

## Update the authorised representative details for a Boiler Upgrade Scheme (BUS) installer account (version 3)

### Amending your own details

If you are the authorised representative for your business and you want to update your own details, use this form. You do **not** need to complete the whole form; just provide the information that has changed.

Email the updated form to us: [BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

The email **must** come from the address we hold on account for you. If you are using this form to tell us about a change of email address, please indicate this in your email and tell us if you no longer have access to your old email address.

After we receive the form - and before we make any changes to the account - we will contact you either by phone or email to complete our security checks.

### Changing the authorised representative for your business

If you need to tell us that you are the new authorised representative for your business, complete the **whole** form and provide all the necessary documentation.

By completing the form, you will become your business's **authorised representative** for the scheme. This means you will be:

- the only person in your organisation who can change the information we hold about your business, for example its bank account details
- Ofgem's first point of contact should we ever need to speak to someone about the installer account in general (this will not include specific, day-to-day correspondence about individual applications, unless you are also the person in your business who made the application)

Email the form, along with all the business and personal documents we require, to:

[BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

Before we process the change, we will contact the existing authorised representative to confirm it. If the authorised representative has left the business, please indicate this in your email.

**Note:** Any new BUS applications or voucher payments will be paused while we approve and set up the new authorised representative.

## **A note about data privacy**

All data and documents will be stored and handled in line with the [BUS privacy policy](#)

## 1. BUS installer account ID

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

For example, 'BUS1234567'.

### What is your BUS installer account ID?

## 2. Your details

As authorised representative, you must have the legal authority to act on behalf of your business.

If your business is a limited company, you must be a company officer (for example, company director or company secretary), listed under the 'People' tab of the Companies House record.

You can find this online by searching the [Companies House register](#).

### What is your first name?

### What is your last name?

### Email address

**Note:** You must use this email address to send the completed form to us.

### What is your work email address?

## Shared email

For security, we cannot add an email address to an installer account if it is shared by anyone other than the named user.

### Does anyone else have access to this email?

## Telephone number

This must be a direct contact number for you, not a general business number.

### What is your contact telephone number?

## What is your home address?

We need this to be able to run our identity checks.

### Building name or number and street

Include flat or floor numbers, where appropriate.

#### Enter building name or number and street

#### Town or city

#### Postal code or zip code

#### Country

### 3. Date of birth

We need this to be able to run our identity checks.

For example, 22 02 1979.

**What is your date of birth?**

### 4. Documents we require

#### Identity verification

You must provide a clear, digital copy of **one** of the following:

- the full signature and photo page of a valid passport
- your valid UK driving licence (photocard or paper)
- your current UK firearms certificate or shotgun licence
- (if you live abroad) your current national identity card

#### Proof of your home address

You must provide a digital copy of **one** of the following:

- a domestic utility bill from the last three months
- a council tax bill from the last three months

#### Evidence to link to you to the business's bank account

You must provide a digital copy of a business bank statement from the last three months.

This **must** clearly show your business address.

## 5. Confirmation

**Check the box to confirm**

☐ I confirm that:

- I have the legal authority to act on behalf of my business with respect to providing any data and information that Ofgem may need to administer the Boiler Upgrade Scheme
- I am happy to be my business's authorised representative for the Boiler Upgrade Scheme