

Add, amend or remove additional users for a Boiler Upgrade Scheme (BUS) installer account (version 3)

You can use this form to add, amend or remove additional users on a BUS installer account if you are:

- your business's authorised representative for the BUS
- someone with 'user management' permission for your business's BUS account

You can add, amend or remove up to **five users** using this form. If you need more, you'll need to email us separately, providing all information in the same format as laid out in this form.

All additional users **must** be directly employed by your business. They cannot be subcontractors or freelancers. Sole traders will not be permitted to add any additional users.

Please choose new users carefully. We will not verify or run background checks on any users you add to the account, and we will hold your organisation accountable for the accuracy of the information they provide in BUS applications.

Email: BUS.accountcreation@ofgem.gov.uk

Any emails **must** come directly from you, using the email address we hold on your BUS account.

Permissions that all users have

All users on the installer account will be able to:

- submit new voucher applications
- edit existing applications
- respond to queries about submitted applications
- cancel voucher applications
- apply to redeem vouchers, after a new heating system has been commissioned

Optional permission to add, remove and manage other users

In addition, you can choose whether to give someone 'user management' permission, which means they can:

- add new users (but not a new authorised representative) to the installer account
- remove users (but not the authorised representative) from the installer account
- edit the permissions of other users on the installer account (not including the authorised representative)

Note: an installer account cannot have more than five additional users with user management permission.

A note about data privacy

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

1. Confirmation of you and your business

We need to confirm that you have the permission to request this change.

You **must** answer all questions in this section.

What is your first name?

What is your last name?

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. Add or amend users on the installer account

To add new users or amend the information of existing users, provide a full set of information for each user.

Once approved, all new users will receive an email invitation to sign up to use the scheme online.

Additional user 1

First name

Last name

Telephone number

This must be a direct number for the user, not a general business number.

Enter contact telephone number

Email address

Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

Does anyone else have access to this email?

- ☐ Yes
☐ No

Can they manage other users on the account?

- ☐ Yes
☐ No

Additional user 2

First name

Last name

Telephone number

This must be a direct number for the user, not a general business number.

Enter contact telephone number

Email address

Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

Does anyone else have access to this email?

☐ Yes

☐ No

Can they manage other users on the account?

☐ Yes

☐ No

Additional user 3

First name

Last name

Telephone number

This must be a direct number for the user, not a general business number.

Enter contact telephone number

Email address

Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

Does anyone else have access to this email?

- ☐ Yes
☐ No

Can they manage other users on the account?

- ☐ Yes
☐ No

Additional user 4

First name

Last name

Telephone number

This must be a direct number for the user, not a general business number.

Enter contact telephone number

Email address

Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

Does anyone else have access to this email?

- ☐ Yes
☐ No

Can they manage other users on the account?

- ☐ Yes
☐ No

Additional user 5

First name

Last name

Telephone number

This must be a direct number for the user, not a general business number.

Enter contact telephone number

Email address

Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

Does anyone else have access to this email?

- ☐ Yes
☐ No

Can they manage other users on the account?

- ☐ Yes
☐ No

3. Remove existing users from the installer account

To remove users from the installer account:

- enter their first name, last name and email address
- tell us which other user should replace them as the main contact for any active applications

First user to remove

First name

Last name

Email address

Replacement user

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business's authorised representative.

First name of replacement user

Last name of replacement user

Second user to remove

First name

Last name

Email address

Replacement user

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business's authorised representative.

First name of replacement user

Last name of replacement user

Third user to remove

First name

Last name

Email address

Replacement user

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business's authorised representative.

First name of replacement user

Last name of replacement user

Fourth user to remove

First name

Last name

Email address

Replacement user

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business's authorised representative.

First name of replacement user

Last name of replacement user

Fifth user to remove

First name

Last name

Email address

Replacement user

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business's authorised representative.

First name of replacement user

Last name of replacement user