

Boiler Upgrade Scheme (BUS)

Summary of updates in the BUS installer guidance v2

Introduction

This document outlines the updates that we have made to the Boiler Upgrade Scheme installer guidance that are now reflected in version 2. The paragraph numbers referred to in this document relate to the paragraph numbers in the current version (version 2).

Overview of amendments to Boiler Upgrade Scheme installer guidance

Throughout the document

- Minor amendments to text to improve clarity, and updates to footnotes and cross-references to other sections within the document. Removed references to the manual BUS voucher application process and replaced with updated digital voucher application and redemption application process.

Related publications and useful links

- Added links to BUS reporting webpages for BUS monthly update and BUS quarterly reports.
- Added links to BUS relevant consumer codes and contact details for the codes.

Role of installers

- Paragraph 2.3: Specified that installers need to inform us of any material changes to information provided within 14 days from the date of change.

Role of consumer codes

- Paragraph 2.12: Added website links and contact details of the Home Insulation and Energy Systems Contractors Scheme (HIES) and Renewable Energy Consumer Code (RECC).

Installer requirements

- Paragraph 3.7: Paragraph added to clarify what happens if an installer’s MCS certification expires or changes.

Property requirements

- Paragraph 3.15: Added photographic evidence of the previous heating system to list of evidence types that installers may wish to consider where previous heating system has been disposed of.
- Paragraph 3.17: Added sentence to make it explicit that biomass boilers are not an eligible technology in self-build properties.
- Paragraph 3.21: Amended to indicate that additional evidence showing the chain of ownership “will be required” (amended from “may be required”).
- Paragraphs 3.22: Added a letter from a solicitor as an example of acceptable evidence of proof of property ownership and removed reference to self-build insurance.
- Paragraph 3.23: Amended to indicate that the evidence must also clearly show a description of the land and the date when the property ownership was transferred.
- Paragraph 3.34: Added clarification that a valid EPC must be provided at the voucher application stage.
- Paragraph 3.37: Added to indicate where the EPC has other recommendations, installers should ensure that systems installed are appropriately sized to address heat loss.

New heating system requirements

- Paragraph 3.53: Amended to clarify that the PEL has products that meet the MCS standards required for BUS.
- Paragraph 3.54: New paragraph noting the PEL only identifies products that meet the MCS standards and, in the case of biomass boiler boilers, have an eligible emissions certificate. There are many other eligibility requirements under BUS, including technology specific technical requirements, and the PEL does not ensure compliance with these requirements.
- Paragraph 3.57: Sentence added to indicate that the PEL will be updated on a monthly basis.
- Paragraph 3.58: Amended to clarify that biomass boilers also require an emissions certificate meeting the scheme “air quality” requirements.

- Paragraph 3.59: New paragraph added noting that Ofgem will not be adding new biomass products to the PEL at request of suppliers or manufacturers. Only products and emission certificates that are submitted as part of a voucher redemption application will be reviewed.

Biomass boilers

- Paragraph 3.71: Added sentence to make it explicit that biomass boilers installed in an eligible self-build, are not eligible for BUS grant.
- Paragraph 3.74: New sentence to indicate that there are other services which use the ONS database that installers can use to determine the rural/urban classification of a property.

What is an Account?

- Parts of this section have been significantly updated to reflect changes following the launch of digital application process.
- Paragraph 4.3: Paragraph expanded to include more details of what creating an account allows an installer to do, including access to digital account access area.
- Paragraph 4.4 to 4.5: 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. The installers will be added to list automatically when an account is created after November 2022 and consent will be sought to list installer names of accounts created prior to this.

How do I create an account?

- Paragraph 4.22: Amended to include that accessible word document is available for those who require it.
- Paragraph 4.24: Identity evidence requirements updated.
- Paragraph 4.25: Added personal bank letter or statement showing the home address, as an acceptable proof of home address.
- Paragraph 4.32 to 4.33: Added paragraphs to indicate that if we request any additional information to verify and create an account, this must be provided within 14 days.
- Paragraphs 4.34 to 4.35: New paragraphs added indicating the timeframes within which we will retain proof of ID, proof of home address documents and other personal information submitted by installers.

Users

- Paragraph 4.37: Amended to include details of a “manage account” process for the new digital interface for authorised representatives.

Stage 1: Voucher application

- Paragraph 5.5: Clarified approach to receiving sensitive documents directly from property owners.
- Paragraph 5.7: Amended the paragraph to reflect that voucher applications can be submitted online, and removed direction to e-mail applications to Ofgem.
- Paragraph 5.29: Added paragraph on Letter of Authorisation (LOA) which must be used if the property is owned by an organisation not listed on company house
- Paragraph 5.29: Table 7 added providing details of who should sign an LOA for different types of property owner.
- Section on Power of Attorney (paragraph 5.38 to 5.41): Added new section detailing how consent can be provided through an attorney where property owners have provided a last power of attorney and how to proceed within the application.
- Paragraph 5.46: Added sentence to indicate we will provide a Welsh translated service where the installer requests this.
- Paragraph 5.49: Added sentence clarifying that where we reject a voucher application, we will send a notice to the installer outlining the reason for rejection.
- Paragraph 5.52: Added sentence indicating that we will also notify the property owner that a BUS voucher has been issued.
- Paragraph 5.57: Added paragraph to indicate that BUS regulations do not allow for any extension to the voucher validity period and if the installation is not completed within the voucher validity period, the voucher will expire.
- New heading: withdrawal of a BUS Application (Paragraphs 5.58 to 5.61): Added new paragraphs detailing how a BUS application can be withdrawn. Also clarifies that failure to provide information requested within 14 days could lead to rejection of the BUS application.

Stage 2: Voucher redemption application

- Paragraph 5.66. Added sentences to refer to use of the MCS installation certificate number to check key information. Also, to indicate that where we reject a voucher redemption, we will send a notice to the installer outlining the reason for rejection

Re-applications

- Paragraph 5.68: Added sentence to make it clear that applications need not be withdrawn for the purpose of re-application.
- Paragraph 5.69: Paragraph modified to set out how to re-apply using the new online voucher application process.
- Paragraph 5.77: Added new paragraph to indicate that if there is an unsuccessful redemption application, an installer may seek to resolve the issues for which it was rejected and submit a new redemption application within the voucher validity period.

Help with a BUS account creation, application and redemption

- Paragraph 5.79: Inserted "Enquiries Team" in place of "Applicant Support Centre" and included the contact for help.

Audit types

- Paragraph 9.2: Added a sentence to indicate that where Ofgem has selected a targeted audit we will notify the installer of this, and payments will be put on hold until the audit is complete.
- Paragraph 9.10: Added to the list of evidence we may request during audit (which an installer has an obligation to keep for six years from date of voucher application or voucher redemption applications).
- Paragraph 9.13: Amended to include that we will write to installer and property owner to outline that an audit has taken place.

Withholding payments during investigation and non-compliance

- Paragraph 9.23: Further clarification that a right of review function does not apply to our function of withholding payment, and that we will only withholding payment during a targeted audit or investigation into compliance.

Complaints

- Paragraph 11.4: Amended to include that installers or property owners can request a review of a decision made by us.