

# Draft Guidance

## Boiler Upgrade Scheme: Installer Guidance V5

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This guidance is for installers participating in the Boiler Upgrade Scheme (BUS). The BUS provides upfront grants to help reduce the cost of installing low carbon heating technologies.

This guidance explains:

- Which low carbon heating technologies and properties are eligible
- Who can apply and how to make an application
- What installers must do at each stage of the process
- Our approach to audit and compliance
- Where to find further help, contacts and resources

The Department for Energy Security and Net Zero (DESNZ) has amended the regulations governing BUS. These changes will come into force on **28 April 2026**. This guidance applies to applications that have been **“properly made” on or after this date**.<sup>1</sup> For applications properly made before this date, please refer to [version 4.2 of this guidance](#). See paragraph 3.68 below for the definition of “properly made”

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<sup>1</sup>See Regulation 25 of the Boiler Upgrade Scheme (England and Wales) (Amendment) Regulations 2025

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## 1. Introduction

### Boiler Upgrade Scheme overview

1.01 The Boiler Upgrade Scheme (BUS) incentivises the deployment of low carbon heating by providing targeted support to the supply chain.

1.02 The BUS provides upfront capital grants to support the installation of heat pumps and biomass boilers in residential and non-residential properties. Grant values are as follows:

- £7,500 for air-to-water heat pumps (AWHP), and ground source heat pumps (GSHPs).
- £2,500 for air-to-air heat pumps (AAHP) (in residential properties only)
- £5,000 for biomass boilers (in limited circumstances).

1.03 The scheme is underpinned by the Boiler Upgrade Scheme (England and Wales) Regulations 2022<sup>2</sup> ("BUS regulations"), which were amended in 2024, and further amended on 28 April 2026. Ofgem administers the scheme on behalf of the Gas and Electricity Markets Authority, in line with the BUS regulations.

1.04 As of 28 April 2026, the scheme has been extended to 2030.

1.05 The scheme is installer-led, meaning that installers apply to the scheme on behalf of the property owner and provide eligibility information to support the application. The property owner then needs to confirm their consent to the BUS voucher application.

1.06 Installers must be MCS certified and be certified to install heat pumps and/or biomass boilers. After installing and commissioning the heat pump or biomass boiler, installers can submit a voucher redemption application. Vouchers for air-to-water heat pumps, air-to-air heat pumps and biomass boilers are valid for 3 months. Vouchers for ground source heat pumps are valid for 6 months.

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<sup>2</sup>The Boiler Upgrade Scheme (England and Wales) Regulations 2022 (<https://www.legislation.gov.uk/ukdsi/2022/9780348232349>) [SUGGEST THIS LINKS TO THE 2026 AMENDMENT]. This guidance applies only to applications properly made after 28 April 2026. Please note that Regulation 25 of the 2026 Amendment Regulations makes transitional provision for applications properly made before this date.

## How to use this guidance

1.07 This guidance is for who are looking to apply to the Boiler Upgrade Scheme. It explains how Ofgem administers the BUS and includes details of:

- eligibility requirements
- creating an installer account
- submitting a BUS voucher application
- redeeming a BUS voucher after installation and commissioning
- the scheme budget
- our audit regime and compliance processes
- scheme reporting

1.08 This guidance cannot cover every possible scenario. If a scenario arises that is not addressed in this guidance, we will adopt an approach that is consistent with the BUS regulations.<sup>3</sup>

1.09 It is the responsibility of each applicant to understand the BUS regulations and how they apply. This guidance is not a definitive guide to the BUS regulations and does not constitute legal advice. Installers are responsible for ensuring that they comply with the scheme requirements and they should obtain their own legal advice, if necessary. If there is any ambiguity or conflict between this guidance and the BUS regulations, the regulations take precedence.

1.10 This guidance represents Ofgem’s approach to administering the BUS in accordance with the BUS regulations. If the BUS regulations change in future, we will revise our administrative arrangements accordingly.

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<sup>3</sup>[The Boiler Upgrade Scheme \(England and Wales\) Regulations 2022](#) (as amended)

## Queries and further information

1.11 Any questions on the BUS guidance, or on our administration of the BUS, should be directed to the BUS Enquiries team at [BUS.Enquiry@ofgem.gov.uk](mailto:BUS.Enquiry@ofgem.gov.uk). Please note our Enquiries team is unable to provide pre-emptive assurance on applications or speculate on the reasons why Ofgem review teams may request particular information or evidence as part of the application or redemption process.

1.12 Ofgem takes fraud and non-compliance within its schemes seriously. Concerns about suspected fraud can be reported by emailing us at [counterfraud@ofgem.gov.uk](mailto:counterfraud@ofgem.gov.uk). Further information is available on our website<sup>4</sup> and in paragraphs 8.36 - 8.39 of this guidance, which cover suspected fraud and whistleblowing.

## Personal data

1.13 We process all personal data collected in accordance with the assimilated law version of the General Data Protection Regulation 2016/679 (UK GDPR) and the Data Protection Act 2018.

1.14 Ofgem uses the personal data collected to perform its statutory functions and may share this information with other organisations in line with its duties under the UK GDPR.

1.15 For more information on how we process the personal information of installers under the BUS please refer to our installer information privacy policy, which has been published separately.<sup>5</sup>

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<sup>4</sup> <https://www.ofgem.gov.uk/environmental-and-social-schemes/counter-fraud-environmental-and-social-programmes>

<sup>5</sup> <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice-installers>

## 2. Roles and responsibilities

### Section summary

This chapter describes the roles and responsibilities of stakeholders involved in the Boiler Upgrade Scheme. This includes the government, Ofgem, installers, property owners, MCS and consumer codes. The roles and responsibilities listed here are non-exhaustive.

### Role of government

2.01 The Department for Energy Security and Net Zero (DESNZ) is responsible for the policy and scheme regulations. The Secretary of State has responsibilities under the BUS regulations, including but not limited to:

- approving and publishing the standards, including consumer codes,<sup>6</sup> that installers and products must adhere to<sup>7</sup>
- publishing budget allocations for BUS vouchers annually, and quarterly if required<sup>8</sup>
- determining, publishing, and reviewing the value of BUS grants and, if required, altering those values<sup>9</sup>
- determining, publishing, and reviewing grant categories<sup>10</sup>

### Role of Ofgem

2.02 The BUS regulations define Ofgem's powers and functions, which include but are not limited to:

- publishing procedural guidance for installers and property owners<sup>11</sup>

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<sup>6</sup> The BUS regulations, Regulation 4

<sup>7</sup> <https://www.gov.uk/government/publications/boiler-upgrade-scheme-regulations-approved-standards>

<sup>8</sup> The BUS regulations, Regulation 12

<sup>9</sup> The BUS regulations, Regulation 13

<sup>10</sup> The BUS regulations, Regulation 13

<sup>11</sup> The BUS regulations, Regulation 29

- processing voucher applications and voucher redemption applications<sup>12</sup>
- making payments to installers following successful voucher redemption applications<sup>13</sup>
- publishing reports on how the BUS is operating<sup>14</sup>
- monitoring and enforcing compliance with the BUS regulations<sup>15</sup>

## Role of installers

2.03 The BUS regulations define the obligations of installers, who are responsible for:

- being certified by the Microgeneration Certification Scheme (MCS)
- being certified to install the low-carbon technology type they are applying for
- providing accurate information on a property owner's behalf, involving communicating with the property owner to gather and validate information
- providing eligibility information and any further information on request<sup>16</sup>
- submitting voucher applications and voucher redemption applications on behalf of the property owner
- confirming that all information provided in relation to applications is accurate<sup>17</sup>
- informing Ofgem of any incorrect information provided or any material changes within days of the change
- retaining copies of any information provided as part of a voucher application and voucher redemption application for six years from the date that the application was made.<sup>18</sup>
- engaging with audit and compliance processes when requested by Ofgem<sup>19</sup>

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<sup>12</sup> The BUS regulations, Regulations 14, 15 and 16

<sup>13</sup> The BUS regulations, Regulation 17

<sup>14</sup> The BUS regulations, Regulation 30

<sup>15</sup> The BUS regulations, Part 5

<sup>16</sup> The BUS regulations, Regulations 14, 16 and 17

<sup>17</sup> The BUS regulations, Regulations 14 and 16

<sup>18</sup> The BUS regulations, Regulation 17(1)(a)

<sup>19</sup> The BUS regulations, Regulation 17

2.04 Installers are also required to pass on the full value of the BUS grant as an upfront discount to the property owner. Details of this requirement are set out from paragraph 5.30.<sup>20</sup>

## Role of property owners

2.05 The BUS regulations define the responsibilities of property owners, including:

- confirming certain eligibility details and ensuring all information provided to installers is accurate.
- confirming their consent for a BUS voucher application to be made on their behalf by their chosen installer, and complying with requests from Ofgem to verify their identity
- confirming they have received the full BUS grant value as an upfront discount on their quote from their installer (see paragraph 5.30)
- supporting installers in providing any information requested by Ofgem, for example by providing a recent utility bill where a property does not have a valid EPC
- gathering evidence of the previous heating system where it is removed before the installer becomes involved
- where a property owner is a landlord, informing any tenant(s) of the impacts of installing the low carbon heating system
- taking part in audit and compliance processes when requested by Ofgem, which may include a site visit<sup>21</sup>

2.06 Property owners are not responsible for providing application eligibility information directly to Ofgem. This information is submitted to Ofgem by installers as part of the application process.

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<sup>20</sup> The BUS regulations, Regulation 14(2) (ca)

<sup>21</sup> The BUS regulations, Regulation 14, 16, and 18

## Role of consumer codes

2.07 Consumer codes aim to guarantee a high-quality experience for consumers.

2.08 To be eligible under BUS, MCS certified installation companies working with customers must also be a member of a consumer code approved by the Secretary of State and published on the BUS approved standards page.<sup>22</sup>

2.09 The consumer codes currently approved for the purposes of the Boiler Upgrade Scheme are the Home Insulation and Energy Systems Contractors Scheme (HIES) and the Renewable Energy Consumer Code (RECC).

2.10 Consumer codes have roles and responsibilities under their own governance frameworks, including, but not limited to, responsibility for:

- setting standards to protect domestic consumers and ensure fair trading practices
- providing dispute resolution services for domestic consumers in relation to installations
- ensuring installers comply with consumer laws

2.11 In the event of a dispute with an installer, both MCS and the relevant consumer code play an important role in resolving consumer protection issues. MCS works closely with consumer codes where disputes involve technical standards or installation quality. In some cases, a dispute may need to be addressed by both organisations to ensure it is fully resolved.

2.12 Contact details:

- HIES: <https://www.hiesscheme.org.uk>, Tel: 0344 324 5242
- RECC: <https://www.recc.org.uk>, Tel: 0207 981 0850

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<sup>22</sup> Notice of standards - GOV.UK

## Role of MCS

2.13 MCS<sup>23</sup> is a certification scheme for microgeneration installation companies and products. It defines and maintains standards, providing confidence to consumers who wish to invest in small-scale technologies that produce electricity and heat from renewable sources.

2.14 Under MCS's own governance and certification framework, MCS undertakes a range of roles recognised for the purposes of BUS, including, but not limited to:

- setting and maintaining technical standards for installations and products
- certifying installers and products and issuing MCS certificates for completed eligible installations
- assisting certification bodies to review and address cases and consumer issues relating to installers or products

### **MCS Redeveloped Installer Scheme**

2.15 MCS has redeveloped its installer scheme, which will be rolled out throughout 2026 and into early 2027. Existing MCS-certified installers will be notified directly by their certification body once the redeveloped installer scheme is available to them.

2.16 Installers operating under the Redeveloped MCS Installer scheme must continue to hold membership with one of the two approved consumer codes (RECC or HIES) to be able to deliver work under the Boiler Upgrade Scheme, until further notice.

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<sup>23</sup> <https://mcscertified.com/>

### 3. Eligibility requirements

#### Section summary

This section sets out the eligibility requirements for installers, properties and installations to receive a BUS voucher and grant. It covers the criteria that apply to all installations, as well as technology-specific criteria. It also describes how installers need to evidence that the eligibility criteria have been met.

**Table 1 - Summary of general eligibility requirements**

Type of Eligibility	Description
<b>Installers</b>	Must be MCS certified for the technology installed and a member of an approved consumer code. <sup>24</sup>
<b>Upfront Grant Deduction</b>	The property owner must receive the value of the BUS grant as an upfront discount on their quote.
<b>Location</b>	The property must be in England or Wales.
<b>Type of building</b>	<ul style="list-style-type: none"> <li>• Residential and non-residential properties are eligible for air-to-water heat pumps, ground source heat pumps and biomass boilers.</li> <li>• Only residential properties are eligible for air-to-air heat pumps.</li> <li>• Social housing and shared ownership properties are not eligible.</li> <li>• “Eligible self-builds” (see paragraph 3.22) are the only new builds eligible on the scheme.</li> </ul>
<b>Previous heating system requirements</b>	The previous heating system (where applicable) must have been a fossil fuel heating system or an electric system.

<sup>24</sup> The BUS regulations, Schedule 4

Type of Eligibility	Description
	Some heat generating components and eligible supplementary heating appliances may be retained (see paragraphs 3.56-3.58)
<b>Eligible technologies</b>	Air-to-water heat pumps Air-to-air heat pumps Ground source heat pumps (including shared ground loop systems) Water source heat pumps Biomass boilers
<b>Commissioning date</b>	The voucher application must be properly within 120 days of commissioning the eligible system.
<b>Capacity limits</b>	45kWth total capacity limit 70kWth capacity limit for multi heat pump systems 300kWth collective capacity limit for shared ground loop systems, with a 45kW limit per individual heat pump.
<b>Standards</b>	The system must meet the relevant MCS standards approved and published by the Secretary of State. <sup>25</sup>
<b>Heat pump requirements</b>	Heat pumps must have sufficient kilowatt thermal capacity to meet the full space heating demands of a property, whether installed as a standalone system or alongside eligible supplementary heating appliances. Supplementary heating appliances must not be fuelled by fossil fuels.

<sup>25</sup><https://www.gov.uk/government/publications/boiler-upgrade-scheme-regulations-approved-standards>

Type of Eligibility	Description
<b>Biomass boiler requirements</b>	Biomass boilers must be installed as a standalone system providing both space and hot water heating.  Biomass boilers are not eligible in properties connected to the gas grid (including capped or clamped supplies) and not eligible in self-builds.

## Installer requirements

3.01 Installers must be MCS certified to install the heating system they are applying for under the Boiler Upgrade Scheme. Installers may employ subcontractors to deliver installation work, but only where those arrangements fully comply with MCS Standards. The applicant installer remains fully responsible for MCS compliance. Any subcontracting arrangement that does not meet MCS requirements will not be accepted under the Boiler Upgrade Scheme.

3.02 Installers must also be members of an approved code of practice for consumer protection. Ofgem may reject voucher applications or revoke vouchers where we identify that an installer is not a member of an approved consumer code.

3.03 Before making any voucher applications, installers must create a BUS installer account (see Chapter 4). Voucher applications must be submitted by an authorised user from that BUS installer account.

3.04 Installers cannot use a temporary MCS certification number to create an account or apply for a voucher. If an installer is not yet MCS certified and wishes to obtain MCS certification through an installation intended for BUS, they need to complete the installation and gain full MCS certification before creating an account and applying for a voucher. Applications submitted in this way can be made retrospectively, but installers do so at their own risk. To remain eligible, applications must be properly made within 120 days of commissioning (see paragraph 3.67).

3.05 If an installer’s MCS certification expires or changes after a BUS account has been created, Ofgem will withhold vouchers and redemption payments until the installer provides Ofgem with updated information.

3.06 Ofgem may reject voucher applications or may revoke vouchers where we have identified that an installer is not a member of an approved code of practice for consumer protection.

## Property requirements

3.07 Only properties located in England and Wales are eligible for BUS funding.

3.08 The types of properties that are eligible depend on the technology being installed.

- Residential and non-residential properties are eligible for air-to-water heat pumps, ground source heat pumps (including water source heat pumps), and biomass boilers.<sup>26</sup>
- Only residential properties are eligible for air-to-air heat pumps.<sup>27</sup>

3.09 Examples of eligible property types include, but are not limited to:

- **Residential properties:** owner-occupied properties, properties rented out to tenants, second homes, holiday homes and park homes.
- **Non-residential properties:** churches, community centres, and office spaces.

3.10 Owners of multiple properties may apply for a BUS voucher for each legally separate property. Only one voucher can be redeemed per property.

3.11 In addition to the main property, the BUS-funded heating system can also be used to heat related properties, which include adjoining properties such as an annex or swimming pool that the owner or occupier can use.

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<sup>26</sup> The BUS regulations, Regulation 5

<sup>27</sup> The BUS regulations, Regulation 9A

## Requirements for existing properties (retrofit installations)

3.12 This section sets out the requirements that apply to retrofit installations (i.e. in occupied properties with an existing heating system).

### Grant funding restrictions

3.13 A property will not be eligible for BUS funding if:

- a previous grant from public funds has already been received for installing a heat pump or biomass boiler at the same address
- the heat pump or biomass boiler being installed under BUS has also been promoted as a measure under the Energy Company Obligation (ECO) scheme
- the heat pump or biomass boiler being installed under BUS has received any other grant from public funds towards purchase or installation costs<sup>28</sup>

### Existing heating system requirements

3.14 The previous heating system being replaced must have been either:

- a fossil fuel-based system, such as gas, oil, LPG, coal (see glossary for full definition of 'fossil fuel'); or
- an electric heating system<sup>29</sup>. Examples include, but are not limited to, storage heaters, electric panel radiators and electric boilers.

3.15 Installers must obtain evidence of the previous heating system as this may be requested as part of audit or compliance checks. See paragraphs 5.10 - 5.18 for further details of acceptable evidence and paragraph 5.16 for what to do in limited cases where the previous heating system has been removed.

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<sup>28</sup> In limited circumstances, if a previously redeemed BUS voucher has been fully repaid to Ofgem, a subsequent application for the same property may be considered.

<sup>29</sup> The BUS regulations, Regulation 5(1)(c)(ii)

## **Retrofit installations with an Energy Performance Certificate (EPC)**

3.16 From 28 April 2026, properties are no longer required to have a valid EPC to apply for BUS. Property owners may still obtain an EPC before their installer applies to BUS, but this is no longer a requirement. However, where there is a valid EPC for the property, the certificate number must be provided.

3.17 For the purposes of BUS, a valid EPC means:

- the most recent EPC issued for the property; and
- an EPC that is no more than 10 years old<sup>30</sup>

3.18 EPCs can be found on the EPC register at <https://www.gov.uk/find-energy-certificate>

## **Retrofit installations without an EPC**

3.19 Where a property does not have a valid EPC, installers must provide evidence on behalf of the property owner to demonstrate eligibility.<sup>31</sup> The following should be provided where available:

- a recent utility bill dated within the last 3 months or a recent fuel receipt
- photographs of the existing heating system; and
- certificate number of an expired EPC (if one is available)

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<sup>30</sup> The BUS regulations, Regulation 2(2)

<sup>31</sup> The BUS regulations, Schedule 2

3.20 Where this evidence cannot be provided, Ofgem will require alternative evidence. We will contact you to determine what alternative evidence may be provided. This will be assessed on a case-by-case basis.

3.21 See paragraphs 5.10 – 5.18 for full information on how to submit evidence at voucher application and what to do if you are unable to meet the standard evidence requirements.

## Requirements for eligible self-build properties

3.22 This section sets out the eligibility requirements for self-build properties. For BUS, a self-build is a property that has not been previously occupied or used prior to commissioning of the eligible heat pump and does not have an existing heating system.

3.23 Self-build properties are only eligible for BUS funding for heat pumps.<sup>32</sup> Self-builds are not eligible for BUS funding for biomass boilers.

3.24 Installers must provide evidence to demonstrate that a property meets the self-build eligibility requirements. The evidence that must be submitted as part of a voucher application is set out in Chapter 5.

### What types of self-build are eligible

3.25 Eligible self-builds include:

- 'custom-builds' (where an individual contracts a builder to construct the property)
- DIY 'self-builds' (where an individual builds the property themselves)

3.26 A property qualifies as an eligible self-build where **all** the following apply:

- the building was built principally using the labour or resources of the first owner (including loans taken out by the owner)<sup>33</sup>;
- the building has never been owned wholly or partly by a non-individual (e.g. a company)<sup>34</sup>; and

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<sup>32</sup> The BUS regulations, Regulation 11(c)

<sup>33</sup> The BUS regulations, Regulation 7(1)(a)

<sup>34</sup> The BUS regulations, Regulation 7(1)(b)

- the building is not part of an “excluded property development”<sup>35</sup> (see paragraphs 3.27 – 3.31).

### **Excluded Property Developments**

3.27 To be eligible for BUS, self-build properties cannot be part of an excluded property development. Under the BUS Regulations, these are defined as: “a development of multiple buildings constructed on a plot acquired from a person who decided or offered the plans or specifications to which the buildings were wholly or mainly built”.

3.28 For the purposes of this definition, Ofgem will treat a group of buildings as an excluded property development where:

- there are multiple buildings built on a plot. Please note that the excluded property development definition refers to a wider parcel of land, which is often tied to the land that was granted planning permission. This wider parcel of land remains relevant to the excluded property development definition, even if it has been subdivided into smaller plots with separate ownership
- the plot has been acquired from a person who may be a company or an individual. This will include circumstances where the plot has been subdivided and sold or passed on to a number of different property owners
- the previous plot owner has decided or offered the plans or specifications to which the buildings in the development were wholly or mainly built
- multiple buildings have been wholly or mainly built to the plans and specifications decided or offered by the previous plot owner, i.e. the majority of the plans and specifications have been used in the construction of the buildings. This will typically include circumstances where full planning permission or reserved matters approval has been decided or offered by the previous plot owner

3.29 By contrast, a property may not be part of an excluded property development if a property owner has had primary input into the plans and specifications to which their building was built. This might include circumstances where a property owner has made significant changes to the original planning permission. Whether changes are significant will

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<sup>35</sup> The BUS regulations, Regulation 7 (1)(c)

be considered on a case-by-case basis. Changes to internal layout would not normally be considered significant.

### **Examples of excluded property developments**

3.30 The following non-exhaustive examples illustrate circumstances which would normally be considered excluded property developments:

- a property development company obtains full planning permission for the construction of ten houses on a vacant plot of land. This plot is then subdivided and sold to ten individual property owners. The ten houses are then constructed according to the designs specified in the planning permission
- an individual obtains outline planning permission for the construction of four houses on land they own beside their own house. They later submit a reserved matters application, proposing plans and designs for the houses, which is approved by their local council. The land is then subdivided into four plots and sold to individual buyers, who then build the houses according to those plans.

## **Other property eligibility considerations**

### **Properties on shared land and legal separation**

3.31 A building located on the same land as another property (e.g. a converted barn or annex) may be eligible for the BUS as either an existing dwelling or a self-build, provided it is a legally separate property.

3.32 In determining legal separation between properties, Ofgem may request evidence such as a UPRN (Unique Property Reference Number), council tax liability, planning documents or mapped evidence.

3.33 Extensions are not considered self-builds or legally separate properties and are not eligible for BUS in their own right. However, the property as a whole may be eligible as an existing dwelling, subject to meeting the relevant requirements.

### **Renovations and conversions**

3.34 **Renovations** (e.g. stripping a building down to a shell and rebuilding it) are not eligible as self-builds.

3.35 A renovated property may be treated as an **existing dwelling (retrofit)** where the property previously had a heating system and was previously occupied or used. Such properties must meet the retrofit requirements as set out from paragraph 3.13.

3.36 A derelict property that has not been lived in for a period and where the heating system has been removed would generally be considered a renovation and assessed accordingly 3.12.

3.37 **Conversions** (e.g. a property changing from non-residential to residential use<sup>36</sup>) may be treated as either a self-build or a retrofit, depending on the circumstances.

3.38 A conversion may be treated as a **self-build** where the property:

- has never had a heating system installed
- was not occupied before the eligible heat pump was installed
- can meet relevant self-build ownership and funding requirements (see paragraph 5.21)

3.39 Examples of such conversions may include barns or warehouses, subject to meeting all eligibility requirements.

3.40 A conversion may be treated as a **retrofit** where a heating system was previously installed in the property and the property was occupied or used before the eligible technology was installed.

## **Social housing**

3.41 Properties classified as social housing under section 68 of the Housing and Regeneration Act 2008, are **not eligible** for BUS funding.<sup>37</sup>

3.42 Social housing refers to homes owned or managed by:

- councils or local authorities

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<sup>36</sup> Also known as a 'material change of use'.

<sup>37</sup> The BUS regulations, Regulation 5(1)(b)

- housing associations or registered social landlords
- other organisations providing housing at below market rent or through shared ownership schemes for people in housing need.

3.43 Properties that were previously social housing but have since been sold through the “Right to Buy” scheme (or similar schemes) and are now privately owned are not classified as social housing and may be eligible for BUS funding.

## New heating system requirements

### Eligible technologies and standards

3.44 The following technologies are eligible for funding under BUS:

- Air-to-water heat pumps
- Air-to-air heat pumps
- Ground source heat pumps (including water source heat pumps and shared ground loops)
- Biomass boilers

3.45 All installations must meet the latest MCS standards approved and published by the Secretary of State.<sup>38</sup>

3.46 Installers must be certified by an MCS accredited certification body to install air-to-air heat pumps prior to applying for the BUS.

### Heat Pumps: System Capacity and Performance Requirements

3.47 The maximum permitted capacity limits for heat pump systems are:

- **45 kWth** for an individual heat pump system

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<sup>38</sup><https://www.gov.uk/government/publications/boiler-upgrade-scheme-regulations-approved-standards>

- **70 kWth** for a multi heat pump system
- **300 kWth** total for shared ground loop systems, with each connected heat pump not exceeding **45 kWth**.

3.48 The heat pump system must have sufficient kilowatt thermal capacity to provide **100% of the space heating** needs of the eligible property.

3.49 The BUS-funded heat pump must be capable of providing the full space heating and hot water heating demand to a property, either:

- on its own; or
- in combination with supplementary heating appliances (see paragraph 3.58).

3.50 For the purposes of BUS, hot water heating demand refers to water for personal use within the property. The BUS-funded system may also heat water for a swimming pool or other processes, but these additional uses do not have to be met for the system to be eligible.

#### **Biomass Boilers: System Capacity and Performance Requirements:**

3.51 The maximum permitted capacity for an individual biomass boiler system is **45 kWth**.

3.52 The biomass boiler must provide space heating and hot water heating to the eligible property and be capable of providing the full space heating and hot water heating demand to a property on its own.

3.53 Biomass boilers funded through BUS **cannot** be installed alongside supplementary heating appliances.

#### **Reusing components from the existing heating system**

3.54 When you install a BUS-funded system, it must **fully replace** the property's existing fossil fuel or electric heating system, except where supplementary heating appliances are permitted under the scheme.

3.55 The main heat-generating unit (whether a heat pump or biomass boiler) must always be new. For heat pumps, this includes both the heat pump unit and its compressor. For

ground-source heat pumps, a new ground or water loop must be installed, except where an additional ground-source heat pump is being connected to an existing shared ground loop system, which is permitted.

3.56 You do not need to remove every part of the existing heating system. Certain components can be retained if they are in good condition and suitable for the new installation.

3.57 These include:

- Heat-generating or related components:
  - Immersion heaters for hot water
  - Supplementary electric heaters
  - Circulation pumps
  - Solar thermal collectors
  - Wood-burning stoves
- Ancillary equipment:
  - Pipework
  - Radiators or other heat emitters (including storage heaters)
  - Hot water cylinders or buffer tanks
  - Heating controls (thermostats, timers)
  - Valves and isolators
  - Expansion vessels
  - Fuel storage/preparation equipment (for biomass systems)

## **Installing heat pumps with supplementary heating appliances**

3.58 From 28 April 2026, BUS heat pumps can be installed alongside supplementary heating appliances, provided these appliances are not fossil fuel based. Supplementary heating appliances may be retained from the previous system or installed new.

3.59 Examples of supplementary heating appliances include:

- air to air heat pumps
- ground/water source heat pumps
- exhaust air heat pumps
- solar assisted heat pumps
- direct electric heating
- storage heaters
- heat batteries (thermal energy storage system)
- hot water heat pumps
- immersion heaters

3.60 Where supplementary heating appliances are included, they must be installed and functioning when the BUS-funded heat pump is commissioned.

3.61 The BUS-funded heat pump must have sufficient kilowatt thermal capacity to meet the full space heating demands of a property on its own. The combined system (the heat pump together with any supplementary heating appliances) must be capable of providing the full space heating and hot water demand for the property.

3.62 A biomass boiler may be retained or installed alongside a BUS-funded heat pump as a supplementary heating appliance, but the biomass boiler itself will not be eligible for BUS funding.

3.63 The installer will need to confirm these requirements are met via a declaration, which Ofgem will check alongside the MCS certificate.

#### **Commissioning and voucher application timing:**

3.64 We strongly recommend that installers wait until a BUS voucher has been issued before commissioning a heating system. Commissioning a system before a voucher application is submitted is allowed, but installers do so at their own risk: if eligibility requirements are not met, a voucher will not be issued. This includes the requirement to demonstrate that the BUS grant has been applied as an upfront discount to the property owner.

3.65 For the purposes of BUS, commissioning means that the heating system is fully installed, tested, and signed off to MCS standards and manufacturer requirements. This includes all components in the system design (e.g. every heat emitter). It is permissible to use the heating system in limited circumstances before commissioning (e.g. to dry plaster during construction); however, this does constitute commissioning for the purposes of BUS.

3.66 Ofgem will usually accept the commissioning date on the MCS certificate but may require additional evidence to verify this.

3.67 If commissioning occurs before the voucher application, the application must be **properly made within 120 days** of the commissioning date. Applications outside this window will not be eligible, including re-applications following a withdrawal, revocation or voucher expiry.

3.68 A voucher application is only considered 'properly made'<sup>39</sup> once Ofgem has all the necessary information to assess eligibility, and the property owner has provided consent and identity verification. At redemption stage an application is 'properly made' when Ofgem has all the information required to assess the redemption. Where Ofgem requests further information, an application will not be considered 'properly made' until the necessary information is provided to substantiate the application.

3.69 In very limited circumstances, Ofgem may grant an extension to the 120-day commissioning rule where the length of time taken to reach certain administrative decisions results (or is likely to result) in the 120-day period being exceeded for a re-application.

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<sup>39</sup> The BUS regulation, Regulation 2(1)

Extensions may only be granted where Ofgem deems it reasonable to do so and where we assess that an application could be brought into compliance and re-submitted.

3.70 An extension may be considered where:

- a voucher application has been rejected<sup>40</sup>
- a voucher redemption application has been rejected<sup>41</sup>
- a voucher has been revoked<sup>42</sup>
- a sanction has been revoked<sup>43</sup>
- Ofgem has taken a decision relating to a right of review<sup>44</sup>

### **Ofgem Product Eligibility List (PEL)**

3.71 The Ofgem PEL is an administrative tool to help identify products that could be eligible for the BUS. All products listed are taken from the MCS certified product directory and meet the MCS standards required by BUS.

3.72 The PEL is updated monthly.

3.73 Ofgem will not add new heat pumps or biomass boilers to the PEL at the request of manufacturers or suppliers. Products are reviewed only where they are submitted as part of a voucher redemption application.

### **What the PEL does and does not do:**

3.74 The PEL identifies products that meet the relevant MCS standards (and, for biomass boilers, identifies that they have an eligible emissions certificate).

3.75 It does not guarantee that an installation will meet all BUS eligibility requirements. Installers are responsible for making sure installations meet all BUS eligibility requirements. Applications may be rejected even where a product appears on the PEL.

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<sup>40</sup> The BUS regulations, Regulation (15(7), (8))

<sup>41</sup> The BUS regulations, Regulation (16(8))

<sup>42</sup> The BUS regulations, Regulation (21(1))

<sup>43</sup> The BUS regulations, Regulation (23)

<sup>44</sup> The BUS regulations Regulation (25(5))

3.76 The PEL does not consider the seasonal coefficient of performance (SCOP) of heat pumps. Installers must calculate and demonstrate compliance with SCOP requirements separately.

3.77 The PEL is not exhaustive. Some products listed on the MCS certified product directory may meet BUS requirements but may not yet appear on the PEL.

3.78 Where MCS standards approved by the Secretary of State are updated, eligibility will be assessed against the relevant standards at the time the system was commissioned.

### **PEL requirements for biomass boilers**

3.79 To be listed on the PEL, MCS certified biomass boilers must also have an emissions certificate that meets BUS air quality requirements.<sup>45</sup>

3.80 If a biomass boiler is not on the PEL due to a missing emissions certificate, the certificate<sup>46</sup> must be submitted during voucher redemption. If it meets requirements, Ofgem will update the PEL accordingly.

### **Ownership and financing requirements**

3.81 Under BUS Regulations, the property owner must become the legal owner of the heat pump or biomass boiler once the installation is complete.<sup>47</sup>

### **Finance arrangements that are not eligible:**

3.82 Installations paid for through finance agreements where the property owner does not become the legal owner of the heat pump or biomass boiler are not eligible. This includes, but is not limited to:

- hire-purchase agreements
- conditional sale agreements

### **Finance arrangements that may be eligible:**

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<sup>45</sup> See [Biomass Boilers](#) for further information

<sup>46</sup> The BUS regulations, Schedule 1

<sup>47</sup> The BUS Regulations, Regulation 14(2)(a)(ii)

3.83 Installations paid for through other types of financing may be eligible, provided that the property owner becomes the legal owner of the heat pump or biomass boiler. This includes, but is not limited to:

- payment plans, where the installation is paid for in instalments
- unsecured personal loans

## Additional requirements for heat pumps

3.84 In addition to the 'new heating system requirements' listed above, installers must follow these additional requirements when installing heat pumps under BUS:

### Efficiency and technical requirements

3.85 **Efficiency (SCOP):** Air-to-water heat pumps and ground source heat pumps must achieve an in situ seasonal coefficient of performance (SCOP) of at least 2.8,<sup>48</sup> calculated in accordance with the MCS SCOP calculator (MCS026).<sup>49</sup> Ofgem will check the SCOP against the MCS installation certificate.

3.86 **Compressor type:** Heat pump compressors must be electric-driven.<sup>50</sup> Heat pumps with gas-driven compressors are not eligible for BUS.

3.87 **Exhaust air heat pumps:** From 28 April 2026, exhaust air heat pumps will be eligible under BUS, provided they meet the required MCS standards and BUS eligibility criteria.

3.88 **Metering:** Electricity and heat metering is not required for BUS but can be included if desired.

### Hybrid heat pumps

3.89 Some heat pumps are designed to work alongside other technologies and may be described as hybrid systems. Where a heat pump is installed as part of a hybrid system, eligibility for BUS will depend on how the system is configured at installation.

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<sup>48</sup> The BUS regulations, Regulation 9(1)(d)

<sup>49</sup>[https://mcs-certified.com/wp-content/uploads/2019/10/MCS\\_026\\_SCOP\\_SSHEE\\_Model\\_V1\\_0\\_FINAL\\_unlocked.xlsx](https://mcs-certified.com/wp-content/uploads/2019/10/MCS_026_SCOP_SSHEE_Model_V1_0_FINAL_unlocked.xlsx)

<sup>50</sup> The BUS regulations, Regulation 9(1)(e)

3.90 Fossil fuel hybrids are not eligible. Heat pumps installed alongside a separate fossil fuel boiler, including “retrofit hybrids”, or heat pumps that include an integrated fossil fuel boiler (such as gas or oil), are ineligible for BUS.

3.91 Where a hybrid-capable heat pump is installed as a standalone unit (without the presence of a fossil fuel appliance), it may be eligible for BUS.

3.92 Heat pumps that integrate with solar photovoltaic (PV) systems are eligible under BUS. In these cases, the solar PV installation typically contributes to the electrical input required by the heat pump and does not directly generate heat.

### **Shared ground loop systems**

3.93 Ground source heat pumps installed as part of a shared ground loop system are eligible for BUS. A shared ground loop means two or more ground source heat pumps on separate properties connected to the same loop through a hydraulic connection. Shared air loop systems are not eligible.

3.94 Each heat pump on a shared ground loop must serve an individual property. If multiple ground source heat pumps are installed within one property, this will be treated as a multi heat pump system (see paragraph 3.95).

### **Multi heat pump systems**

3.95 A multi heat pump system (also known as a cascade system) is a setup where two or more heat pumps are hydraulically linked to serve a single property (and any related properties). Multi heat pump systems can be eligible under BUS, but **only one BUS voucher** may be issued for the entire system.

3.96 To qualify, the total capacity of the system must not exceed **70kWth**. Eligible configurations include:

- two or more air-to-water heat pumps
- two or more air-to-air heat pumps

- two or more ground-source heat pumps<sup>51</sup>
- a combination of air-source heat pumps and ground-source heat pumps

3.97 When applying for a multi heat pump system on BUS, the installer is responsible for submitting the correct technology on their application to secure the correct grant. **Only one MCS certificate should be generated** and must be provided at the voucher redemption stage.

## Additional requirements for biomass boilers

### Design and Installation

3.98 Biomass boilers must be designed and installed to burn **solid biomass** and to minimise heat loss to the immediate area in which they are installed. Solid biomass means material derived from plant matter, animal matter, fungi, or algae (other than fossil fuel or peat).<sup>52</sup> Usually this will be wood chips or wood pellets.

3.99 Biomass boilers may include a cooking function, provided that this function cannot be controlled independently from the space heating or hot water. Biomass stoves are not eligible under BUS, even where they provide heat to the room in which they are installed.

### Property eligibility

3.100 Under BUS, biomass boilers may **not** replace a heating system that is fuelled by mains gas<sup>53</sup> and must **not** be installed in properties connected to the gas grid. This includes properties that have a capped or clamped gas supply. Before applying, installers should satisfy themselves that the property is not connected to the gas grid.<sup>54</sup>

3.101 Self-builds are **not eligible** for biomass boilers under BUS.

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<sup>51</sup> This setup is different from a shared ground loop system where each heat pump serves a separate property. In a multi heat pump system, all heat pumps provide heat to the same property.

<sup>52</sup> Section 100 of the Energy Act 2008: <https://www.legislation.gov.uk/ukpga/2008/32/section/100>

<sup>53</sup> The BUS regulations, Regulation 11(b)

<sup>54</sup> The BUS regulations, Regulation 11(c)

## Location of the property

3.102 Biomass boilers may only be installed in properties in **rural areas**.<sup>55</sup> For the purposes of BUS, rural areas are defined by the Office for National Statistics (ONS) as locations outside settlements with populations exceeding 10,000 people.<sup>56</sup> Ofgem verifies rural or urban status by cross-referencing the address provided against the ONS rural/urban classification tool.

3.103 Installers can check if a property is classified as rural or urban by using the ONS database. Websites such as <https://findthatpostcode.uk/> facilitate an easy search of the database. The classifications, and determination of rural/urban are set out in Table 3 below.

**Table 3 – Rural-urban classification**

Rural/urban	Description	Classification
Urban	Urban: Nearer to a major town or city	UN1
Urban	Urban: Further from a major town or city	UF1
Rural	Smaller rural: Nearer to a major town or city	RSN1
Rural	Smaller rural: Further from a major town or city	RSF1
Rural	Larger rural: Nearer to a major town or city	RLN1
Rural	Larger rural: Further from a major town or city	RLF1

## Air quality requirements

3.104 Biomass boilers must have an **emissions certificate** showing that, at the time of testing particulate matter did not exceed 30g/GJ net heat input and NO<sub>x</sub> did not exceed 150 g/GJ net heat input.<sup>57</sup>

3.105 Biomass boilers must also comply with local and national environmental permit requirements or rules, independent of the BUS regulations.

## Fuel sustainability and quality

3.106 BUS does not require biomass fuel to be listed on the Biomass Suppliers List (BSL)<sup>58</sup> or to meet a specific fuel quality standard. However, as per the MCS Biomass Standard (MIS

<sup>55</sup> The BUS regulations, Regulation 11(a)

<sup>56</sup> The BUS regulations, Regulation 2(1) – definition of an “urban area”

<sup>57</sup> The BUS regulations, Regulation 10(1)(d), Schedule 1

<sup>58</sup> <https://biomass-suppliers-list.service.gov.uk/>

3004) the installer should provide the property owner with written information about the intended fuel specification before the contract is signed.

