Authorisation process.

Who can give authorisation?

The Letter of Authorisation must be completed and signed by:

- The **owner of the installation or someone of significant authority within the business who is authorised to complete the letter of authorisation**.

We cannot accept a Letter of Authorisation signed by a third party on your behalf.

What does the Letter of Authorisation allow the Department to do?

Once the Letter of Authorisation process has been completed, this allows the Department to:

- Share information about your RHI account with the Authorised Signatory
- Accept information and documents submitted by the Authorised Signatory
- Correspond directly with the Authorised Signatory about your RHI account

What does the Letter of Authorisation allow the Authorised Signatory to do?

Once the Authorised Signatory has been confirmed, the Letter of Authorisation allows the Authorised Signatory to:

- Complete and submit an Annual Declaration to the Department to ensure ongoing eligibility to receive payments
- Notify the Department of changes of circumstances
- Change bank details
- Voluntarily withdraw from the RHI Scheme Closure, ending all eligibility to receive further payments.

IMPORTANT - Please make sure that you and the person you nominate to be the Authorised Signatory understand the full remit of the Authorised Signatory role. The owner of the installation remains responsible for actions that the Authorised Signatory does, or does not, takes on their behalf.

The Letter of Authorisation does **not**:

- Transfer ownership of the RHI account
- Remove your responsibility for compliance with scheme rules

How do I complete the Letter of Authorisation process?

- A Letter of Authorisation will comprise of two parts:
Letter of Authorisation 1 for the owner to nominate an Authorised Signatory, and
Letter of Authorisation 2 for the nominated Authorised Signatory to complete.

*This information is submitted via **Gov.UK Forms** and is a secure method of submitting your details.*

- Complete and return the Letter of Authorisation Forms via the QR code or link provided in the letter that the Department for the Economy (the Department) RHI Management team has sent you.
- See steps below for guidance

Before you start - The Northern Ireland Identity Assurance (NIDA) service verifies your identity for using government services online.

Further information on NIDA is available at [Identity assurance | nidirect](#)

The nominated person (authorised signatory) will need an active NI Direct Account to use the DfE Non Domestic RHI Register.

If the authorised signatory does not have an active NI Direct Account, please see Annex A at the end of this document for instructions on how to set one up.

PART 1 – Letter of Authorisation 1

This part explains what you need to do as **the owner** of the installation who is nominating an Authorised Signatory.

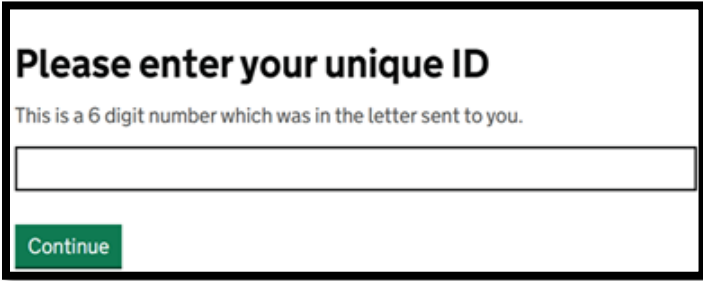
You will be required to complete a form called a Letter of Authorisation 1.

The Letter of Authorisation is an online form which can be accessed via the QR code or the link provided in the letter received from the Department.

You will be guided to **Gov.UK Forms** where you must complete the online form within 28 days of the date of the letter received from the Department.

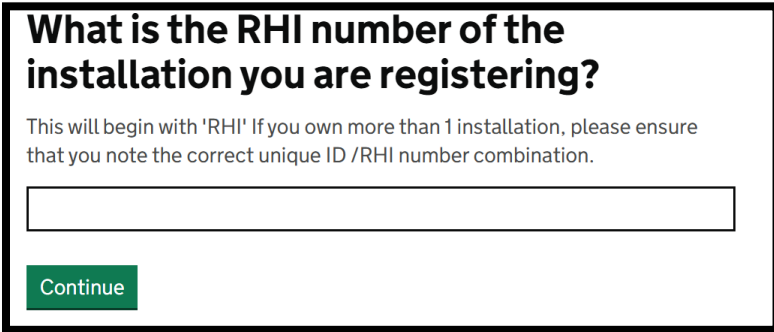
When you scan the QR code or click on the link, follow the steps below to complete the **Gov.UK Form**.

Step 1: Complete the Letter of Authorisation 1 form

A screenshot of a web form titled "Please enter your unique ID". Below the title, it says "This is a 6 digit number which was in the letter sent to you." There is a single-line text input field. At the bottom left of the form is a green button with the text "Continue".

You will be asked to provide your unique ID - this is in the letter received from the Department.

- Enter the unique ID number from the letter issued to you by the Department.
Select continue

A screenshot of a web form titled "What is the RHI number of the installation you are registering?". Below the title, it says "This will begin with 'RHI' If you own more than 1 installation, please ensure that you note the correct unique ID / RHI number combination." There is a single-line text input field. At the bottom left of the form is a green button with the text "Continue".

- Enter the correct RHI number for the installation - this will be in the letter issued by the Department
Unique IDs and RHI number combinations are unique – if you have more than one installation please ensure you use the correct unique ID and RHI number combination.
- Select continue

Please provide a contact name

We will use this name as a contact if we have any queries on the data submitted. This should be the name of the sole owner, the nominated joint owner or the name of the authorised representative of the company. Please refer to the letter you received for more details on these categories.

Continue

- Enter your full name
- Select continue

Contact Telephone Number

You can provide more than one number in the next question

Continue

- Enter your telephone number
- Select continue
- Add more telephone numbers if required
- Select continue

Please provide your email address

This will be the email address we use to contact you regarding future communication for this installation.

Continue

- Enter your email address
- Select continue

What is the installation name associated with this RHI Number?

Enter the name of the installation itself, not the business name.

Continue

- Enter the installation name associated with this RHI number
- Select continue

What is the full address including postcode of the installation that you are registering for RHI Closure Payments?

If you have multiple installations you will have to repeat this process for each installation.

Address

Country

Continue

- Enter the full address of the business relating to the RHI Number
- Select continue

Which of the following applies to you?



I am the sole owner of the installation and am nominating myself or someone else as the authorised signatory



I am applying on behalf of an organisation, or I am the joint owner of the installation

Continue

- Select which category applies to you.

Depending on which option is selected, different screens apply. If selecting “*I am the sole owner of the installation and am nominating myself or someone else as the authorised signatory*” the go to page 13 to continue this guide.

Which of the following applies to you?



I am applying on behalf of an organisation and I have authority to nominate an authorised signatory



I am the joint owner of the installation and have consent from all other joint owners to nominate an authorised signatory

Continue

- Select which category applies to you.

Depending on which option is selected, different screens apply.

If selecting “*I am applying on behalf of an organisation and I have authorisation to nominate an authorised signatory*” the following applies.

If selecting “*I am the joint owner of the installation and have consent from all the other joint owners to nominate an authorised signatory*”, go to page 11

Evidence required of your authority to nominate

Nominating an employee as an authorised signatory

If you are representing an organisation and you are nominating someone to act as the authorised signatory, you must provide the Department with one piece of evidence of your authority to nominate.

This can be:

- A letter from a recognised authority (Government, utility provider etc) addressed to you in your capacity within the organisation (dated within 6 months of the submission of this form)
- Confirmation of your appointment within the organisation
- A certified copy of your signature from an official document, eg. Annual report.
- A letter from another senior official certifying the authenticity of your role within the company
- Confirmation that you are a statutory director and listed on Companies House – DfE will review this to confirm

This list is not exhaustive – DfE will review all evidence supplied and may contact you for further information.

Evidence of authority to nominate an employee to act as the authorised signatory

No file chosen

Choose file

 or drop file

Continue

- Evidence of Authorisation to Nominate (if nominating an Authorised Signatory)
- Upload the requested document
- Select continue

Which of the following applies to you?

