# 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](mailto: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?

Type here:

### What is the name of your business?

Type here:

### What is your BUS installer account ID?

This is the reference number you received when your business created its BUS account.

For example, ‘BUS1234567’.

Type here:

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

Type yes or no:

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

For example ‘GID12345678'.

Type here:

3. What decision do you wish to have reviewed?

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

Type here:

## 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.

Type here:

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

Type yes or no:

### **5b. If ‘Yes’ to 5a, what supporting evidence is it**?

Type here: