

Boiler Upgrade Scheme (BUS)

Summary of updates in the BUS property owner guidance v2.0

Introduction

This document outlines the updates that we have made to the Boiler Upgrade Scheme guidance for property owners that are now reflected in version 2.0. The paragraph numbers referred to in this document relate to the paragraph numbers in the current version (version 2.0).

Overview of amendments to Boiler Upgrade Scheme property owner guidance

Throughout the document

- Amendments to text to improve clarity and updates to cross-references to other sections within the document.
- Addition of footnotes to support guidance by referencing corresponding regulation(s).

BUS guidance

- Paragraph 1.22: Added footnote with link to privacy notice.
- Added link to the Ofgem BUS homepage and BEIS guidance (Check if you may be eligible for the Boiler Upgrade Scheme) under the 'Related publications and useful links' section.

Role of property owner

- Paragraph 2.4: Re-phrased first bullet point to improve readability and provide greater clarity.

Role of consumer codes

- Paragraph 2.10: Added contact details and links to information on the consumer codes.

Biomass boilers

- Paragraph 4.14: Added in 'under BUS' for greater clarity.

Eligible Properties

- Paragraph 4.31: Clarified definition of 'development companies'.
- Paragraph 4.38: Added more information on the process in which we check if a property has the minimum level of insulation.
- Paragraph 4.40: Clarification added for loft and/or cavity insulation recommendations
- Paragraph 4.43: Rephrased to improve clarity and readability.

Choosing an installer and technology

- Paragraph 5.2: Added sentence to indicate that an MCS installer applies to the scheme on behalf of property owners.
- Paragraph 5.3: Added paragraphs to indicate that the MCS website will host a list of installers who have created a BUS account with Ofgem after April 2022.

Applying for the BUS voucher

- Paragraph 5.10: Added sentences explaining that property owners will be notified when we issue a voucher to an installer, including the validity period of the BUS voucher and steps to take if it expires.

Property owner consent

- Paragraph 5.18: Added sentences to inform companies that, if they are not listed on Companies House, they must sign a 'Letter of Authorisation' (LOA) to confirm consent. Added in table below 5.18 showing the authority we would accept.
- Paragraph 5.20: Added a reference to Paragraph 5.34 where the assisted digital pathway is explained.
- Paragraph 5.22: Added a new paragraph providing explanation of how we use the information provided in the voucher application to undertake a soft verification check using a third-party provider and steps to take if the check fails.
- Paragraph 5.23: Added list of acceptable ID documents in the event property owners are required to provide them.

Power of Attorney

- Paragraph 5.28-5.31: Added in new guidance for property owners who provide a lasting power of attorney.

Assisted digital

- Paragraph 5.35: Added sentence to indicate we will provide a Welsh service if the installer requests this.

Why we undertake audits

- Paragraph 6.8: Added examples of evidence we may require from a property owner in the event of an audit.
- Paragraph 6.9: Updated examples of additional evidence we may require if the property is an eligible new build.

Consumer rights and protections

- Previously, this section was a sub-heading under '6. Audit and Compliance', now it has its own heading under '7. Consumer rights and protections'.

Reporting

- Previously, this section was a sub-heading under '6. Audit and Compliance', now it has its own heading under '8. Reporting'.

Queries, feedback and complaints

- Changed heading from 'Useful Contacts', as it was known in the previous iteration of the guidance, to 'Queries, feedback and complaints'.