# Create a Boiler Upgrade Scheme (BUS) installer account (version 3)

## Overview

To participate in the Boiler Upgrade Scheme (BUS), all businesses must create an installer account with Ofgem.

BUS installer accounts provide a necessary layer of security to the scheme. They help us:

* verify the identity of anyone who asks to create an account, and check that they have the legal authority to act on behalf of their business
* check that a business is eligible for the scheme
* verify business bank details, so that we can make BUS payments safely and securely
* make sure that any additional users on the account are allowed to act on behalf of the business
* streamline the voucher application process by removing the need to check business details for each application
* confirm to MCS which of their installers have created a BUS account

## Becoming an ‘authorised representative’

By completing this 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)

## Sending us your form and mandatory documents

Please complete this form and email it to us, along with all the business and personal documents we require.

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

## A note about data privacy

All data and documents will be stored and handled in line with the BUS privacy policy:

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

## 1. About your business

We will share this information with MCS so they can show on their website that your business is participating in the BUS.

### **What is your business’s company number**?

You can find this online: <https://find-and-update.company-information.service.gov.uk>

You do not need to provide this if you are, for example, a sole trader.

Type here:

### What is your business’s registered name?

If your business is a company, this is what appears in the Companies House record.

You can find this online: <https://find-and-update.company-information.service.gov.uk>

Type here:

### Does your business trade under a different name?

Type yes or no:

### If yes, what is your business’s trading name?

Type here:

### What is your business's MCS certification number?

Your business must be a member of the Microgeneration Certification Scheme (MCS) to take part in the Boiler Upgrade Scheme.

This starts with the first three letters of your business’s certification body, for example ‘NAP-12345’.

Type here:

### What is the registered address for your business?

If your business is a company, this is what appears in the Companies House record.

You can check this online: <https://find-and-update.company-information.service.gov.uk>

If you are a sole trader, this is where official correspondence should be sent.

**Building name or number and street**

Include unit, office, or floor numbers where appropriate.

Type here:

**Town or city**

Type here:

**Postcode**

Type here:

### Does your business have a trading address that’s different from its registered address?

A trading address is where your business carries out most of its business activities.

Type yes or no:

### If yes, what is the trading address for your business?

**Building name or number and street**

Include unit, office, or floor numbers where appropriate.

Type here:

**Town or city**

Type here:

**Postcode**

Type here:

### What are your business’s bank account details?

This is where you want Ofgem to pay your business whenever a BUS voucher is successfully redeemed.

This must be a UK bank account that can accept payments in pound sterling.

**Account name**

This is the name of the individual or business on the account, **not** the name of the bank.

Type here:

**Sort code**

Type here:

**Account number**

Type here:

## 2. About you

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?

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 create an installer account if this email is accessed by anyone other than the authorised representative.

Type yes or no:

### What is your telephone number?

This **must** be a specific 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:

### What is your date of birth?

For example, 22 02 1979.

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

Type here:

## 3. Other users on the account (optional)

Give details of up to five additional users on this form who you want to be able to use the scheme after we’ve set up the installer account.

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 other users on the account, and we will hold your organisation accountable for the accuracy of the information they provide.

If you need more, do not use this form; you’ll need to email us separately, providing all information in the same format as laid out in this form.

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

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

**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 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.

### Additional user 1

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

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

Type here:

**Email address**

Type here:

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

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

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 2

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

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

Type here:

**Email address**

Type here:

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

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

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 3

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

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

Type here:

**Email address**

Type here:

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

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

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 4

**Full name**

Type here:

**Last name**

Type here:

**Contact telephone number**

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

Type here:

**Email address**

Type here:

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

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

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 5

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

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

Type here:

**Email address**

Type here:

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

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

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

## 4. Documents we require for registration

### 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 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 Boiler Upgrade Scheme
* are happy to be your business’s authorised representative for the Boiler Upgrade Scheme

### Do you confirm the above?

Type yes or no: