

Boiler Upgrade Scheme: request a statutory review (version 2)

Use this form to ask us to review a decision we've made on the Boiler Upgrade Scheme (BUS) that you disagree with. This might be an application we've rejected or a compliance action we've taken.

For more information on your right of review, see chapter 9 of the BUS installer guidance: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

You must submit your request for a review - along with all supporting evidence:

- from the email address that we have on file for you
- within 28 days of receiving the decision you want reviewed

By emailing the form to us, you are confirming that:

- you are happy for us to share any correspondence related to this review request with the property owner
- to the best of your knowledge, the details you are providing are correct

Email: BUS.review@ofgem.gov.uk

Providing supporting evidence

If you have any evidence, for example correspondence, that you want us to consider as part of the review, please send it with this form.

A note about data privacy

All data and documents will be stored and handled in line with the BUS privacy policy.

See: BUS privacy notice for installers - <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice>; and BUS privacy notice for property owners - <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice-property-owners>

1. Confirmation of you and your business

We need to confirm that you have the authority to make this review request.

What is your full name?

What is the name of your business?

What is your BUS installer account ID?

This is the reference number you received when your business created its BUS account.
For example, 'BUS1234567'.

2a. Does your review request relate to a specific BUS application or voucher?

Yes

No

2b. If 'Yes' to 2a, what is the application or voucher ID?

For example 'GID12345678'.

3. What decision do you wish to have reviewed?

For example, you may disagree with our decision to reject an application.

4. Why do you think we need to review our decision?

For example, you may think something important hasn't been considered.

Please provide as much detail as possible.

5a. Are you submitting supporting evidence with this form?

Yes

No

5b. If 'Yes' to 5a, what supporting evidence is it?