

Consultation

Administration of the Boiler Upgrade Scheme

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We are consulting on our proposed administration of the Boiler Upgrade Scheme (BUS) which is expected to launch in Spring 2022. We welcome responses from anyone with an interest in the BUS, such as installers and property owners as well as other stakeholders and the public.

This document outlines the scope, purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [Ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations). If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response.

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Executive summary

Ofgem has been named by the Department for Business, Energy and Industrial Strategy (BEIS) as the intended administrator of the Boiler Upgrade Scheme (BUS). BEIS consulted on the proposed policy in April 2020¹ and February 2021,² and issued the subsequent government response in October 2021.³ BEIS has also published a draft of the BUS regulations to provide early sight of expected scheme requirements, including eligibility criteria and the powers Ofgem will have to administer the scheme.

This consultation sets out proposals on aspects of our planned administration of the BUS in order to inform the development of our administration in preparation for scheme launch. In this consultation we are only seeking comments on our proposed administration of the BUS, not the policy proposals or draft regulations. BEIS is responsible for the development and implementation of the policy and the legislation underpinning the BUS. All queries relating to the policy should be directed to BEIS. Within this document, we have described the government position to add context to the aspects we are consulting on, however for an outline of the full policy, the government response should be referred to.

The BUS will launch in Spring 2022 to aid the decarbonisation of buildings through providing upfront capital grants to support the installation of low carbon heating systems in homes and some non-domestic buildings.

The BUS is open to properties located in England and Wales.

Applicants to the scheme will need to be Microgeneration Certification Scheme (MCS) accredited (or equivalent scheme⁴) installers of heat pumps or biomass boilers. All grants will be subject to certain eligibility criteria and installers will need to demonstrate that these criteria have been or will be met when making an application. In the **demonstrating eligibility** section (section 2) we have set out what evidence we would accept when assessing applications.

In order to receive a grant payment, installers will need to submit two applications - a BUS voucher application and a redemption application. If the BUS voucher application meets all the

¹ [Future support for low carbon heat: consultation \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

² [Clean Heat Grant: further policy design proposals - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

³ <https://www.gov.uk/government/consultations/future-support-for-low-carbon-heat>

⁴ A scheme is equivalent to the Microgeneration Certification Scheme if it is determined to be so by the Secretary of State

eligibility criteria and we receive confirmation of consent from the property owner, Ofgem will issue a BUS voucher, setting out key information such as the validity period. The BUS voucher will then need to be redeemed following the commissioning of the plant. The **making applications** section (section 3) sets out the application process, how we propose to confirm property owner consent and when certain evidence demonstrating eligibility will need to be submitted, as well as the format it will need to be submitted in.

We will have the power to conduct audits to verify eligibility on the scheme. We will also have the power to withhold, recoup and offset payments. We have set out our approach to **compliance**, including how we intend to use our **audit** powers, in section 4.

We have set out how we propose to administer a **right of review** process (section 5) to enable scheme participants to appeal should they believe an error has been made in a determination we have made.

Ofgem is mandated to publish quarterly and annual reports as part of the **scheme reporting** requirements (section 6).

1. Introduction

What are we consulting on?

- 1.1. In October 2021, the Department for Business Energy and Industrial Strategy (BEIS) issued the 'Future Support for Low Carbon Heat: Boiler Upgrade Scheme' government response.⁵ It provided the government response to the Clean Heat Grant section of the 'Future support for low carbon heat' consultation that closed in July 2020, and to the consultation 'Clean Heat Grant: Further policy design proposals', which closed in March 2021. In this document, we refer to the government response to these consultations as 'the government response'.
- 1.2. The government response changed the name of the Clean Heat Grant to the Boiler Upgrade Scheme (BUS).
- 1.3. The BUS is due to launch in Spring 2022 and will provide upfront capital grants to support the installation of heat pumps and, in limited circumstances, biomass boilers in domestic and non-domestic properties in England and Wales. Grants of £5000 will be available for air source heat pumps (ASHPs) and biomass boilers, and grants of £6000 will be available for ground source heat pumps (GSHPs), and water source heat pumps (WSHPs).
- 1.4. As announced on 27 October 2021 as part of HM Treasury's Autumn Budget and Spending Review,⁶ the BUS has a committed budget of £450m, which covers financial years 2022-23, 23-24 and 24-25.
- 1.5. In this consultation, we have presented a summary of the government position within each section, under the heading 'summary of government position'. Here we summarise the relevant contents of the government response and our understanding of the proposed regulations. Where we have summarised the government position, this is for the purposes of providing context to aspects of scheme administration that we are consulting on. We are not consulting on the underlying policy of the BUS scheme. BEIS is responsible for the development and implementation of the policy and legislation underpinning the BUS. All queries relating to BUS policy should be directed to BEIS. For more details and a more

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1026446/clean-heat-grant-government-response.pdf

⁶ <https://www.gov.uk/government/publications/autumn-budget-and-spending-review-2021-documents>

extensive outline on the government position, readers should refer to the government response and draft regulations.

1.6. We have presented our proposals on how we propose to administer the BUS under the heading 'proposed administrative approach' within each section and highlighted these in orange. We are seeking views on these proposals.

1.7. The proposals set out in this document will remain subject to ongoing feasibility assessments. For example, where we have proposed a specific digital solution, this will be dependent on whether it remains feasible from a technical and development perspective, in addition to the outcome of our consultation.

1.8. BEIS has also published the draft scheme regulations. Together with our consultation, these publications will provide industry and wider stakeholders with clarity on the legislative requirements of the scheme and our proposed administrative approach.

1.9. We are also in the process of designing the digital service for the BUS,⁷ according to the 14 Government Digital Service (GDS) service standards.⁸ We have been engaging with potential service users throughout this process as part of user research and usability testing sessions. If you would like to be part of our user research, please send an email to Future.Heat@Ofgem.gov.uk.

1.10. The design of the service will follow a user-centred and digital-first approach, with the aim to streamline processes wherever possible. This includes looking at options to automate certain aspects of the services, reduce touchpoints and providing the option for users to communicate with us online. We will continue to iterate and improve our services after scheme launch. Our digital service will comply with the Web Content Accessibility Guidelines (WCAG 2.1) so they are accessible to people with disabilities or access needs.

⁷ <https://gds.blog.gov.uk/2018/04/04/what-do-we-mean-when-we-talk-about-services/>

⁸ <https://www.gov.uk/government/organisations/government-digital-service>

Related publications

Some useful links are provided below:

- [BEIS Future support for low carbon heat consultation](#)
- [BEIS Clean Heat Grant: further policy design proposals consultation](#)
- [Government response on the Boiler Upgrade Scheme](#)
- [BUS draft regulations](#)

Consultation stages

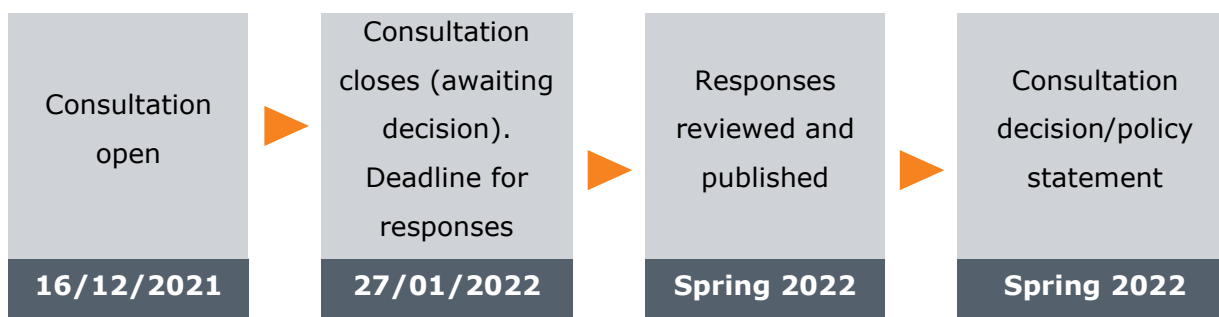
1.11. This consultation outlines our proposed administration of the BUS. It will be open for 6 weeks and will close on 27 January 2022.

1.12. During the consultation period, we intend to organise at least one event in order to help interested stakeholders and all relevant parties engage with the BUS consultation. We will also be updating our website and other platforms regularly to include upcoming events or news.

1.13. This consultation deals with our administration of the pending BUS Regulations 2022. The government has set out its intentions in its government response and the draft regulations, but in the unlikely event that there are changes between this consultation and when the regulations are laid in Parliament, and we deem those differences to have a material impact on the administration of the scheme, we will consider whether further stakeholder engagement is necessary.

1.14. As soon as the consultation closes, we will start analysing responses before finalising our approach. Thereafter we will draft guidance, which we intend to publish in Spring 2022.

Figure 1: Consultation stages



How to respond

1.15. We want to hear from anyone interested in this consultation. Please send your response using the consultation feedback template which is available on our website, to the person or team named on this document's front page.

1.16. We will publish non-confidential responses on our website at www.ofgem.gov.uk/consultations.

Your response, data and confidentiality

1.17. You can ask us to keep your response, or parts of your response, confidential. We'll respect this, subject to obligations to disclose information, for example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.

1.18. If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you *do* wish to be kept confidential and those that you *do not* wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we'll get in touch with you to discuss which parts of the information in your response should be kept confidential, and which can be published. We might ask for reasons why.

1.19. If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the UK's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Appendix 2.

1.20. If you wish to respond confidentially, we'll keep your response itself confidential, but we will publish the number (but not the names) of confidential responses we receive. We won't link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

General feedback

1.21. We believe that consultation is at the heart of good policy development. We welcome any comments about how we've run this consultation. We'd also like to get your answers to these questions:


1. Do you have any comments about the overall process of this consultation?
2. Do you have any comments about its tone and content?
3. Was it easy to read and understand? Or could it have been better written?
4. Were its conclusions balanced?
5. Did it make reasoned recommendations for improvement?
6. Any further comments?

Please send any general feedback comments to stakeholders@ofgem.gov.uk

How to track the progress of the consultation

1.22. You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website. [Ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations).


Notifications

Would you like to be kept up to date with *Domestic supplier-customer communications rulebook reforms*? subscribe to notifications: 

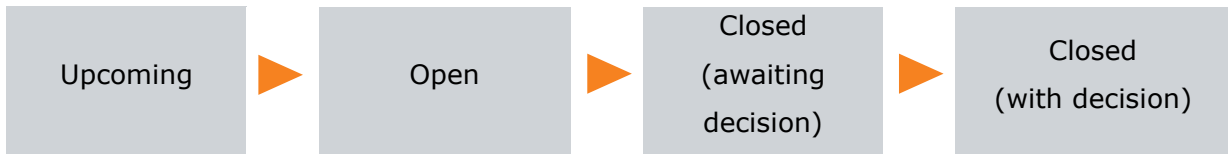
Email *

CAPTCHA

Check the box below to verify you're human

I'm not a robot 
reCAPTCHA
Privacy - Terms

1.23. Once subscribed to the notifications for a particular consultation, you will receive an email to notify you when it has changed status. Our consultation stages are:



Boiler Upgrade Scheme

Section summary

The BUS aims to incentivise and increase the deployment of heat pumps by providing targeted support to the supply chain. Upfront capital grants will be provided to support the installation of heat pumps and, in limited circumstances, biomass boilers in domestic and non-domestic buildings. Grants of £5000 will be available for ASHPs and biomass boilers, and grants of £6000 will be available for GSHPs. Grants will be offered at a flat rate and will not vary by capacity of the installation, which must not exceed 45 kWth.

MCS (or equivalent scheme) certified installers will need to apply to Ofgem for a voucher on behalf of the property owner, who must consent to the application. Vouchers will be valid from the time of issue. Vouchers for ASHPs and biomass boilers will be valid for three months from the time of issue and vouchers for GSHPs will be valid for six months. The installer will need to then apply to Ofgem to redeem the voucher once the installation is complete. Installers will need to submit evidence to demonstrate that eligibility criteria have been met at both stages of the process. Grant payments will be made direct to the installer.

2. Demonstrating Eligibility

Questions in this section

1. Do you agree or disagree with the proposed approach to evidencing existing heating systems? If you disagree, please say why.
2. Do you agree or disagree with installers being the party to provide evidence to Ofgem regarding custom-build properties? If you disagree, please say why.
3. Is there any other evidence we should request to prove that properties are custom-build?
4. Do you agree or disagree with the proposed approach to evidencing that a property is not social housing? If you disagree, please say why.
5. Do you agree or disagree with the proposal to use an API to access the information we need from a property's EPC? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
6. Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.
7. Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?
8. Do you agree or disagree with our proposed approach to evidencing whether a property is connected to the gas grid? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
9. Do you agree or disagree with our proposed approach to evidencing whether properties are in a rural area? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
10. Do you agree or disagree with our classification of parts that can and cannot be used before the heating system is first commissioned? If you disagree, please say why.

2.1. For an installer to receive a grant from the BUS, there are certain eligibility requirements that must be met. These requirements will be set out in the scheme regulations and Ofgem will require certain information or evidence to demonstrate that these requirements are being met. Installers will need to submit supporting evidence to Ofgem as part of their application to demonstrate eligibility. Before starting an application, it is important for installers to be familiar with the eligibility criteria that must be met for the scheme, as set out in the BUS regulations. We will provide guidance that will summarise the eligibility criteria and explain how to make an application, including the form in which evidence should be provided. The BUS regulations will also provide us with the power to request any further information we may require, and we may update the list of information we require. Any changes will be made clear in the guidance. Table 1 outlines the main eligibility requirements.

Table 1: Eligibility requirements

Summary of eligibility requirements	
Eligible technologies	ASHPs, GSHPs (including water source heat pumps), where replacing fossil fuelled or electric heating system (not including heat pumps). Biomass boilers where replacing fossil fuelled system (not including mains gas) or electric heating system (not including heat pumps).
Capacity limit	45 kWth total capacity limit, including for shared ground loop systems.
Type of building	Domestic and non-domestic buildings are eligible. Social housing and new builds are not eligible. Custom builds are eligible as long as evidence is provided confirming they are custom builds.
Commissioning date	1 April 2022 onwards.
System requirements	Must meet full space heating and hot water requirements.
Location	Heat pumps allowed in rural and urban areas. Biomass boilers only in rural areas and in properties not fuelled by mains gas.
Biomass boilers	Must have an emission certificate from a certified body.
Heat pumps	Minimum seasonal coefficient of performance of 2.8.

Energy Performance Certificate	No recommendations to install loft or cavity wall insulation unless exempt from doing so.
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Eligible Properties

Summary of government position

Type of building

2.2 There is no restriction on the size of building that may be eligible. The focus of the scheme is on domestic properties, but non-domestic properties will also be eligible for support. However, there is a 45 kWth capacity limit for installations and this will naturally dictate the size and type of building that will be suitable to benefit from the scheme.

Existing systems

2.3 Properties with existing fossil fuel and electric heating systems, not including heat pumps, will be eligible for support. Biomass boilers replacing natural gas heating systems will not be eligible for support. The new low carbon heating system will need to replace the existing fossil fuel system and cannot be used in conjunction with it.

Custom-build

2.4 The scope of support offered by the BUS does not extend to new builds. The only exception to this is that custom-build properties will be eligible for support. For clarity, custom-build properties are built and owned by individuals, not companies. Support is offered for these types of properties because they do not benefit from the same economies of scale that projects led by housing developers do. Making the scheme available to heat pump installations in custom builds correlates with supporting the supply chain for retrofitting individual properties. Biomass boilers installed in custom builds will not be eligible for support.

Social housing

2.5 The BUS will not be open to applications for properties that are considered social housing, as defined by the meaning given in section 68 of the Housing and Regeneration Act 2008. Support for the decarboniation of social housing will be available from schemes including the Social Housing Decarbonisation Fund (SHDF). The SHDF will support social landlords to improve the energy performance of their properties to EPC

C, taking a 'fabric first' approach. Low carbon heat installations will be supported through Wave 1 of the SHDF where these are in alignment with the objectives of the scheme.

Proposed administrative approach

In general, it is for installers to assure themselves that the property type complies with the eligibility requirements and then submit evidence to us that demonstrates this.

Existing systems

2.6 We intend to check the existing heating system as described by the EPC. We will ask installers to confirm at voucher application that the existing heating system is fuelled by fossil fuel or an electric heating system, not including a heat pump, and therefore that the property is eligible.

Custom-build

2.7 If a heat pump is to be installed in a property before it is first occupied, we will require evidence demonstrating that the property is a custom-build. We propose to require similar evidence to which we request under the Domestic Renewable Heat Incentive (DRHI). Namely, title deeds, DIY VAT refund from HMRC or invoices. We may also accept council tax bills. We will ask for this information directly from installers. Property owners should provide the required evidence to the installer.

Social housing

2.8 Social housing will not be eligible for the BUS. We will ask installers to confirm that the property is not social housing.

Questions:

- 1. Do you agree or disagree with the proposed approach to evidencing existing heating systems? If you disagree, please say why**
- 2. Do you agree or disagree with installers being the party to provide evidence to Ofgem regarding custom-build properties? If you disagree, please say why.**
- 3. Is there any other evidence we should request to prove that properties are custom-build?**

4. Do you agree or disagree with the proposed approach to evidencing that a property is not social housing? If you disagree, please say why.

Insulation Requirements

Summary of government position

- 2.9 The BUS will only provide support to properties that do not have recommendations on their EPC for loft or cavity wall insulation to be installed.
- 2.10 There are some limited circumstances where this requirement does not apply, such as where it is not feasible to do so for one of the reasons set out in Table 2.
- 2.11 Applications may be made for properties with loft or cavity wall insulation recommendations, as long as the insulation is installed before the voucher is redeemed. This will be evidenced at the voucher redemption stage through a new EPC with no loft or cavity wall insulation recommendations. This is to reduce the disruption on the property owner who may wish to have the low carbon heating system and insulation installed at the same time.
- 2.12 An installer will be required to confirm to Ofgem, when applying for a voucher, that a property owner who falls into this category intends to install the required insulation by the time that the installer comes to redeem the voucher. This will also be confirmed by the property owner as part of the consent process.
- 2.13 Custom-build properties will not be required to provide a valid EPC since they are subject to the latest building regulations with respect to building fabric efficiency.

Proposed administrative approach

- 2.14 We intend to check the property details against the EPC register to verify the content of the latest valid EPC registered during the grant application stage. As well as providing address details, installers may need to submit an EPC reference number which we will verify. We consider the most efficient way to verify the content of EPC recommendation reports is to use an API⁹ to access the data automatically by matching the property

⁹ API stands for **application programming interface**, which is a set of definitions and protocols for building and integrating application software

owner's EPC unique reference number with the EPC data. This will provide a seamless experience for users.

Questions:

- 5. Do you agree or disagree with the proposal to use an API to access the information we need from a property's EPC? If you disagree, please provide alternative suggestions, including any evidence, to support your response.**

Insulation exemptions

Summary of government position

2.15 There are some circumstances where a property may not be able to have the required insulation installed. The BUS regulations will set out these circumstances and they are listed in the 'exemption reason' column in Table 2. We will need to receive evidence setting out why a property is exempt from this requirement.

Proposed administrative approach

Table 2: Insulation exemptions evidence

Exemption Reason	Body to confirm	What evidence is required?
Listed building	The planning department of the local authority, English Heritage, CADW or a chartered surveyor.	A letter stating that it is not possible to install cavity or loft insulation due to the property being a listed building.
Conservation area	The planning department of the local authority, English Heritage, CADW or a chartered surveyor.	A letter stating that it is not possible to install cavity or loft insulation due to the building being located in a conservation area.
Protected species that would be materially affected by insulation.	Natural England, Natural Resources Wales or a chartered ecologist	National bodies can be contacted for advice, but it may be necessary to arrange a site visit and report by a private ecologist. The letter must state which protected species is housed at the property and that installing cavity or loft insulation would materially affect that species.

Due to the structure of the property (for example, it's a timber framed building).	A chartered surveyor	A report from a chartered surveyor. The report would need to outline what structural features are present that prevent the property from being insulated.
Because it would be otherwise unlawful.	The planning department of the local authority, English Heritage, CADW, Natural England, the Natural Resources Body for Wales, a chartered surveyor or ecologist	A letter stating which law prevents the installation of cavity or loft insulation at the property and why it does so.

2.16 We have experience administering insulation requirements, for example under the DRHI. Table 2 describes our proposed approach to evidencing exemption.

2.17 We intend to provide letter templates as part of our guidance that will need to be used when providing the evidence listed in Table 2.

2.18 We will require confirmation of the qualifications and chartered status of the surveyor and/or ecologist who provides the letter or report.

Questions:

6. Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.

Eligible low carbon heating system requirements

Summary of government position

2.19 ASHPs, GSHPs (including water source), and biomass boilers are the only technologies that may be eligible for a BUS grant. They must meet the following suitability criteria:

- Provides heating to a single eligible property or to a single eligible property and any related property.
- Provides space and hot water heating using liquid as a medium for delivering that heat.

- Can meet the full space heating and hot water heating needs of the eligible property.
- Once installed, replaces all of the heat generating parts of the original heating system installed in the eligible property (where applicable).

Table 3 shows the eligibility requirements for all technologies types and the proposed evidence Ofgem will consider for each eligibility requirement.

Proposed administrative approach

Table 3: Technology eligibility requirements and evidence

Eligibility requirement	Evidence Ofgem intend to consider
<p>The maximum allowed capacity for a heat pump or biomass boiler will be 45 kWth.</p> <p>The overall system capacity for shared ground loop systems will also be capped at 45 kWth.</p>	<p>MCS certificate (Total Installed Capacity).</p>
<p>The commissioning date for all systems will have to be on or after 1 April 2022.</p>	<p>MCS certificate (Commissioning Date).</p>
<p>System must meet the full heating and hot water requirements of the property.</p>	<p>MCS certificate and confirmation from the installer at the application redemption stage.</p>
<p>Heat pumps and biomass boilers must meet approved standards which must be valid on the commissioning date. Approved standards means standards that are approved by the Secretary of State.</p>	<p>The Product Eligibility List (PEL). The PEL was created by Ofgem for the DRHI to show eligible products for the scheme. We are proposing to update the PEL to use for the BUS. We expect this to be a drop-down list in the service for installers to choose their product from. Installers will only be able to choose products that meet the requirements. The product on the MCS certificate supplied by the installer at voucher redemption will then be checked against the PEL for eligibility. This allows details of the system, other than the technology type, to change between those supplied at application and redemption, if necessary.</p>

<p>Installations must be new and not second-hand. No part of the low carbon heating system which generates heat must be used before the low carbon heating system's first commissioning date, other than supplementary electric heaters (including immersion heaters), circulation pumps, and solar thermal collectors.</p>	<p>Installers will need to confirm compliance with this requirement. We will also check this information against the MCS installation database (MID), as installers will need to declare condition as part of MCS standards.</p>
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2.20 There are some requirements that are specific to technology types. The heat pump specific requirements are set out in Table 4 and biomass specific requirements in Table 5.

Table 4: Heat pump specific requirements

Eligibility requirement	Evidence Ofgem intend to consider
<p>Heat pumps will be required to have a minimum Seasonal Coefficient of Performance (SCOP) rating of 2.8. This is an increase from the minimum rating of 2.5 on the DRHI.</p>	<p>MCS certificate.</p>
<p>Heat pumps must use a compressor which is driven by electricity.</p>	<p>PEL.</p>
<p>ASHPs should not be designed to use heat in air which has escaped from an appliance or building.</p>	<p>PEL.</p>

Table 5: Biomass specific requirements

Eligibility requirement	Evidence Ofgem intend to consider
Only existing properties in rural areas ¹⁰ will be eligible for a biomass boiler.	The ONS tool ¹¹ classifies properties as being in a rural or urban location. Ofgem may use this tool to verify if a property is located in a rural or urban location.
Only properties that are not connected to the gas grid will be eligible for support to install a biomass boiler. This limitation also extends to properties that are connected to the grid but have a clamped or capped off gas supply.	Installers will be required to submit a declaration at the application stage stating that the property is not connected to the gas grid.
Biomass boilers must have an emission certificate ¹² that shows they do not emit more than 30 g/GJ of particulate matter and 150 g/GJ of oxides of nitrogen. This requirement is retained from the DRHI.	This will be captured by the Ofgem PEL from which the pre-populated drop-down list will be generated. Installers will only be able to choose products that meet this requirement when submitting an application.

2.21 To be eligible for the BUS, all heat generating parts of the heating system must be new (ie must not have been used before the heating system’s first commissioning date). We refer to the heat generating equipment of the heating system as ‘relevant parts’.

2.22 There are, however, some previously used relevant parts which are permissible under the BUS. Table 6 below shows a list of parts that can and cannot have been previously used at the time of first commissioning.

¹⁰ Areas outside of settlements with a population of 10,000 people or more

¹¹ [Open Geography Portal \(statistics.gov.uk\)](https://statistics.gov.uk)

¹² Emission certificate - This information is used to indicate the amount of pollutants likely to be emitted by a biomass product when burning specific fuel types.

Table 6: Parts that can and cannot be used before the heating system is first commissioned

Heating system type	Cannot have been used before first commissioning date of the heating system	Can have been used before the first commissioning date of the heating system (not relevant parts)	Can have been used before first commissioning date of the heating system (relevant parts)
All heating system types	Relevant parts which are not excepted components	Not heat generating components, ie not relevant parts	Relevant parts which are excepted components
Biomass boiler	Boiler	Fuel storage/preparation/delivery equipment Fixings Controls Emitters (eg radiators) Hot water cylinders Pipes Circulation pumps Supplementary electric heaters Buffer tanks/ thermal stores Expansion vessels	Immersion heaters for hot water Supplementary electric heaters Circulation pumps Solar thermal collectors
Ground (or water) source heat pump	Ground or water loop ¹³ Heat pump unit/ Compressor	Container and fixings Pipes Circulation pumps Emitters Hot water cylinders Supplementary electric heaters	Immersion heaters for domestic hot water Supplementary electric heaters Circulation pumps Solar thermal collectors

¹³ staggered commissioning of GSHPs attached to a SGL is allowed

		Buffer tanks/ thermal stores Expansion vessels Controls	
Air Source Heat Pump	Heat pump unit/ Compressor	Container and fixings Pipes Supplementary electric heaters Controls Emitters Hot water cylinders Buffer tanks/ thermal stores Expansion vessels	Immersion heaters for domestic hot water Supplementary electric heaters Circulation pumps Solar thermal collectors

2.23 'Commissioning' occurs when the installer has tested and signed off on the installed low carbon heating system. A low carbon heating system is commissioned upon the completion of procedures and tests undertaken to the usual industry standards and practices for the specific type of system which demonstrate that the system is capable of operating and generating heat. We will accept the commissioning date given in the MCS certificate.

Questions:

- 7. Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?**
- 8. Do you agree or disagree with our proposed approach to evidencing whether a property is connected to the gas grid? If you disagree, please provide alternative suggestions, including any evidence, to support your response.**
- 9. Do you agree or disagree with our proposed approach to evidencing whether properties are in a rural area? If you disagree, please provide alternative suggestions, including any evidence, to support your response.**
- 10. Do you agree or disagree with our classification of parts that can and cannot be used before the heating system is first commissioned? If you disagree, please say why.**

3. Making Applications

Questions in this section

11. Do you agree that the 'authorised signatory' for business accounts should be an individual with legal authority to represent the organisation eg a Director, Chief Operating Officer, Chief Executive Officer or Company Secretary? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
12. Do you agree or disagree with the proposed sets of user permissions? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
13. Should we collect other information contained on the quote for the purposes of assurance that the property owner has been consulted and reducing speculative applications?
14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.
15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.
16. Is there any additional information that you think should be included in the boiler upgrade voucher notification?
17. Do you agree or disagree with our proposed approach to issuing vouchers? If you disagree, please say why.
18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.
19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why?

Summary of government position

- 3.1 The BUS will comprise a two-stage application process with a voucher application and voucher redemption stage. The installer will lead both stages and apply for a voucher

on behalf of the property owner, as well as apply to redeem the voucher on completion of the installation.

- 3.2 Voucher application will involve the installer providing details to Ofgem to confirm the eligibility of the property and low carbon heating system they intend to install. These details will include information about the property, the existing heating system that will be replaced, the EPC, and the property owner.
- 3.3 When all of the required information has been provided and the application submitted, Ofgem will seek confirmation from the property owner that they consent to the installer applying for a voucher on their behalf. When Ofgem is satisfied that the application can be approved, a voucher will be issued to the installer for the relevant amount. ASHP and biomass boiler vouchers are valid for three months and will have a value of £5000. GSHP vouchers are valid for six months and will have a value of £6000.

Stage 1 – Voucher application

Applying for a voucher

Summary of government position

- 3.4 Installers may make an application in relation to the installation of an eligible low carbon heating system in a property that meets all the eligibility criteria. They may also make an application for an installation in a property that meets all the eligibility criteria apart from the necessary loft or cavity wall insulation if the property owner's intention is to install this ahead of making a redemption application.
- 3.5 As part of the application process, Ofgem will be required to gain confirmation from the property owner that they consent to the installer making an application on their behalf. The installer will be required to submit information to evidence that the eligibility criteria are and will be met.
- 3.6 In relation to shared ground loop systems, an installer must submit separate applications for each property that intends to connect to the ground loop.
- 3.7 Where Ofgem requires additional information to determine a grant application, we may ask for this information from the installer and it would need to be submitted within 14 days of our request.

Proposed administrative approach

Accounts

- 3.8 Installers will be required to create a BUS account prior to applying for their first BUS voucher. The account will allow installers to:
- submit and track the status of their applications
 - store and manage organisation details (eg MCS number, business address, bank account details) so it doesn't need to be re-submitted for each application
 - add and remove additional users for the organisation
 - limit access to sensitive information, such as bank account details, to specific users.
- 3.9 Accounts can be set up for registered companies or for sole traders. Where it is a company, we will require the initial user, the 'authorised signatory', to be someone seen as legally representing the organisation, eg in the case of a company a Director, Chief Operating Officer, Chief Executive Officer or Company Secretary. This account contact will be the authorised representative for the organisation in question. This will negate the need for companies to provide separate 'letters of authorisation' to appoint a key account contacts.
- 3.10 We will verify the identity of the 'authorised signatory', cross-checking with information on Companies House. We propose to request that the authorised signatory uploads photo ID such as their current passport or driving licence as part of their account set up.
- 3.11 We will allow for multiple users to be added to accounts to allow installers to align tasks in relation to managing vouchers with their existing business practices.
- 3.12 Once the account has been approved, the 'authorised signatory' will be able to add other users to their accounts and set appropriate permissions for each user. Based on feedback from the user research we have carried out, we intend to enable permissions to be granted in respect of the functions in Table 7.

Table 7: Permission levels

Permissions	Description
Voucher Applications	Users granted voucher application permissions will have the ability to submit new voucher applications, edit existing applications and respond to queries in respect of submitted applications. They will also be able to reapply if a voucher expires, cancel an application or voucher and redeem an issued voucher on commissioning of an installation.
User management	Users granted user management permission will have the ability to add and remove additional users from the account. They will also be able to set permissions for new users and update permissions for existing users.
Account Management	Users granted account management permissions will have the ability to update key information about the company, eg bank details, MCS number, business address.

3.13 The 'authorised signatory' will have all of the permissions above by default and will not be able to have their permissions changed by other users. Under our proposals it will be possible for the 'authorised signatory' to provide other users with all the same permissions they have to manage the account. However, they should be mindful that they still retain overall responsibility for the account and the accuracy and veracity of the information provided by additional user on behalf of the organisation.

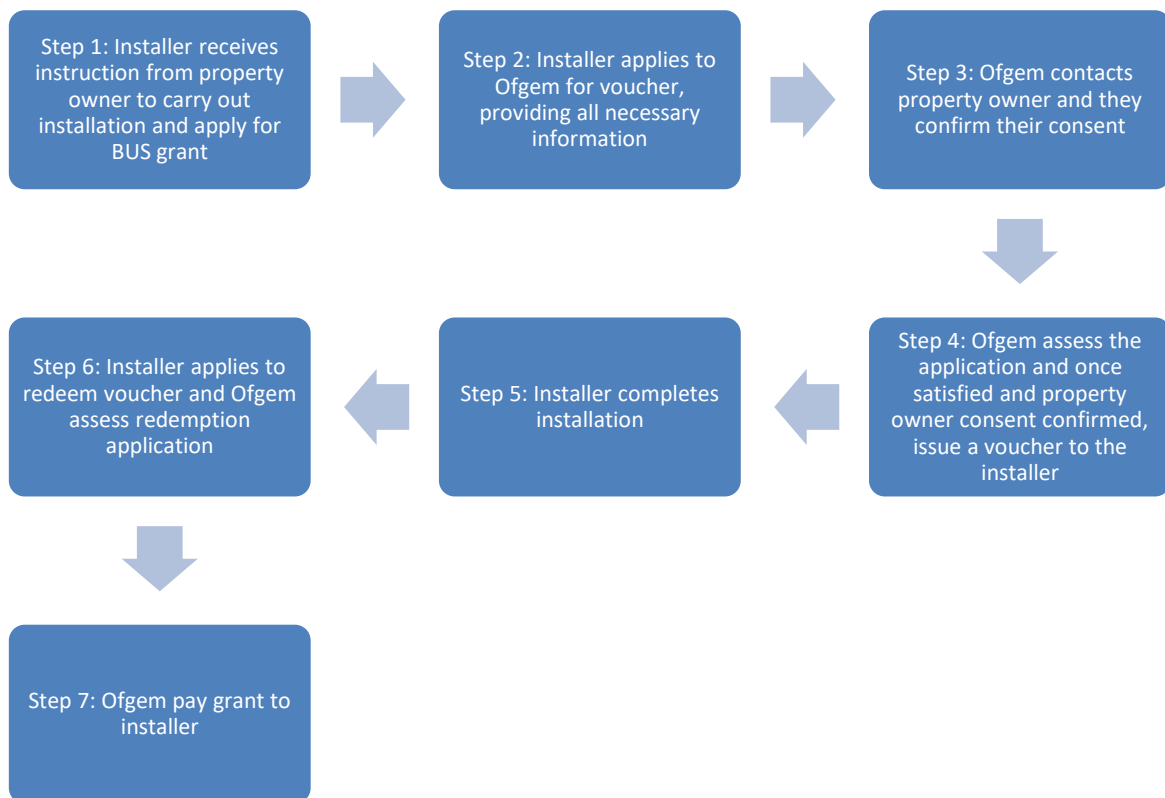
3.14 In circumstances where the installer is unable to go online to complete an application, we will provide a backup journey. This will include all aspects of the application process, including setting up an account. This will likely involve one of our support staff completing the application on the installer's behalf, over the telephone.

Eligibility checks

3.15 We do not propose to routinely carry out identity checks on the property owner, however, we will gather sufficient information from them during our consent confirmation process

to ensure we are able to complete robust identity and eligibility checks should we have reason to do so before issuing vouchers to installers.

Figure 2: example flowchart of BUS application to grant payment



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Questions:

11. Do you agree that the 'authorised signatory' for business accounts should be an individual with legal authority to represent the organisation eg a Director, Chief Operating Officer, Chief Executive Officer or Company Secretary? If you disagree, please provide alternative suggestions, including any evidence, to support your response.

¹⁴ Step 3 and assessment of Step 4 may happen at the same time during the application process

12. Do you agree or disagree with the proposed sets of user permissions? If you disagree, please provide alternative suggestions, including any evidence, to support your response.

Quotes

Summary of government position

- 3.16 Installers will be required to submit information contained on the quote they provide to the property owner. This is intended to provide assurance that the property owner has been consulted on the installation and is aware of the likely cost, in addition to reducing the number of speculative applications by installers.
- 3.17 The government response encouraged property owners to seek out multiple quotes before deciding on their preferred installer. To apply for a voucher, only the details of one quote will need to be provided.

Proposed administrative approach

- 3.18 The information from the quote that we will require to be submitted will include:
- the total cost that the proposed installation would have been, including VAT, if the grant amount was not taken into account
 - a quote reference number, which will be the installer's internal reference for the quote
 - the date the quote was issued.
- 3.19 To give installers flexibility about where and when in their existing business process they submit an application, we will permit quotes to be provisional at application stage. We will only ask for the provisional quote data once per application – we will not require any subsequent notification from the installer of finalised or changed quote amounts. Regardless of whether the quote details are provisional or not, installers will be required to retain a copy of the quote related to the application for at least six years.

Questions:

13. Should we collect other information contained on the quote for the purposes of assurance that the property owner has been consulted and reducing speculative applications?

Property Owner Consent

Summary of government position

- 3.20 Evidence that property owners consent to an installer making an application for a voucher on their behalf will be required. This is intended to provide some protection to property owners and reduce the number of speculative applications received.
- 3.21 Installers will be responsible for ensuring they only make applications in respect of the installation of an eligible low carbon heating system in an eligible property.

Proposed administrative approach

- 3.22 Installers are responsible for the accuracy of the information they submit to us as part of their applications. We expect installers to be confident, to the best of their knowledge, that the installation is eligible when making an application. This includes information confirmed by property owners as part of the consent process.
- 3.23 We propose that installers will provide a declaration at the voucher application stage, confirming the information provided in support of their application is accurate to the best of their knowledge. This includes that the application is in relation to the installation of an eligible low carbon heating system in an eligible property.
- 3.24 The installer will need to provide details of the relevant property owner, including their email address. Once an installer has submitted the required information, we will email the property owner to get their confirmation that the applicant is acting on their behalf.
- 3.25 Property owners will be required to confirm:
- Their full name and address
 - Key project details, including the installation address, proposed low carbon heating system and project cost
 - Where there are multiple owners of a property, that the person providing consent is acting with their agreement
 - That they have instructed the installer to carry out the installation
 - That they consent to the installer making a BUS application
 - That they will become the owner of the low carbon heating system upon the completion of the installation

- That they have not received other support from public funds or government schemes, such as the Energy Company Obligation (ECO), for any of the costs of the purchase or installation of the eligible low carbon heating system in question
- Where the EPC submitted as part of the voucher application has a loft or cavity wall insulation recommendation and the property does not meet any of the exemption criteria, they intend to:
 - Install the recommended insulation, and
 - Obtain a new EPC, with no recommendations for loft or cavity wall insulation to be installed, by no later than the date on which a voucher redemption application is made

3.26 We are proposing that property owners give their consent online, on GOV.UK, by clicking a custom link in an email we send to them. An application will not be considered 'properly made' (see paragraph 3.37) and, therefore, won't be allocated budget until the property owner has confirmed their consent.

3.27 At this stage of the application, we will also notify property owners of the possibility of the installation being audited.

3.28 Offline routes for confirming property owner consent will only be used if property owners are unable to be contacted online.

3.29 We propose that property owners will have seven days from receipt of the email to complete the consent process. With regard to the offline route, property owner consent will likely be secured through a phone call with one of our support staff. The same time limit will apply.

3.30 Where there are multiple owners for the same property, we will only need the details and confirmation of consent from one of the owners. However, that confirmation must state that the property owner giving consent on behalf of the other(s) has the authority to do so.

3.31 In cases of shared ground loop applications, where there are multiple properties being connected to a single ground loop, we will require the installer to submit a separate application for each property that intends to connect to the ground loop. We will require consent from the owner of each property that intends to connect to the loop.

Questions:

14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.

15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.

Determination and voucher issue

Summary of government position

3.32 Ofgem will be required to determine grant applications in the order they are received and will not be able to issue a BUS voucher where doing so would exceed the budget allocation for that financial year, or that quarter if a quarterly budget allocation is in place.

3.33 Vouchers relating to ASHPs and biomass boilers expire three months after the date they are issued, and GSHP vouchers expire after six months. Where vouchers have expired following their validity period, installers will be able to resubmit a new application to us for the same installation.

3.34 If a voucher application is successful, Ofgem will be required to issue a notification to the installer setting out the:

- date on which the voucher is issued
- date on which the voucher expires
- unique voucher ID
- type of eligible low carbon heating system (ASHP, GSHP, biomass boiler), the property address, and the installer to which the voucher relates
- name, address, email address, and telephone number of the property owner to which the voucher relates
- value of the grant that will be paid to the installer following successful redemption of the voucher

3.35 We have the power to ask for more information in support of voucher applications. We will give installers no less than 14 days to comply with such requests. Where we think it is reasonable to do so, we may extend the 14-day deadline to provide information.

- 3.36 Where Ofgem refuses to issue a voucher, we will send a notice to the installer setting out the reason for refusal and the detail of the installer's right of review.

Proposed administrative approach

- 3.37 An application will only be considered properly made when all the required evidence at application stage is provided and the property owner has confirmed consent. If evidence of consent is not provided, an application will not be classed as properly made even if all the other required evidence has been provided. An application will not be allocated available budget until it is considered properly made.
- 3.38 Where we are satisfied that a proposed installation meets all the scheme requirements necessary for the application stage, we will issue a voucher to the installer with the prescribed information. Vouchers issued are not a guarantee of payment and all redemption applications are subject to full eligibility criteria being met. Where the property has not met the insulation requirements at the application stage, the criteria of requiring an EPC with no loft or cavity wall insulation recommendations will be assessed at redemption stage. The required new EPC will be added as an additional condition of the BUS voucher.
- 3.39 If Ofgem is not satisfied that the installer has fulfilled all the requirements necessary to apply for a voucher, we may ask for more information to be provided to us in support of the voucher application.
- 3.40 If this information is not satisfactory or is not provided in a timely manner, we may reject the voucher application.
- 3.41 There may be circumstances where we have issued enough vouchers to result in the relevant budget allocation being met. Where this is the case, the regulations will not require us to reject applications so we may either close the scheme to new applications until further budget is available or operate a queuing mechanism. We are considering the best way to administer the scheme in these circumstances, including how a queuing mechanism may function and what information would be required by industry to make this process useful. We may look to engage further with industry on this aspect of the scheme if we deem it necessary to do so.

Questions:

16. Is there any additional information that you think should be included in the boiler upgrade voucher notification?

17. Do you agree or disagree with our proposed approach to issuing vouchers? If you disagree, please say why.

Stage 2 – Redemption Stage

Summary of government position

3.42 To redeem a voucher, an installer must submit information that will allow Ofgem to be satisfied that an eligible installation has been installed in accordance with the BUS regulations. That information is:

- MCS certificate number
- BUS voucher number
- Details of the low carbon heat technology installed in the property
- Biomass emission certificate, if applicable
- Evidence to confirm that loft or cavity wall insulation cannot be installed in the property, if applicable
- A valid EPC for the property with no recommendation for loft or cavity wall insulation to be installed, if applicable
- Evidence that the low carbon heating technology meets a relevant installation standard
- Confirmation by the installer that the information they have provided is accurate

3.43 Ofgem will have the power to ask for more information in support of a voucher redemption application. We will give installers no less than 14 days to comply with such a request and may extend that deadline if we deem it reasonable to do so.

3.44 Where Ofgem refuses a voucher redemption application and revokes a voucher, we must send a notice to the installer setting out the reason for refusal and the detail of the installer's right of review.

Proposed administrative approach

- 3.45 Once a voucher has been issued, the installer must submit a redemption application within the voucher validity period in order to receive the grant amount. The redemption application must be submitted on the BUS digital service.
- 3.46 We intend to reduce the information installers must provide to us directly by gathering some of the required information via the MCS certificate number installers provide when redeeming a voucher. This will be done through an API to the MID. We intend to get details of the low carbon heat technology, biomass emission certificate and evidence the system meets the relevant installation standard through the API.
- 3.47 We may request further information from installers to be satisfied that all the relevant conditions associated with the voucher are met. This will be in the form of a notice setting out the specific additional information requested.
- 3.48 Failure to provide information within the 14-day period could lead to the redemption application being rejected.

Question:

18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.

Grant Payment

Summary of government position

- 3.49 If we are satisfied that a voucher redemption application meets all relevant requirements, we must notify the installer that their redemption application has been approved and make a payment to the installer for the value set out in the voucher.
- 3.50 If we are not satisfied that a voucher redemption application has been properly made, we must refuse that application and revoke the voucher. If we refuse a redemption application, we must notify the installer and specify the reasons for doing so.

Proposed administrative approach

- 3.51 We propose to set out a regular schedule to make payments to installers whose redemption applications have been successful.
- 3.52 We intend to make a payment to the installer for the amount associated with the redeemed voucher within a week of the notification that the application has been successful. We propose that payment cycles to installers will be weekly.
- 3.53 Payments will be issued into UK bank accounts which accept pound sterling associated with the installer account.

Question:

- 19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why.**

4. Audit and compliance

Questions in this section

- 20.** Do you agree or disagree that installers should be required to inform property owners about the possibility of audits at the application stage and to confirm this to Ofgem? If you disagree, please say why.
- 21.** Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.
- 22.** Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.

Audit – Inspection of property

Summary of government position

- 4.1 The government want to ensure grants are paid only to high-quality installations. As a result, Ofgem are provided with powers to:
- Inspect properties to verify the low carbon heating system and property comply with the eligibility criteria
 - Require corrective action where non-compliance is identified
 - Revoke a relevant voucher or all vouchers issued to an installer, or recoup or offset grant payments from installers where corrective action is not taken.
 - Refuse any subsequent applications by an installer who does not take corrective action when required or is suspected to be committing fraud.
- 4.2 The government intend to work with organisations including MCS or equivalent, the certification bodies and consumer codes to ensure that their own audit processes complement those of Ofgem and that procedures are in place to resolve issues with supported installations.

Proposed administrative approach

- 4.3 We will have the power to request entry into a property for audit purposes to ensure eligibility requirements are being met. Audits can take place at any point including before and after grant payment.
- 4.4 If we suspect that incorrect information has been provided, we will carry out a site or desk audit, depending on the circumstances.
- 4.5 We propose that installers will be required to inform property owners about the possibility of audits during the application stage. We will also notify property owners of the possibility at the property owner consent confirmation stage.

Questions:

- 20. Do you agree or disagree that installers should be required to inform property owners about the possibility of audits at the application stage and to confirm this to Ofgem? If you disagree, please say why.**

Withholding, recouping and offsetting payments

Summary of government position

- 4.6 In addition to having the power to withhold, recoup and offset payment in respect of individual applications on a case by case basis, Ofgem will also have the power to withhold grant payments during an investigation into an installer or in the case of non-compliance by an installer. One or more grant payments which would otherwise be payable may be withheld.
- 4.7 If Ofgem decides to withhold a payment, we must send a notice to the installer specifying why this is the case and steps the installer must take to rectify the situation or support an investigation. If we are satisfied that the installer has taken the steps specified, then the grant payment will be made. If we are not satisfied, then we must notify the installer of that fact and may refuse any subsequent applications by that installer or a connected person.

- 4.8 Where we are satisfied that an installer has received payments in error, we may require the installer to repay some or all of those payments. Alternatively, we may offset any erroneous payments owed by an installer against future payments. This means future, rightful payments will not be paid to installers up to the sum of the outstanding wrongful payments. Before taking these actions, Ofgem must send a notice to the installer informing them of the details of that action, including the installer's right of review.

Proposed administrative approach

- 4.9 Grant payments will be withheld temporarily during investigations pending their outcome. This could include withholding one or several payments depending on the case and the associated risk factors. Payments may also be withheld during investigations carried out by MCS or Consumer Codes.
- 4.10 Where we decide to withhold payments, we will provide notices to installers within 14 days of our decision to do so.
- 4.11 We will either require installers to repay the monies directly or we may decide to offset wrongful payment against future payments to installers. We will decide which method is most appropriate on a case-by-case basis.
- 4.12 We are likely to use offsetting in cases where the wrongful nature of the payment was not due to fraud and where the installer has other live BUS applications. We believe using offsetting in this way will be administratively simpler than requiring repayment for all cases, based on our experience administering other schemes.

Question:

21. Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.

22. Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.

5. Appeals – Right of Review

Questions in this section

23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.

Summary of government position

- 5.1 Ofgem will be required to make decisions during administration of the BUS which will impact installers. These installers will have a right to request a review of decisions made to reject voucher applications, to revoke vouchers, to require repayment and to offset payments. The right of review process is intended to provide a means of appealing a decision, for individuals and organisations who believe an error has been made during scheme administration.
- 5.2 For clarity, the right of review will not apply to instances where Ofgem rejects an application for redemption as this will then result in a revocation of a voucher. The decision to revoke will then be reviewable. The right of review will not apply to instances where Ofgem is withholding payment as this will either lead to a grant payment or a voucher revocation. As before, the decision to revoke will then be reviewable.
- 5.3 If an individual or organisation believes an error has been made in the decision that has been reached, based on the circumstances and information that was available to Ofgem at that time, they may ask for a review of this decision as part of the review process outlined in this section.
- 5.4 A request to review a decision will need to be made in the format that we request and must be submitted to us within 28 days of the date of notification of the decision having been made.
- 5.5 The review will be undertaken by someone within Ofgem who was not involved in the original decision.
- 5.6 Once we have reached a decision on the outcome of the review, we will inform the person who requested the review within 21 days.

Proposed administrative approach

- 5.7 Our decisions will be informed by a range of information including that provided by the installer during voucher application stage, redemption stage and through desk or site audit activities. As part of our duties, we may ask for further information to help inform our decisions, and where we do this we will set clear deadlines in our communications with installers.
- 5.8 We will provide a standard template that must be used when requesting a review of decisions made.
- 5.9 We will always endeavour to carry out the review in a timely manner and will keep the installer updated on the progress of the request. We may also need to contact the affected installer and/or property owner to request additional information.
- 5.10 We will provide information publicly, in guidance and/or on our website, explaining how to submit a request for decision to be reviewed and how such a request should be made.

Question:

23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.

6. Scheme Reporting

Questions in this section

24. How frequently would you like Ofgem to publish reports on vouchers issued and available budget? Please provide a frequency and your reasoning behind it.
25. What additional information could be included in the reports? Do you have any suggestions for additional information that could be included in reports, or on the format of the reports?

Summary of government position

- 6.1 We must provide monthly reports to the Secretary of State with the following information:
- Information provided to Ofgem in support of grant applications
 - Information provided to Ofgem in support of redemption applications
 - Any other information the Secretary of State requires that relates to grant applications and issued vouchers
- 6.2 We will also be required to publish quarterly and annual reports covering the same information but in aggregate form. We are required to publish our first quarterly report by 31 August 2022 and our first annual report by 31 July 2023.
- 6.3 Any information required to be reported that includes personal data relating to a property owner will be reported in an anonymised form.

Proposed administrative approach

- 6.4 We recognise that industry may prefer frequent reporting by Ofgem on the number and value of vouchers issued and available budget.
- 6.5 Reports will be published as a combination of interactive web charts and pdf documents and will meet accessibility requirements.

Questions:

- 24. How frequently would you like Ofgem to publish reports on vouchers issued and available budget? Please provide a frequency and your reasoning behind it.**
- 25. What additional information could be included in the reports? Do you have any suggestions for additional information that could be included in reports, or on the format of the reports?**

Appendices

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Appendix 1 - List of consultation questions

1. Do you agree or disagree with the proposed approach to evidencing existing heating systems? If you disagree, please say why.
2. Do you agree or disagree with installers being the party to provide evidence to Ofgem regarding custom-build properties? If you disagree, please say why.
3. Is there any other evidence we should request to prove that properties are custom-build?
4. Do you agree or disagree with the proposed approach to evidencing that a property is not social housing? If you disagree, please say why.
5. Do you agree or disagree with the proposal to use an API to access the information we need from a property's EPC? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
6. Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.
7. Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?
8. Do you agree or disagree with our proposed approach to evidencing whether a property is connected to the gas grid? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
9. Do you agree or disagree with our proposed approach to evidencing whether properties are in a rural area? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
10. Do you agree or disagree with our classification of parts that can and cannot be used before the heating system is first commissioned? If you disagree, please say why.
11. Do you agree that the 'authorised signatory' for business accounts should be an individual with legal authority to represent the organisation eg a Director, Chief

Operating Officer, Chief Executive Officer or Company Secretary? If you disagree, please provide alternative suggestions, including any evidence, to support your response.

12. Do you agree or disagree with the proposed sets of user permissions? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
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14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.
15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.
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17. Do you agree or disagree with our proposed approach to issuing vouchers? If you disagree, please say why.
18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.
19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why?
20. Do you agree or disagree that installers should be required to inform property owners about the possibility of audits at the application stage and to confirm this to Ofgem? If you disagree, please say why.
21. Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.

22. Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.
23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.
24. How frequently would you like Ofgem to publish reports on vouchers issued and available budget? Please provide a frequency and your reasoning behind it.
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Appendix 2 – Privacy notice on consultations

Personal data

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR).

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the controller and contact details of our Data Protection Officer

The Gas and Electricity Markets Authority is the controller, (for ease of reference, "Ofgem"). The Data Protection Officer can be contacted at dpo@ofgem.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

As a public authority, the GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. ie a consultation.

3. With whom we will be sharing your personal data

Your personal data may be shared with other government departments such as BEIS or Department for Transport, to reach a wider audience for the stated purpose of the consultation. We may publish your response to our consultation on our website. If your response includes personal information we may publish your response as is, unless you tell us you wish to have any names on the document redacted.

4. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for up to 1 year before review after the programme been completed.

5. Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

- know how we use your personal data
- access your personal data
- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data
- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3rd parties
- tell us your preferred frequency, content and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

6. Your personal data will not be sent overseas

7. Your personal data will not be used for any automated decision making.

8. Your personal data will be stored in a secure government IT system.

9. More information

For more information on how Ofgem processes your data, click on the link to our "[Ofgem privacy promise](#)".