- ☐ I am applying on behalf of an organisation and I have authority to nominate an authorised signatory
- ☒ I am the joint owner of the installation and have consent from all other joint owners to nominate an authorised signatory

Continue

- Select which category applies to you.
- Select continue

If you have a completed the 'Joint Owners Consent Form' upload it here (optional)

You will find the 'Joint Owners Consent Form' in the letter that was sent to you.

No file chosen

Choose file or drop file

Continue

- Attach completed Joint Owners Consent Form (if there are joint owners)
- Select continue

Information to be provided

If you are the joint owner

If you are a joint owner of the installation and have consent from all other joint owners, you must complete the 'Joint Owners Consent Form' that was sent to you. This can be scanned or photographed and must be uploaded with the completion of this online form.

If you are nominating an authorised signatory to act on behalf of an organisation

If you are nominating an authorised signatory to act on behalf of an organisation you must provide confirmation of your authority to nominate:

- A letter from a recognised authority (Government, utility etc) addressed to you in your capacity within the organisation (dated within 6 months of your dated signature on the nomination form)
- Confirmation of your appointment within the organisation
- A certified copy of your signature from an official document, eg. Annual report.
- A letter from another senior official certifying the authenticity of your role within the company
- Confirmation that you are a statutory director and listed on Companies House – DfE will review this to confirm

This list is not exhaustive – DfE will review all evidence supplied and may contact you for further information.

What is the name of the person being nominated as the authorised signatory?

This must be their official name – if in doubt please liaise with the nominated authorised signatory to ensure that the name you use and the name they will register with are the same. The name should match the name they will use for the Northern Ireland Identity Assurance (NIDA) service.

Continue

- This is to be completed for sole owner or Authorised Signatory
- Enter the full name of the person being nominated as the authorised signatory
- Select continue

Please provide the email address of the person you are nominating to be the authorised signatory

We will use this email address to correspond with the authorised signatory.

Continue

- Enter the email address of the person being nominated as the authorised signatory
- Select continue

What is the company bank account name into which payments will be made?

This must match the name on the bank statement.

Continue

- Company bank account name (as appears on bank statement)
- Select continue

What is the company bank sort code?

This should be six digits

Continue

- Bank sort code this should be 6 digits
- Select continue

What is the company bank account number into which payments will be made?

This should be eight digits.

Continue

- Bank account number this should be 8 digits
- Select continue

What is your building society roll number? (if applicable) (optional)

Continue

- Building society roll number if applicable
- Select continue

Are these bank details the same as the bank details provided to Ofgem?

☐ Yes

☐ No

Continue

- Select Yes or No
- Select continue

Please refer to page five of the letter you received and confirm that the information at 'Part 1 - Information held by the Department' is correct

If you select 'No', please specify which information is incorrect and provide the correct details.

☐ Yes

☐ No

Continue

- Select Yes or No
- Select continue

Submitting the Form

Prior to submitting your form, please take the opportunity to review all of your answers and confirm that all required documentation has been uploaded successfully.

You are also requested to select Yes or No in relation to receiving confirmation that your answers have been successfully submitted.

Finally read the declaration and select the Agree and Submit button.

The responses you submitted will be forwarded to the Department for processing

Do you want to get an email confirming your form has been submitted?

We'll only use the email address you provide here to send a confirmation that your form's been successfully submitted. It will not contain a copy of your answers.

☐ Yes

☐ No

Declaration

I confirm that all information provided in this form is accurate to the best of my knowledge.

I understand that the Department will take action to recover all payments incorrectly made due to the provision of incorrect or inaccurate information which has resulted in an overpayment.

Instances of fraud may result in prosecution.

Agree and submit

Department review

Upon receiving your email from **Gov.UK** Forms, the Department will:

- Check that the form has been fully completed and signed
- Confirm that the person giving authorisation is entitled to do so
- Contact you by e-mail if anything is unclear or missing

Part 2 – Letter of Authorisation 2

This part explains what you need to do as the **Authorised Signatory** of the installation

You will need to complete and return the Letter of Authorisation 2 Form. This is an online form which is accessed via the QR code or link provided in the letter that the Department sent you. Please complete the online form within 28 days of the date of the letter received from the Department.

When you scan the QR code or use the link follow the steps below to complete the **Gov.UK** Form.

- **Complete the Letter of Authorisation 2 form**
- Complete and return the Letter of Authorisation 2 Form via the QR code or link provided in the letter that the Department sent you.

Please enter your unique ID

This information is on the Northern Ireland Non-Domestic Renewable Heat Incentive Authorised Signatory letter that was sent to you and contains six characters

Continue

- Enter the unique ID provided in the letter from the Department
- Select continue

Please enter the RHI number of the registered installation

This will begin with 'RHI' If there is more than one installation in the company , please ensure that you note the correct unique ID /RHI number combination.

Continue

- Enter the RHI number provided in the letter from the Department
- Select continue

What is your full name?

This must be your official name and match the name given for you by the owner of the installation. The name should match the name you use for the Northern Ireland Identity Assurance (NIDA) Service.

Continue

- Enter your full name
- Select continue

What is your date of birth?

Day Month Year

Continue

- Enter your date of birth
- Select continue

What is the postcode of your home address?

Continue

- Enter your post code
- Select continue

What is your telephone number(s)?

We will use this telephone number to contact you about this installation.

Continue

- Enter your telephone number
- Select continue

You have added one answer

1

07080123456

[Change](#)

Do you need to add another answer?

☐ Yes ☐ No

Continue

- Select Yes if you need to add another telephone number
- Select continue

Please provide your email address

For security reasons, this should not be a shared email address. This will be the email address we use to contact you regarding future communication for this installation.

Continue

- Enter your email address
- Select continue

What is the installation name associated with this RHI Number?

Enter the name of the installation itself, not the business name.

Continue

- Enter the name of the business that owns the installation
- Select continue

Bank Account Statement

You are required to upload a bank statement; a scanned copy, photograph or pdf is sufficient. The bank statement must match the bank account information provided by the person who nominated you and must be dated within three months of the date you submit this form. The document must be on bank letterhead and clearly display the name of the account holder, the bank account number, sort code and address details associated with the account - financial transactions do not need to be shown.

No file chosen

Choose file or drop file

Continue

- Select choose file and upload a recent bank statement (dated within 3 months) showing owner's name
- Select continue

Bank Account Statement

You are required to upload a bank statement; a scanned copy, photograph or pdf is sufficient. The bank statement must match the bank account information provided by the person who nominated you and must be dated within three months of the date you submit this form. The document must be on bank letterhead and clearly display the name of the account holder, the bank account number, sort code and address details associated with the account - financial transactions do not need to be shown.

Check your uploaded file

Your file _Driving Licence (002).jpg [Remove](#)

You can remove this file if you need to upload a different one.

Continue

- Check if you have uploaded the correct file; you can remove and upload again if necessary
- Select continue

Prior to submitting your form, please take the opportunity to review all your answers and confirm that all required documentation has been uploaded successfully.

You are also requested to select Yes or No in relation to receiving confirmation that your answers have been successfully submitted.

Finally read the declaration and select the Agree and Submit button.

The responses you submitted will be forwarded to the Department for processing

Do you want to get an email confirming your form has been submitted?

We'll only use the email address you provide here to send a confirmation that your form's been successfully submitted. It will not contain a copy of your answers.

- ☐ Yes
- ☐ No

Declaration

*****The Department will take action to recover all payments incorrectly made due to the provision of incorrect or inaccurate information which has resulted in an overpayment.

Instances of fraud may result in prosecution.*****

- I am the current authorised signatory of this installation, which authorises me to complete and submit this form
- The answers provided by me as the authorised signatory are correct to the best of my knowledge.
- I understand that I must respond to all requests for information as set out in the guidance.
- I understand that failure to respond to requests for information or to notify changes in circumstances may result in the accreditation of the installation being revoked which will end any and all eligibility for future RHI payments for this installation.
- I understand that DfE has a ZERO tolerance towards fraud and that any instances of fraud will be reported to the PSNI.

Agree and submit

- Select Yes or No
- Select agree and submit

After the completed Letter of Authorisation 2 is submitted:

- The Letter of Authorisation 2 form will be returned to the Department to store information provided securely and conduct checks.

Department review

Upon receiving your email from **Gov.UK** Forms, the Department will:

- Check that the form has been fully completed and signed
- Confirm that the person giving authorisation is entitled to do so
- Contact you by e-mail if anything is unclear or missing

When does the Letter of Authorisation become active?

A Letter of Authorisation only becomes active **after the Department has confirmed acceptance**. After confirmation of acceptance, the Authorised Signatory will receive a final email from RHIManagement@economy-ni.gov.uk confirming your login is active and an enclosed Statement of Eligibility statement.

Until you receive confirmation:

- We may continue to contact you directly
- We may not be able to discuss your account with the nominated Authorised Signatory

How long does the Letter of Authorisation last?

The Letter of Authorisation will remain in place:

- Until you tell us in writing that you want to withdraw it, or
- Until the authorised arrangement naturally ends, or

You can withdraw or change the Letter of Authorisation at any time by contacting us.

Can I authorise more than one person?

No, there can only be one Authorised Signatory. However, the Authorised Signatory can nominate another person to speak on their behalf or to give information to.

What if my circumstances change?

You must tell us if:

- You want to change the Authorised Signatory
- Contact details for you or the Authorised Signatory change

Failing to keep this information up to date may delay handling your payments.

How is my data protected?

The Department will:

- Use your information only for administering the RHI Closure Scheme
- Share information only with those you have authorised
- Manage all personal and scheme data in line with data protection legislation

Further details are available in the Department's privacy notice.

[Privacy Notice - Non-Domestic Renewable Heat Incentive \(RHI\) Scheme | Department for the Economy](#)

Where can I get help?

If you need help completing the form or any further information, please contact the RHI team providing your RHI number by emailing RHIManagement@economy-ni.gov.uk

ANNEX A.

To create an NI DIRECT ACCOUNT, click link and follow instructions below (<https://apps.economy-ni.gov.uk/rhi>)

Do you have an nidirect account?

Email address

Password



[Sign in](#) [Create account](#)

- Select create account

Set up your account

Your email address

We need this so you can use it to log in to your account.

 To complete this process you will need access to the email address you provide

Email address

[Save and continue](#)

- Enter your email address
- Select save and continue

Confirm your email address

We've sent a confirmation code to your email. Don't worry if you don't get this immediately, it can take a minute or two. If the email does not arrive, please check your junk / spam mail folder.

Email address joebloggs@example.com [Change](#)

Confirmation code

[Save and continue](#) [Re-send code](#)

- Enter the confirmation code you have received from NI Direct in your email account
- Select re-send code if necessary
- Select save and continue

Your mobile phone number

This is needed for identity checks and to send you confirmation codes.

Do you have a mobile number?

☒ Yes
☐ No

Mobile phone number

Save and continue

- Enter your mobile phone number
- Select save and continue

Confirming your mobile phone number

We've sent you a confirmation code by text (SMS). Don't worry if you don't get this immediately, it can take a minute or two.

Mobile phone number 07123456789 [Change](#)

Confirmation code

Save and continue **Re-send code**

- Enter the confirmation code you have received from NI Direct to your mobile phone
- Select re-send code if necessary
- Select save and continue

Secure your account

Each time you log in we will send you a confirmation code. This helps protect your account and keeps your information safe.

How would you like to receive your code?

--- Select ---

--- Select ---

Email

SMS

Authenticator app

- Select how you would like to receive the confirmation code
- Select save and continue

Add your personal details

Create a password

Your password must be at least 8 characters, contain an uppercase letter, a lowercase letter, a special character and one number

Re-type your password

Privacy policy

Please read the [privacy policy](#) and confirm you accept:

☐ I accept the privacy policy

Save and continue

- Create a password you will remember using the characters as indicated
- Re-type the same password
- Tick that you have read and accepted the privacy policy
- Select save and continue

Add your personal details

[< Back](#)

About you

Use your name as it appears on documents such as your passport.

First name

Middle name(s) (Optional)

Last name

Date of birth

For example, 12 11 2007

Day Month Year

Save and continue

- Enter your name(s) and date of birth
- Select save and continue

Add your personal details

[< Back](#)

Your current address

We need this for identity checks. This should be your current address.

Postcode

To find your address please enter a valid Northern Ireland postcode and select find address e.g. (BT1 1BT)

Find address

[▶ I cannot find my address](#)

Do you wish to manually enter/amend the address? (Optional)

☐

Yes

☒

No

Flat number (Optional)

Building name (Optional)

Building number

Street name

Locality (Optional)

City/Town

County (Optional)

Country

Postcode (Mandatory for United Kingdom addresses)

Save and continue

- Complete all fields of your address by entering postcode, select the arrow at choose address and highlight the correct address or you can enter manually
- Select save and continue

Check and confirm



Please change any details that are not correct

Full name	Joe Bloggs	Change
Date of birth	1 February 1980	
Age	46	
Address	100 NEW STREET BELFAST DOWN NORTHERN IRELAND BT4 2JP	Change

Confirm and send

- You now can change name and address details, if necessary, before submitting.
- Select confirm and send

Identity verification

Click **Continue** to be guided through the identity verification process

Continue

- Select continue

Can you upload an image of one of these documents?

[< Back](#)



Driving licence

Can be registered in UK, NI, ROI, Isle of Man, Channel Islands or any EU country.



Passport

Any nationality.

or



No, upload other documents (your verification may take longer this way)

[► Why do you need this from me?](#)

Save and continue

- Select which option to upload
- Select save and continue

For Driving License

Upload an image of your driving licence

< [Back](#)

Upload an image of the front of your driving licence (**the side with the photo**).

Please make sure:

- you allow this website to use your camera, if permission is asked
- the driving licence **fills** most of the area of the image
- you **do not cover** any of the corners
- your **face** and all of the text is **clearly visible**
- there is **no reflected light**



! Not following the image guidelines may cause a delay of up to two days.

Your driving licence

[Provide image](#)

[Save and continue](#)

- Select provide image
- Select the image from your file and press open or upload the image from your mobile phone. Ensure the image is of the photo side of your driving licence
- Select save and continue

For Passport

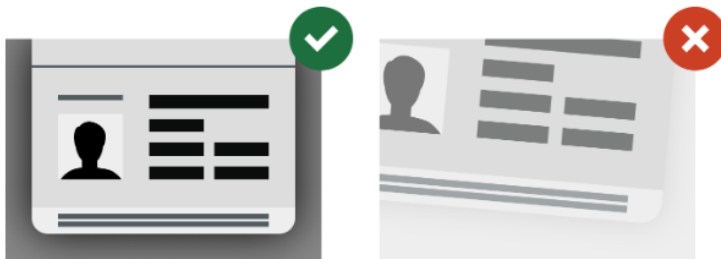
Upload an image of your passport

[< Back](#)

Upload an image of your passport containing the **page with your photo**.

Please make sure:

- you allow this website to use your camera, if permission is asked
- the passport **fills** most of the area of the image
- **all four edges** of the photo page are visible
- your **face** and all of the text is **clearly visible**
- there is **no reflected light**



! Not following the image guidelines may cause a delay of up to two days.

Your passport

Provide image

Save and continue

- Press provide image
- Select the image from your file and press open or upload the image from your mobile phone. Ensure the image is of the page with your photo
- Save and continue

No Photo ID

No photo ID

[< Back](#)

If you do have access to a photo ID document, go **back** and provide your driving licence or passport for a quicker, automatic identity verification.

No driving licence or passport

Without providing these documents it will not be possible to automatically verify your identity.

Your identity can still be attempted to be verified manually. This will take longer and will later require additional information.

! Due to the high volume of identity requests, there may be delays in verifying your account manually.

Save and continue

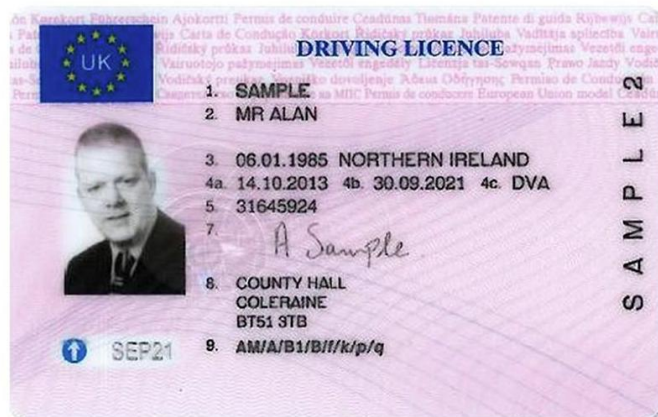
- There may be delays in verifying your account
- Save and continue

Your driving licence

[< Back](#)

! Please confirm you are happy with this photo and that it matches the details below.

Full name Joe Bloggs
Date of birth 1 February 1980
Age 46



Before you continue and submit a photo of your driving licence please confirm that:

- ☐ You do not cover any of the corners
- ☐ You can clearly see your face and all the text
- ☐ There is no shine from a light or window

Save and continue

Change image

- Confirm you are happy with the image or select change image
- Select the tick boxes
- Save and continue

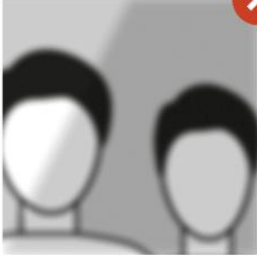
Take a photo of yourself

[< Back](#)

Use your device camera to take a photo of yourself.

Please make sure:

- You allow this website to use your camera, if permission is asked
- The image is **clear** and **in focus**
- The image contains **no other people**
- Your **face** is **clearly visible**, well lit and without strong shadows
- The image is **not blurred** by movement

! Not following our image guidelines may result in a delay of up to two days.

Your photo

Take photo

► [Why do you need this from me?](#)

Save and continue

- Select take photo and follow instructions
- Select save and continue

Your photo

Take photo

[Why do you need this from me?](#)

Save and continue

- Select save and continue

Your photo of yourself

[< Back](#)

!

Please confirm you are happy with this photo

Before you continue, and submit this photo of yourself, please confirm that:

☐

The image is clear and in focus

☐

The image contains no other people

☐

Your face is clearly visible, well lit and without strong shadows

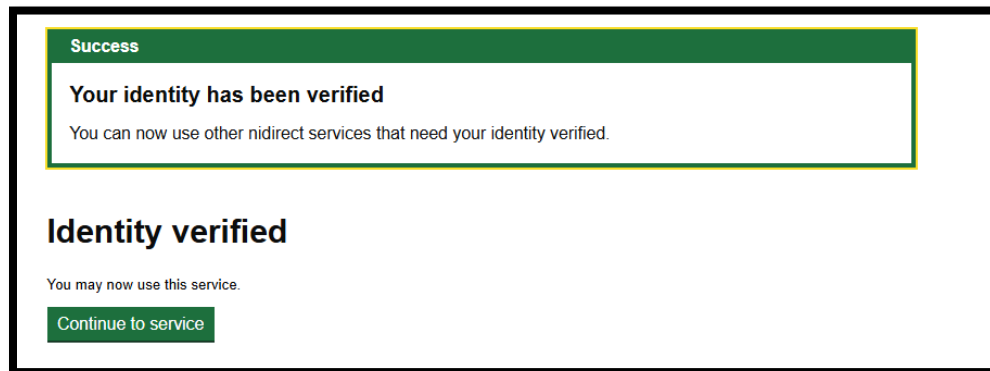
☐

The image is not blurred by movement

Save and continue

Change image

- Confirm you are content with the photo and tick boxes; you will have the opportunity to change the image by selecting change image
- Select save and continue



- Select Continue to Service