# 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: see <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice>

## 1. What is your BUS installer account ID?

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

For example, ‘BUS1234567’.

Type here:

## 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: <https://find-and-update.company-information.service.gov.uk>

### What is your first name?

Type here:

### What is your last name?

Type here:

### What is your work email address?

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

Type here:

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

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

Type yes or no:

### What is your telephone number?

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

Type here:

### 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.

Type here:

**Town or city**

Type here:

**Postal code or zip code**

Type here:

**Country**

Type here:

## 3. What is your date of birth?

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

For example, 22 02 1979.

Type here:

## 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

You must confirm that you:

* have the legal authority to act on behalf of your business with respect to providing any data and information that Ofgem may need to administer the scheme
* are happy to be your business’s authorised representative for the scheme

### **Do you confirm the above**?

Type yes or no: