

Voucher application form for the Boiler Upgrade Scheme (version 3)

Ensure data accuracy and completeness

The information you provide in this application **must** be accurate and complete.

Inaccurate or partially complete applications may be **rejected**, meaning you'll have to submit a whole new application.

Before you start

Make sure:

- your business has an active Boiler Upgrade Scheme (BUS) installer account
- you have been personally approved to make applications on behalf of your business

This will have been confirmed in an email from Ofgem, either when your business's installer account was created, or when you were later added to it as a user by someone in your business.

You should also make sure you've read the BUS installer guidance, which covers eligibility and making voucher applications in detail. For installer guidance, see:

<https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

Getting set up

If you still need to create a BUS installer account for your business, see

<https://www.ofgem.gov.uk/environmental-and-social-schemes/boiler-upgrade-scheme-bus/boiler-upgrade-scheme-bus-sign-and-apply>

If you need to be added as a user to your business's installer account, talk to the person in your business who created the account.

A note about data privacy

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

See:

- Privacy notice for installer data: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice>
- Privacy notice for property owner data: <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 application.

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'.

2. What type of heating are you installing?

Air source heat pump (does not include air-to-air heat pumps)

Ground source or water source heat pump

Shared ground loop ground source heat pump (including new heat pumps you're connecting to an existing shared ground loop)

Biomass boiler

3. Do you intend to install a product that's on the BUS product eligibility list?

You can check the BUS product eligibility list here:

<https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-product-eligibility-list>

Note: If a particular biomass boiler is not on the list it may still be eligible. You'll need to provide an emissions certificate to prove it meets the scheme's emissions standards when you redeem your voucher at the end of the project.

Yes

No

4. What is the primary fuel type that the new heating system will replace?

Delete as appropriate:

Gas

Oil

Liquefied petroleum gas (LPG)

Coal

Direct electric (that is not powering a heat pump)

None - this is the property's first heating system

Other

If 'Other', please specify

5. What is the installation address?

This must be in England or Wales.

Building name or number and street

Make sure you include flat, unit, office or floor numbers where appropriate.

Town or city

Postcode

Note: to be eligible for the grant, biomass boilers can only be installed in rural areas. To check whether a property is classified as urban or rural, you can use this tool:

<https://ons.maps.arcgis.com/apps/webappviewer/index.html?id=20467878cc20410d961a3f71db356b6d>

For more information on checking whether or not a property is rural, see section 3.51 onwards of the BUS installer guidance: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

6. Is the property on the gas grid?

This means it's connected to mains gas. If the gas supply is capped, we still consider this to be on the gas grid.

Note: The requirement to be off the gas grid only applies to biomass boilers, however we need this information for all heating types for monitoring purposes.

Yes

No

7a. Is the property a new build?

Yes

No

7b. If 'Yes' to 7a, is the property an 'eligible self build'?

This means it must:

- never have been owned by a business or organisation
- have been built mainly using the labour or resources of the first owner

Yes

No

If 'Yes' to 7b

You must submit evidence with this application to prove that the property is an eligible self build.

This evidence must show:

- that the first owner built the property using mainly their own resources
- that this person was an individual (and clearly show their name)
- that any subsequent owners have all been individuals (and clearly show their names)
- the address of the property (if the property does not yet have an address, we will accept a temporary address given by the local authority, an approved planning reference number or the coordinates of the property)

The evidence must include **proof of property ownership**, for example a copy of the title deeds, a contract of sale or a 'To Whom It May Concern' solicitor's letter.

It must also include **proof of self-financing**, for example:

- documents confirming a self-build VAT exemption or receipt of a self-build loan or mortgage
- an invoice for substantial structural materials (eg foundations or timber frame)
- self-build insurance
- invoices or contracts for builders or tradespeople
- bank statements

For more information about providing evidence for eligible self builds, see chapter three of the BUS installer guidance: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

8a. Does the property have an EPC issued within the last 10 years?

Where a property is not an eligible self build, we will check that it has an EPC report:

- issued within the last 10 years
- with no recommendations for loft or cavity wall insulation

Yes

No

8b. If 'Yes' to 8a, what is the property's EPC report reference number?

For commercial properties, enter the CEPC report reference number.

For example, 1234-5678-9101-1213-1516.

8c. If 'Yes' to 8a, does the EPC have recommendations for loft or cavity wall insulation?

Yes

No

8d. If 'Yes' to 8c, is the property exempt from the scheme's loft and cavity wall insulation requirements?

Some property owners will not need to address these insulation recommendations. These include when the property cannot have loft or cavity wall insulation because:

- it is affected by atypical local environment conditions, such as regular exposure to driving rain
- it is not feasible due to the structure of the property, for example the house has a steel or timber frame
- it would harm protected wildlife
- the property is in a conservation area

- the property is a listed building
- it would be unlawful

For more detail, see chapter two of the BUS installer guidance:

<https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

Yes

No

If 'Yes' to 8d

You must provide evidence with this application form. For information on providing EPC exemption evidence, see <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-insulation-exemption-evidence-form>

You'll need to:

- find the appropriate evidence template for the property
- give it to the property owner so they can arrange for the template to be completed by a relevant expert
- have them return the signed template for you to submit along with this application

8e. If 'No' to 8d, do you confirm you understand that we cannot issue payment for this application until the EPC recommendations for loft and cavity wall insulation are addressed?

We will check this when you redeem your BUS voucher at the end of the project.

Yes

No

9. Do you confirm the new heating system will be eligible for the scheme?

To be eligible for BUS:

- the new system must be commissioned on or after 1 April 2022

- the new system must:
 - replace either a fossil fuel heating system or an electric heating system
 - not replace a system that has a heat pump or a biomass boiler
- the new system must be capable of meeting the full space and water heating needs of the property, and it must be designed to do so
- the new system will distribute heat using a liquid, for example through radiators or underfloor heating
- all heat-generating components of the existing system must be replaced (you may retain circulation pumps, solar thermal collectors, supplementary electric heaters - including immersion heaters - and wood-burning stoves)
- none of the heat-generating components of the new heat pump or biomass boiler can have been used prior to commissioning (with the exception of any existing shared ground loops that you're connecting a new ground source heat pump to)
- the new system must not be a hybrid system that combines a heat pump or biomass boiler with fossil fuel heating
- the new system must have a maximum capacity of 45 kWth (including a system limit of 45 kWth for shared ground loops)
- no part of the new system has been funded by another grant from public funds or by the Energy Company Obligation (you may need to check this with the property owner)
- (heat pumps only) the new system must have a seasonal coefficient of performance (SCOP) of at least 2.8

Yes

No

If you're unsure about any of the scheme's eligibility criteria, refer to chapter 3 of the BUS installer guidance: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

10. Do you confirm that the property is not being used for social housing?

Social housing is any rental or owned accommodation that's provided at lower than market value to people that could not have afforded it otherwise.

You'll need to have checked this with the property owner.

Yes

No

11. Do you confirm that the BUS grant will only be used to fund the installation of an eligible heat pump or biomass boiler?

Yes

No

12. What is the property owner's contact information?

We will need to contact the property owner to verify that they consent to this application.

It's important to note that requesting this contact information falls within Ofgem's remit as the scheme administrator. Accordingly, do not provide your own details in place of your customer's details, as this may delay the application.

If the property has multiple owners

Give details of any owner that can represent the others.

If the property is owned by an organisation

Give the organisation's name, and details of anyone who can legally represent it, eg a director or company secretary if the organisation is a company.

Name of organisation (if applicable)

Full name of property owner

Include any middle names. So that we can run our identity checks, this **must** match what appears on the property owner's passport or driving licence.

Email

Telephone number

13. Will the property owner need help consenting to this application online?

If the property owner does not have an email and will be unable to go online to consent to this application, please let us know. We may have to seek their consent in writing, via paper forms.

Yes

No

14. Will the property owner need to consent to this application in Welsh?

If the property owner needs to communicate in Welsh, please let us know. We may have to seek their consent in writing, via paper forms.

Yes

No

15a. Is the property owner's home address different from the installation address?

We need this to run identity checks on the property owner.

Please ensure this is the address where the property owner currently lives. If you've stated that the property is an eligible self build, it's unlikely that this will be the same home address that we need to run our checks against.

Yes

No

15b. If you answered 'Yes' to question 15a, what is the property owner's home address?

Building name or number and street

Make sure you include flat or floor numbers, where appropriate.

Town or city

Postal code or zip code

Country

16. Quote details for the installation

We require this data for monitoring and evaluation purposes.

It can be **provisional** at this stage, and will not affect the eligibility of your application.

Date of quote

For example, 30 04 2022

Quote reference

This is the reference your business has given the quote.

Total quote amount

The quote should:

- include parts, labour and any other costs associated with the project
- be inclusive of VAT
- not have the grant amount deducted from it
- match the total quote you issued to the property owner

If your project quote covers multiple heat pumps on a shared ground or water loop, it's okay to use the overall figure.

£

Cost of just the heat pump unit or biomass boiler to the property owner

This should **not** include:

- labour costs
- the cost of any additional components, such as buffers, cylinders or radiators
- the grant amount
- VAT (which is charged at 0% on heat pumps and biomass boilers)

If you're installing multiple heat pumps on a shared ground or water loop as part of the same project, give the cost of the one you're applying for.

£

Declaration

Note: Installers must provide accurate and truthful information on this form. Under scheme regulations, Ofgem has the power – through inspection, audit and its information request functions - to verify any data submitted. Where we have concerns in relation to fraud, abuse and misuse, we also have the power to revoke scheme vouchers, withhold or recoup payments.

Tick to confirm

I confirm that the details provided are accurate to the best of my knowledge and belief.

Now save and send your application

Save the application form, keeping the phrase 'voucher application' in the file name.

Send the form to us from the email address that we have on file for you. We'll have previously sent an email to this address, welcoming you onto the scheme.

If you have said the property is exempt from the loft and cavity wall insulation requirements, you must attach the evidence to prove this.

Note: you are legally required to inform us of any mistake on this application within 14 days of becoming aware of it.

Email: BUS.application@ofgem.gov.uk