3.107 In most cases, fuel should be sourced from a supplier listed on the BSL, which helps ensure sustainability and quality standards are met. The emissions certificate for the biomass boiler must list the types of fuel which can be used to ensure emissions limits are not exceeded.

### **Maintenance**

3.108 Regular maintenance is recommended for efficient operation of biomass boilers. While maintenance is not a BUS requirement, manufacturers may require regular maintenance to keep warranties valid. Maintenance be carried out in accordance with the latest MCS standards.

3.109 Installers must provide the property owner with information about the biomass boiler's maintenance requirements.

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## 4. BUS installer accounts

### Section summary

This section contains information about the purpose and functionality of installer accounts. It also details the responsibilities of the account's authorised representative, the roles of different account users and how to set up an account.

### What is an installer account?

4.01 Installers must create an account to submit voucher applications. We encourage installers to create an account at least 2-3 weeks before your first voucher application to allow time for processing.

4.02 Installer accounts can be created at any time during the lifetime of the scheme and are limited to one account per MCS accreditation.

4.03 Creating an account will allow installers to:

- receive a unique account ID via email which will be referenced on all applications made to the scheme
- manage account details, such as:
  - business information
  - information related to the authorised representative
  - account users, permissions, and adding additional users for the organisation
- create a secure log in to access the digital account area once approved for participation on the scheme
- create and submit voucher and redemption applications
- view all voucher applications and their status

- upload relevant supporting PDF documents on the digital BUS portal
- manage existing voucher and redemption applications such as:
  - cancelling voucher applications
  - cancelling issued vouchers
  - re-applying for cancelled applications or vouchers

4.02 **Important:** Making an installer account does not guarantee that any BUS voucher application will be successful but only indicates that you are a registered BUS installer.

### **Who can create an account?**

4.03 Only MCS certified installers are eligible to create an account. Installers must provide their MCS number and be certified to the relevant standards for installing heat pumps and/or biomass boilers as published by the Secretary of State.<sup>59</sup>

4.04 Installers must also be a member of an approved consumer code as published by the Secretary of State<sup>60</sup> and provide their consumer code membership number. Installers that have transitioned to the MCS Redeveloped Installer Scheme must continue hold membership with one of the two approved codes of practice (RECC or HIES) until further notice.

### **Installer lists**

4.05 The BUS installer account is purely for administrative purposes. Ofgem does not publish a list of approved or accredited BUS installers.

4.06 However, MCS have a 'Find an Installer'<sup>61</sup> tool on their website that allows filtering for installers who have created a BUS account. Installers who have consented to have their name shared with MCS will be found on this list. If you believe you should appear on this MCS list but do not, please contact us at [BUS.Installer@ofgem.gov.uk](mailto:BUS.Installer@ofgem.gov.uk). Updates to the MCS list can take up to 21 days after account activation.

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<sup>59</sup><https://www.gov.uk/government/publications/boiler-upgrade-scheme-regulations-approved-standards>

<sup>60</sup> <https://www.gov.uk/government/publications/boiler-upgrade-scheme-regulations-approved-standards>

<sup>61</sup> [Find a Contractor - MCS \(mcs-certified.com\)](https://www.mcs-certified.com)

## Account management and key responsibilities

### Authorised Representatives

4.07 The individual setting up the account becomes the **authorised representative** and is legally responsible for the activity undertaken by the account.

4.08 To set up an account, the authorised representative elect needs to complete and submit an account creation form. As part of this process, authorised representatives must provide personal information so we can carry out identity verification checks.

4.09 Only the authorised representative can make a request to add or edit company details, such as the business address or bank account information. Any changes are verified and confirmed via email to the authorised representative's email address provided at account set-up. This must be an email address that can only the authorised representative can access.

### Installer company accounts

4.10 Where the installer is a company, the individual setting up the account must have the legal authority to act on the company's behalf (e.g. a company director or company secretary). We will check this against information held on Companies House. The individual must be listed as active under the 'People' tab of the Companies House record for the business. This person will become the authorised representative when the account is created.

4.11 Authorised representatives can add and remove additional users to the account and assign relevant user permissions (See Table 5). The authorised representative must confirm, on the company's behalf, that the company takes responsibility for all activity undertaken by additional users.<sup>62</sup>

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<sup>62</sup> <https://find-and-update.company-information.service.gov.uk/>

## Changing the Authorised Representative

4.12 To change the authorised representative, the existing authorised representative needs to raise an account amendment request from the manage account area of the installer portal. The proposed new authorised representative needs to be registered on Companies House and undergo the relevant identity and verification checks for the change to be successful.

### Sole traders

4.13 If the installer is a sole trader, they will not be registered on Companies House. Instead, the sole trader must complete the About You section so that we can verify their identity. The individual setting up the account must have the legal authority to act on behalf of the sole trader.

4.14 For sole traders, the authorised representative has all the available user permissions set out in Table 5 by default and will be the only user with account management permissions. They will also be the account representative that we would contact should we have questions or concerns related to activity on the account.

## How do I create an account?

4.15 To create a BUS installer account, installers should download the account creation form available on the Ofgem website<sup>63</sup> as an editable PDF. We have also provided an accessible Word document for those who require it. The form must be completed by the authorised representative.

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<sup>63</sup> <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-installer-account-form>

## How do I submit an application?

4.16 To submit your application, you must email the completed account creation form and all required documents to **BUS.accountcreation@ofgem.gov.uk** using the email address listed on the account creation form. All digital files must be in PDF format, and the total email size must not exceed 35MB.

## What is needed to create an account?

4.17 The authorised representative should gather the following documents before they start the account creation process, to avoid delays. Provide a clear, digital copy of **one** of the following:

- valid passport (full signature and photo page)
- valid UK driving licence (photocard or paper)
- current UK firearms certificate or shotgun licence
- current national identity card

4.18 **Note:** The name and date of birth on the identity document must match the details provided on the account creation form.

### Proof of Home Address

4.19 Provide a clear, digital copy of **one** of the following:

- domestic utility bill from the last three months
- personal bank letter or statement showing the home address
- council tax bill from the last three months

### Evidence of Business Bank Account

4.20 Provide a digital copy of a business bank statement from the last 3 months showing:

- business name
- business address
- sort code
- account number
- bank account correspondence address

4.21 **Note:** Bank accounts must be UK accounts that accept British pound sterling.<sup>64</sup>

4.22 We require these documents so that we can run the necessary identity and verification checks to set up the installer account and reduce any future risk that vouchers are paid incorrectly.

4.23 After you submit, we aim to check the information provided and open accounts in a timely manner. If additional information is required, we will inform the authorised representative. The authorised representative will have 14 days to provide the required information. If we do not receive this within 14 days, we may reject the application.

4.24 Digital copies of the proof of ID and proof of home address documents are deleted three months after verification. Personal information is retained for the duration of the scheme, and for seven years thereafter, in line with Ofgem's data retention policy.

## Adding and managing users

4.25 An installer can add users to their BUS account to help manage voucher applications and redemptions. The authorised representative needs to confirm, on the company's behalf, that the company takes responsibility for the activity undertaken by additional users.

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<sup>64</sup> The BUS regulations, Schedule 2, 2(e)

## Rules for adding users

- Additional users must be direct employees of the registered MCS installer, and not sub-contractors.
- Each user must have a unique email address (not shared inboxes).
- A maximum of 5 users may hold user management permissions, including the authorised representative.
- Sole traders cannot add additional users.

## Information required for each user

- First name and surname
- Email address
- Telephone number

## Managing users

4.26 Authorised representatives and those with user management permissions can manage users through the installer account portal under **Manage Account** → **Manage Users**.

4.27 Email addresses assigned to individual users are a unique identifier and cannot be edited. To change an email, remove the user and re-add them with the new email address.

4.28 New users are given standard user permissions by default, unless user management permissions are specifically requested.

4.29 User permissions can be amended at any time by those with user management rights.

**Table 5 - User permission levels**

Permission Level	Description
<b>Account management (Authorised Representative only)</b>	<p>Full control of the account, including the ability to:</p> <ul style="list-style-type: none"> <li>• create an account.</li> <li>• update key company details (e.g. bank details, MCS certification number, business company number, business registered name, business trading name, registered address).</li> <li>• includes all permissions of User Management and Standard User</li> </ul>
<b>User Management (Max 5 users, including Authorised Representative)</b>	<p>Ability to:</p> <ul style="list-style-type: none"> <li>• add or remove users.</li> <li>• set and update permission levels for users.</li> <li>• edit user details.</li> <li>• includes all permissions of Standard User</li> </ul> <p><b>Note:</b> Only the Authorised Representative can edit their own details. Other users cannot edit the Authorised Representative’s details.</p>
<b>Standard user (Unlimited)</b>	<p>Ability to:</p> <ul style="list-style-type: none"> <li>• submit new voucher applications.</li> <li>• edit and manage existing voucher applications.</li> <li>• redeem or cancel issued vouchers.</li> <li>• re-apply for applications where a voucher may have expired.</li> <li>• edit their own user details.</li> </ul>

## Account Maintenance

4.30 Installers must keep their account details up-to-date and inform Ofgem of any changes to the information held about their business. The authorised representative is responsible for updating or notifying us of changes to:

- bank details
- contact details
- company information

- nominating a new authorised representative if they are leaving
- removing users who have left the business<sup>65</sup>

## How to Update Your Details

4.31 Most updates can be made directly by the authorised representative in the Business Account area of the installer portal. To advise us of changes to bank details or to amend the authorised representative’s email, please raise an account amendment request through the Manage Account area of the installer portal.

**Table 6 – Summary of Account Changes and How to Make Them**

Change type	Submission method
Registered business name and address	Manage Account area of the installer portal
Trading name and address	Manage Account area of the installer portal
Add or remove MCS certification	Manage Account area of the installer portal
Replace authorised representative	Raise an account amendment request from the Manage Account area of the installer portal
Change of authorised representative’s home address or telephone number	My Details area of the installer portal
Change of authorised representative’s email address	Raise an account amendment request from the Manage Account area of the installer portal
Change to bank account details	Raise an account amendment request from the Manage Account area of the installer portal

## Scheme Withdrawal or Removal

### Withdrawing from the Scheme

4.32 If an installer no longer wishes to participate in the BUS scheme, the authorised representative must contact us at [BUS.Installer@ofgem.gov.uk](mailto:BUS.Installer@ofgem.gov.uk) to request withdrawal from

<sup>65</sup> This may also be done by a user with User Management permissions.

the BUS installer register. Should the same installer wish to reapply in future, they must follow the full application process as set out in 4.15.

### **Suspension and Removal**

4.33 Installers who no longer meet the scheme criteria may be temporarily suspended until they are able to demonstrate they meet scheme criteria again.

4.34 Where installers do not demonstrate an intention to comply with scheme criteria, Ofgem may remove them from the BUS installer register. Before any removal, Ofgem will write to the authorised representative explaining the process. Ofgem will request any outstanding information within 14 days. Failure to respond or comply with this information request may result in removal from the BUS installer register.

4.35 Any installer removed from the register can reapply, but this requires completing the full application process again.

4.36 Where an installer is suspended and a BUS voucher has already been issued, Ofgem has the power to revoke or “take back” vouchers (see paragraphs 8.28).

### **Assisted Digital Support**

4.37 If you need help completing forms or using the installer portal, Ofgem can provide an alternative process to enable account creation, voucher applications and voucher redemption applications.

4.38 To request assistance, please contact us at [BUS.installer@ofgem.gov.uk](mailto:BUS.installer@ofgem.gov.uk).

### **Welsh Language Support**

4.39 Ofgem offers a Welsh translation service where requested. If you require Welsh translation, please contact us to arrange a telephone appointment.

## 5. Voucher applications and voucher redemption applications

### Section summary

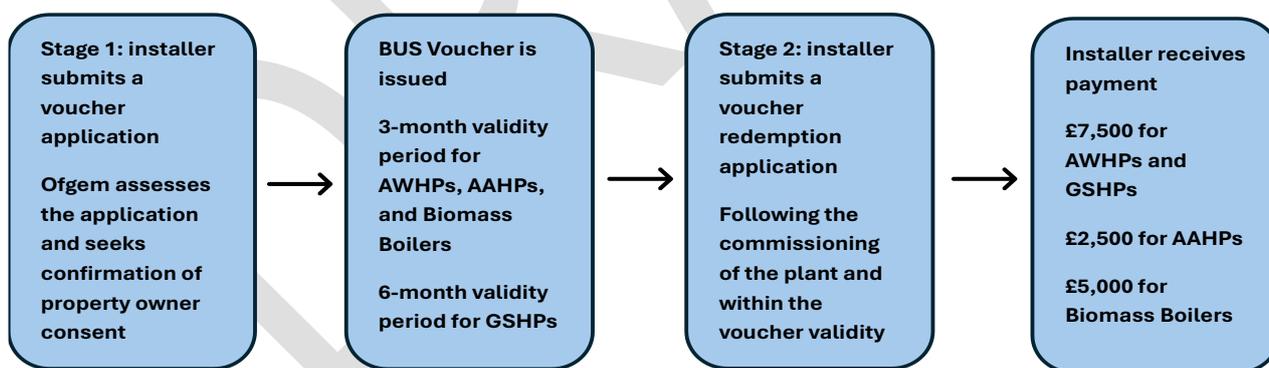
This chapter outlines:

- How installers apply for a BUS voucher and for a voucher redemption
- The information and documentation required at each stage
- How property owner consent is obtained
- How to withdraw an application

5.01 Once the installer has a BUS installer account set up (see Chapter 4), they can make applications. The BUS grant application has two stages:

1. **Voucher Application:** the installer submits an application for a BUS voucher.<sup>66</sup>
2. **Voucher Redemption Application:** the installer submits an application to redeem their BUS voucher.<sup>67</sup>

**Figure 1 – Application process overview**<sup>68</sup>



<sup>66</sup> The BUS regulations, Regulation 14

<sup>67</sup> The BUS regulations, Regulation 16

<sup>68</sup> Assuming eligibility is met, and a voucher application is successful.

## **Before You Apply**

5.02 Ahead of making a voucher application, the installer must:

- agree with the property owner to submit a BUS voucher application for a heat pump or biomass boiler installation
- provide the property owner with a quote for the installation that includes the BUS grant as an upfront discount
- carry out an on-site assessment and be satisfied that the property and chosen technology meet all the eligibility requirements (see Chapter 3)
- assess if the application will be properly made within 120 days of commissioning if the system is already commissioned

5.03 Installers should also inform the property owner that:

- Ofgem will contact them to confirm consent for the BUS voucher application
- Ofgem will contact them to verify and confirm their identity (this may include the property owner sending digital copies of ID documents to us)
- Ofgem may request access to their property for audit purposes

## **Supporting Evidence**

5.04 Installers are required to submit supporting evidence to verify key eligibility criteria as part of the application process. It is the installer's responsibility to gather and upload supporting evidence to the BUS Portal as part of the application, not the property owner.

5.05 All application-related communication is digital and via email by default. Where a property owner has a genuine concern or needs to provide sensitive documents directly to Ofgem (e.g. bank statements or mortgage documents), they can email [BUS.propertyowner@ofgem.gov.uk](mailto:BUS.propertyowner@ofgem.gov.uk) for assistance.

## Stage 1: Voucher Application

Figure 2 – voucher application process



5.06 The first stage of the BUS application process is the voucher application. Installers can create and submit voucher applications online via the digital BUS portal.<sup>69</sup>

5.07 Applications can be made retrospectively after commissioning, but a voucher must be applied for before it can be redeemed. Installers must ensure the voucher application is properly made within 120 days of the commissioning date on the MCS certificate (see paragraph 3.67).

5.08 Installers must provide all required information and associated evidence to demonstrate eligibility when making a voucher application.<sup>70</sup> This includes:

- installation address of the property
- property owner's name, email address (if they have one)<sup>71</sup>, telephone number and home address (if different from the installation address)<sup>72</sup>
- technology type being installed
- fuel type of the heating system being replaced (if applicable)
- whether a supplementary heating appliance is present or will be installed alongside the BUS-funded heat pump (if applicable)

<sup>69</sup> <https://boiler-upgrade-scheme.service.gov.uk>

<sup>70</sup> The BUS regulations, Schedule 2

<sup>71</sup> If the property owner does not have an email address, see the assisted digital consent process in paragraph 4.37

<sup>72</sup> Where the property is owned by an organisation rather than individuals, installers should give the details of an individual who can legally represent the organisation, e.g. a director or company secretary.

- confirmation of whether the property is connected to the gas grid
- whether the property is an eligible self-build (see paragraph 3.22 - 3.41) and, if so, evidence to demonstrate this
- certificate number for the latest EPC (except for eligible self-builds). For retrofits, where a valid EPC is not available, alternative evidence will be requested to demonstrate eligibility (see paragraph 5.16).
- whether the property is an eligible self-build (see paragraph 3.22 - 3.41) and, if so, evidence to demonstrate this
- declaration that the property is not social housing or has shared ownership
- details of the agreed quote with the property owner
- confirmation that the BUS grant has been deducted upfront as part of the quote, and that the installer has not requested or accepted payment of this value

5.09 The installer must retain a copy of any information relied on when making voucher applications and voucher redemption applications for **six years** from the date on which they were made.<sup>73</sup>

### **Retrofit applications without an Energy Performance Certificate (EPC)**

5.10 Where a valid EPC is not available, alternative evidence must be provided to demonstrate eligibility. Ofgem will request evidence relating to:

- a. the property's energy supply or fuel type; and
- b. the existing heating system

5.11 Where available, this evidence would typically include a recent utility bill or fuel receipt and photographs of the existing heating system. If an expired EPC exists, you will also be asked to confirm the details of this.

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<sup>73</sup> The BUS regulations, Regulation 17(1)(a)

5.12 A utility bill (for properties with a gas or electric heating system) or a fuel receipt (for properties with an LPG, coal or oil heating system) must:

- be dated within the last 3 months<sup>74</sup> (from the date the voucher application is submitted)
- include all pages or show the property's energy demand with usage figures (such as kWh consumption) and the supply types, or quantity of fuel purchased where receipts are provided; and
- show the installation address

5.13 Utility bills or fuel receipts do not need to display the property owner's account or financial information. Installers and property owners may redact any information they deem necessary.

5.14 Photographs of the existing heating system must clearly show:

- the heat source (e.g., gas boiler, electric boiler, plug-in wall radiators); and
- the make and model of the heating system (e.g., the nameplate on a boiler)

5.15 Where an expired EPC<sup>75</sup> is available, it will be presented to you during the voucher application process. You will be asked to confirm that the details associated with this expired EPC are correct. Search for an existing EPC on [Find an energy certificate - GOV.UK](#)

### **If you cannot meet the EPC alternative evidence requirements**

5.16 In limited circumstances, if you are unable to provide a photograph of the existing heating system, such as where the previous heating system has already been removed, Ofgem may accept alternative evidence. This evidence must clearly demonstrate the removal and fuel type of the previous heating system such as a decommissioning certificate<sup>76</sup>.

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<sup>74</sup> We understand that some fuel types may be purchased in bulk meaning a fuel receipt dated within 3 months may not be available. In these cases, upload the most recent fuel receipt.

<sup>75</sup> The BUS regulations, Regulation 2(2A)

<sup>76</sup> As well as what is requested at voucher application, acceptable evidence may include: gas meter removal evidence, an engineer report, and older versions of utility bills, fuel receipts, and EPCs.

5.17 If you have evidence that does not fully meet the requirements set out above, we recommend uploading the evidence during the voucher application and using the comment box to explain any discrepancies.

5.18 In limited cases, we understand that the evidence requested in the voucher application process may not be available (e.g., derelict properties). In these cases, you will be able to declare that this evidence is not available. Ofgem will then contact you to request alternative evidence that may demonstrate eligibility.

5.19 In the unlikely scenario that you are still unable to meet the evidence requirements, Ofgem will work with you to understand what types of evidence may be available on a case-by-case basis but will endeavour to ensure that those properties for which the typical evidence does not exist are able to demonstrate eligibility.

### **Evidence requirements for self-build applications**

5.20 Installers applying for BUS for a self-build property must provide evidence on behalf of the property owner to demonstrate the property meets the self-build eligibility requirements, including that it is not part of an excluded property development.

5.21 Acceptable evidence may include:

- proof of property ownership (e.g. a copy of the title deeds and title plan, contract of sale, solicitor's letter)
- the TP1 (transfer of part) or equivalent land transfer documentation, where relevant
- planning permission documents
- documents confirming a self-build VAT exemption, self-build loan or mortgage
- invoices for substantial structural materials or labour (e.g. foundations, timber frame - not minor works like re-wiring or kitchen-fitting)<sup>77</sup>
- invoices and/or contracts for builders or tradespeople

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<sup>77</sup> We cannot define a threshold value for 'substantial' funding because self-build projects vary in size and scope. Assessments are on a case-by-case basis, so installers should work with property owners to gather the most relevant evidence.

- bank statements demonstrating payment of relevant invoices

5.22 The evidence should clearly show:

- the name of the individual property owner
- the site address
- a description of the land
- the date on which property ownership was transferred

5.23 If the property does not yet have a confirmed address, Ofgem will accept a temporary address given by the local authority, an approved planning reference number,<sup>78</sup> or property coordinates, provided these details are used consistently throughout the application process.

5.24 If the details submitted in the voucher application differ from those in the supporting evidence, Ofgem may request additional documents to confirm ownership. Installers should include a short explanation with the evidence to clarify any discrepancies and show how the evidence relates to the eligible self-build.

### **Providing Quotes for BUS Applications**

5.25 Under BUS regulations, Ofgem is required to collect information on the quote provided by an installer to a property owner for the technology being applied for.

5.26 As part of the voucher application process, installers must submit:<sup>79</sup>

- total quote amount (including any VAT) without the BUS grant deducted. This must include any ancillary equipment, labour, and all associated costs
- total quote amount (including any VAT) with the BUS grant deducted
- total cost of the heat pump or biomass boiler unit (without the grant deducted)
- quote reference number (installer's internal reference)

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<sup>78</sup> Planning permission reference number and other planning evidence can only be used to confirm the address of the property. Additional evidence is required to confirm ownership and funding.

<sup>79</sup> The BUS Regulation, Schedule 2,2(k)

- date on the quote

5.27 Please ensure the values submitted match the quote issued to the property owner. Ofgem may verify this as part of an audit using the quote reference number provided.

5.28 Quotes can be final or provisional, recognising that costs may change over a project's lifetime. Installers do not need to update Ofgem with changes to project costs after submission unless specifically requested.

### **Quotes for Shared Ground Loop Systems**

5.29 Where a single quote covers multiple installations (e.g. in the case of a shared ground loop), the same quote may be used for multiple voucher applications. Installer may wish to explain to property owners what the "Total quote amount" relates to, as Ofgem will confirm this with the property owner during the consent stage (see paragraph 5.33).

### **Deducting the grant value upfront**

5.30 Installers must deduct the full BUS grant value from the quote before any payment is made by the property owner.<sup>80</sup> This discount should appear at the quote stage (pre-installation) and on the invoice after the installation.

5.31 Installers must not request or accept payment of the BUS grant amount from the property owner to remain compliant with BUS requirements. If an application has been rejected or a voucher revoked, the installer's ability to seek payment of the deducted amount will depend on the contractual terms agreed between the installer and the property owner. Ofgem does not have any role or responsibility in these contractual arrangements.

5.32 Failure to deduct the grant value upfront may lead to the rejection of a voucher application or revocation of a voucher.

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<sup>80</sup> The BUS Regulations, Regulation 14(2) (ca)

## **Property Owner Consent**

5.33 Once the installer submits a voucher application, Ofgem will email the property owner to confirm consent. This consent process does not replace or recreate any contractual arrangements between the installer and property owner.

5.34 Consent is only requested once, at the voucher application stage. Consent is not asked for again at the voucher redemption stage.

## **How Consent is Obtained**

5.35 Ofgem sends an email to the property owner from [boiler.upgrade.scheme.ofgem@notifications.service.gov.uk](mailto:boiler.upgrade.scheme.ofgem@notifications.service.gov.uk).

5.36 We cannot accept consent by any other method, except through the assisted digital route.

## **Deadlines for consent**

5.37 Property owners must provide consent via the validation link in the email within 14 days of being contacted by Ofgem. If consent is not received within 14 days, the voucher application will expire and may be rejected.

5.38 We will inform the installer once consent has been provided.

## **Assisted digital**

5.39 An assisted digital route is available for property owners who are unable to access the digital system or do not have an email address. This process uses telephone support and paper correspondence.

5.40 As this process takes longer, we allow 28 days for the property owner to provide consent. If the property owner fails to respond within this timeframe, the voucher application may be rejected.

## **Welsh Translation**

5.41 Ofgem offers a Welsh translation service were requested by the installer.

## What Property Owners Must Confirm

5.42 Property owners must confirm:<sup>81</sup>

- full name
- key project details (installation address, technology type, project cost, the presence of any supplementary heating appliance)
- ownership of the property (or co-ownership with agreement of all other owners)
- consent for the installer to make a BUS voucher application
- ownership of the heating system after installation
- the property is not social housing
- no other support from public funds or government schemes has been received for this installation (e.g. ECO)
- no previous support from public funds or government schemes for a low carbon heating system in the property (e.g. ECO, RHI)
- if they do not live in the property, they have informed the tenant of the impact of the installation
- they have received the BUS grant as an upfront discount from the installer

5.43 As part of providing consent, property owners are also informed that Ofgem may request access to their property for audit purposes.<sup>82</sup>

## Identity Verification

5.44 Ofgem (or an agent appointed by Ofgem) will verify the identity of the property owner using the information provided in the voucher application. If additional information is needed, we will request it directly from the property owner, who will have 14 days to respond.

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<sup>81</sup> The BUS regulations, Regulation 14(2)

<sup>82</sup> The BUS regulations, Regulation 18(1)

## Consent Conditions and Exceptions

5.45 A property owner can only consent to one voucher application per property at a time. If consent is given to one application, all other applications for that property will be rejected. If a voucher application has been rejected following consent, a new voucher application can be made for the same property, and consent will be requested again.

5.46 Where the property owner has confirmed consent in error, the property owner must contact us at [BUS.application@ofgem.gov.uk](mailto:BUS.application@ofgem.gov.uk).

5.47 Fraudulent consent will result in the application being rejected and referred to Ofgem's Counter Fraud team (see Chapter 8 on audit and compliance).

## Special Cases

5.48 **Multiple Owners:** Consent from one owner is sufficient if they confirm they have authority to act on behalf of all owners. During audit or compliance investigations, additional evidence may be required to prove ownership such as title deeds or mortgage statements.

5.49 **Trusts:** Where a property is owned by a trust, an individual representing the Trust must be named as the property owner on the application. Evidence is required that all beneficiaries are individuals (i.e., not companies or other legal entities).

5.50 **Change in Ownership:** Should the property be sold whilst the installer has an active BUS voucher, the installer must provide Ofgem with details of the new property owner, so we are able to obtain their consent for this installation.

5.51 **Shared Ground Loops:** Where multiple properties are being connected to a single shared ground loop, we require a separate voucher application and consent for each property.

5.52 **Organisations:** Where the property is owned by an organisation, installers should give the details of an individual who can legally represent the organisation (e.g. director or company secretary).

5.53 **Letter of Authorisation (LOA):** Where the property is owned by an organisation not listed on Companies House, an LOA must be provided. We will require consent from an

individual authorised to act on behalf of the organisation. Table 7 shows examples of acceptable signatories.<sup>83</sup>

**Table 7 – Accepted LOA Signatories**

Property owner	Signatory
Company (if not listed on Companies House)	Director or Company Secretary
Charity	Trustee
School (if not Ltd company or charity)	Headteacher
Trust	Trustee
Place of worship (if not Ltd company or charity)	Religious leader of the place of worship

### Power of Attorney

5.54 Where property owners have a lasting power of attorney (LPA)<sup>84</sup> in place, consent should be provided by the attorney. The installer must inform Ofgem that consent will be provided by an attorney and provide the attorney's email address, whereby we will seek further information.<sup>85</sup>

### Application Requirements

#### When is an application 'properly made'?

5.55 A voucher application is only considered 'properly made'<sup>86</sup> when:

- all required information has been provided to assess eligibility
- any requested further information has been submitted
- property owner consent has been confirmed<sup>87</sup>

<sup>83</sup> Other categories of property owners and signatories may be accepted, depending on the circumstances and the supporting evidence provided.

<sup>84</sup> <https://www.gov.uk/view-lasting-power-of-attorney>

<sup>85</sup> For LPAs registered on or after 01/09/19, we will require the surname of the property owner (the donor) and the LPA access code. For LPAs registered before this date, we will require a copy of the LPA.

<sup>86</sup> The BUS regulations, Regulation 2(1) – definition of "properly made".

## Requests for further information

5.56 Where Ofgem requires additional information to assess a voucher application, we will contact the installer. The installer will have at least 14 days to provide this additional information.<sup>88</sup>

5.57 Failure to answer and provide additional information by the deadline may result in the application being rejected. Evidence received after the deadline may not be considered.

5.58 If a voucher application is rejected, Ofgem will send a notice to the installer outlining the reason for rejection.<sup>89</sup>

## BUS voucher details

### Issuing a Voucher

5.59 Once Ofgem has assessed a properly made voucher application and is satisfied all eligibility requirements are met, we will issue a BUS voucher on behalf of the Secretary of State.

5.60 The voucher will be sent by email to the installer.<sup>90</sup> We will also notify the property owner that a BUS voucher has been issued.

5.61 The BUS voucher includes the following information:<sup>91</sup>

- voucher issue date
- voucher expiry date
- unique voucher ID
- type of heating system applied for (air-to-water heat pump, air-to-air heat pump, ground source heat pump, or biomass boiler)

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<sup>88</sup> The BUS regulations, Regulation 14(5)(a)

<sup>89</sup> The BUS regulations, Regulation 15 (10)

<sup>90</sup> Vouchers will only be issued where the allocated budget threshold for the relevant period has not been met. If the threshold has been reached, the application will enter a queue (see Chapter 77).

<sup>91</sup> The BUS regulations, Regulation 15(1)

- installation address
- installer details
- property owner details (name, address, email address (where applicable), and telephone number)
- category and value of the grant payable to the installer upon successful redemption

### **Voucher Conditions**

5.62 BUS vouchers are non-transferable and linked to installer, property owner, property type, property address and technology type.

5.63 If any of the information relied on at voucher application is no longer applicable at voucher redemption or has changed, (for example, if the technology type changes from a multi-technology heating system to a stand-alone heat pump system), the voucher redemption application may be rejected.

5.64 The final date on which Ofgem can issue vouchers is 31 December 2029.<sup>92</sup> Further details about submitting voucher applications near this date will be provided closer to the time.

### **Validity and Grant Values**

5.65 A BUS voucher must be redeemed within its validity period for a BUS grant to be paid. The voucher redemption application must be properly made, including the provision of any required evidence, within the voucher validity period. The validity period and grant values are set within the BUS regulations and depend on the technology type (see Table 8).

5.66 If the installation is not completed within the voucher validity period, the voucher will expire and cannot be redeemed. Expired vouchers cannot be extended, but installers can re-apply for a new voucher. Installers do not need to withdraw an expired application. Please see paragraph 5.83 on re-applications.

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<sup>92</sup> The BUS regulations, Regulation 15(7)(c)

**Table 8 – Grant values and validity periods**

Technology type	Voucher Validity Period	Grant Value (from 28 April 2026)	Grant Value (23 Oct 2023- 28 April 2026)
Air-to-water heat pump	3 months	£7,500	£7,500
Air-to-air heat pump	3 months	£2,500	N/A
Ground source heat pump	6 months	£7,500	£7,500
Biomass boiler	3 months	£5,000	£5,000

### **Withdrawal of a BUS Application**

5.67 Installers can withdraw BUS voucher applications that they have submitted. Once an application has been withdrawn, it cannot be reinstated. If an installer wishes to apply for a BUS grant at a later date, they must submit a new application via the online portal (or, if needed, through the assisted digital route). Re-applications must be made within 120 days of the installation being commissioned.

### **How to Withdraw an Application**

5.68 Installers can withdraw their application through the Installer dashboard, by selecting the voucher they wish to withdraw and choosing the option “cancel application”.

5.69 If no further information is required, Ofgem will notify the installer that the application has been successfully withdrawn.

### **Withdrawal After Voucher Issue**

5.70 If a voucher has already been issued, an installer may request withdrawal only if the corresponding redemption application has not been approved.<sup>93</sup>

5.71 If a withdrawal request is accepted, the voucher will be revoked and a revocation letter will be sent via email. Once the installer has been notified that a redemption application has been approved, withdrawal requests cannot be accepted.

<sup>93</sup> The BUS Regulation, Regulation 14 (9)

## Further Information Requests

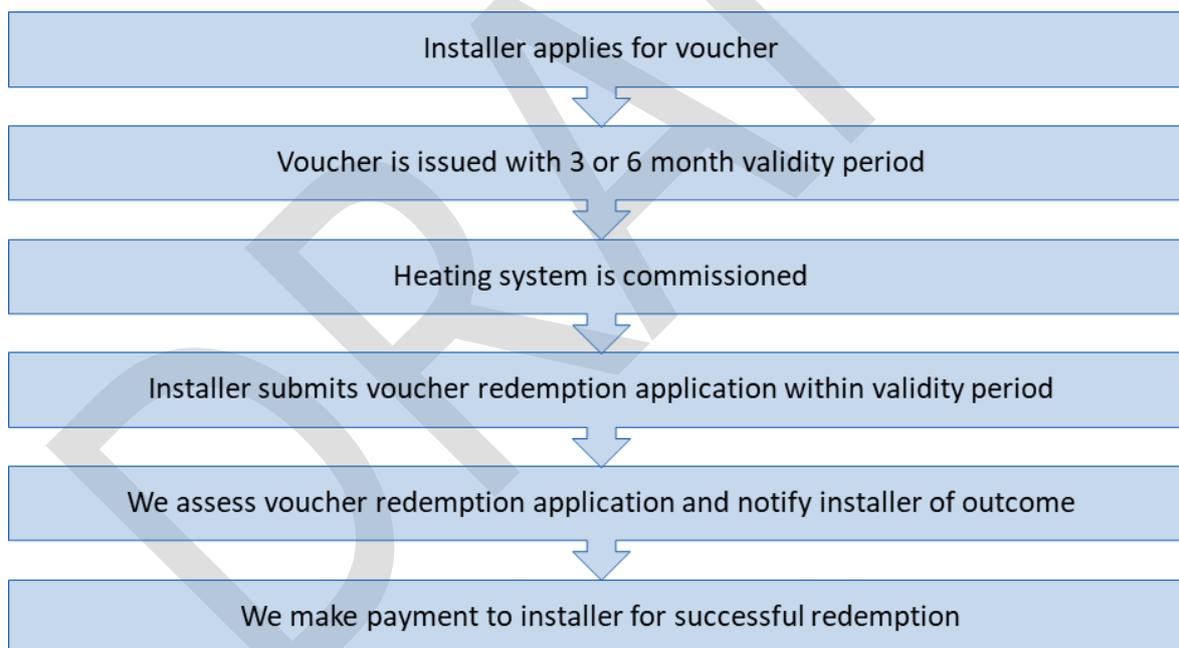
5.72 In Ofgem needs more details regarding the withdrawal, we may contact the installer. Installers will have 14 days to provide the requested information. Failure to provide the requested information within 14 days may result in the BUS application being rejected.

## Stage 2: Voucher redemption application

5.73 Once the installer has received a BUS voucher and commissioned the associated low carbon heating system, they can submit a voucher redemption application at any point within the voucher validity period ahead of the voucher expiry date (see Figure 3).

5.74 Installers can make voucher applications retrospectively after commissioning, but they must apply for a voucher before they can redeem it.

**Figure 3 – Typical voucher application and voucher redemption application process**



### How to Submit a Redemption Application

5.75 Installers should create and submit voucher redemption applications online via the BUS digital portal.<sup>94</sup> Installers can do this in the installer dashboard by selecting the voucher they wish to redeem and choosing “Redeem Voucher”.

<sup>94</sup> [Sign in to your Boiler Upgrade Scheme installer account - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

5.76 To successfully redeem a voucher, installers must provide the following information:<sup>95</sup>

- MCS installation certificate number
- BUS installer account ID number
- Unique voucher ID
- Biomass emissions certificate, if applicable<sup>96</sup>

### **Changes to the Product Installed**

5.77 If a different product is installed to the one originally quoted for, the installer does not need to inform Ofgem if:

- the technology type remains the same
- the product is listed on the Product Eligibility List (PEL)
- the product meets scheme eligibility requirements

5.78 We check the product installed on the MCS certificate against the PEL at redemption. See paragraph 3.71 for more information on the PEL.

5.79 If a different technology type is installed from that stated in the voucher application, then the voucher is not valid and cannot be redeemed. The installer must re-apply for a new voucher.

5.80 Applications must accurately reflect whether a supplementary heating appliance is installed. Where this information is incorrect or changes, installers are required to cancel the application and reapply.

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<sup>95</sup> The BUS regulations, Schedule 3

<sup>96</sup> A biomass emissions certificate is required where the installed product is not listed on the Product Eligibility List (PEL) but meets the emissions requirements. In these cases, Ofgem will accept an emissions certificate from the manufacturer or a specialist lab as evidence of meeting air quality requirements.

## **Assessment and Outcome**

5.81 Once a voucher redemption application is submitted, Ofgem assesses it against the eligibility criteria. We use the MCS installation certificate number to check key information on the MCS Installations Database (MID). Once this assessment is complete, we will notify the installer and property owner if the voucher redemption application was successful. Where we reject a voucher redemption application, we will send a notice to the installer outlining the reason for rejection.

## **Further Information Requests**

5.82 If Ofgem needs more details to assess a voucher redemption application, we may contact the installer. Installers will have at least 14 days to provide the requested information. Failure to provide the requested information within the deadline may result in the voucher redemption application being rejected.

## **Re-applications**

5.83 Installers may need to re-apply for a BUS voucher or redemption in certain circumstances, such as incorrect details, expired vouchers, or rejected applications. This section explains when and how to re-apply.

### **Incorrect Details on an Active Application**

5.84 If a voucher application has materially incorrect details, the installer can withdraw and re-apply via the Installer dashboard. Select the voucher to withdraw, then select 'Re-apply'. This feature allows installers to re-use data from the withdrawn application and amend any incorrect details.

### **Installation Cannot Be Completed Within Validity Period**

5.85 If a voucher has been issued but the installation cannot be completed within the voucher validity period, the installer must withdraw the voucher before submitting a new application. Withdrawal requests can be made by any user authorised on the Installer Account. Withdrawals are final and withdrawn vouchers cannot be reinstated.

## Expired Vouchers

5.86 If a voucher expires without the installer completing the installation, the installer will need to re-apply for a new voucher. The BUS regulations do not allow for any extensions to the voucher validity period. Applications do not need to be withdrawn for this purpose.

5.87 Voucher re-applications can be made via the Installer dashboard. Select the voucher to withdraw, then select 'Re-apply'. This feature allows installers to re-use data from the withdrawn application. Property owners must re-confirm consent for the new voucher application.

5.88 If the installer dashboard does not allow a new application for the same property, please email [BUS.application@ofgem.gov.uk](mailto:BUS.application@ofgem.gov.uk), quoting your voucher ID (GID number) for support.

## Re-applying after a Failed Redemption Application

5.89 If a voucher redemption application is unsuccessful, an installer may resolve the issues for which the redemption was rejected and submit a new redemption application. Redemption re-applications must be submitted within the voucher validity period.

5.90 Installers can re-apply for a redemption via the Installer dashboard by selecting the voucher and choosing "Redeem Voucher". If a voucher has expired or been revoked, installers cannot submit a redemption re-application.

5.91 The re-apply function is only for vouchers rejected at the application stage. Where a voucher has been redeemed and subsequently revoked for a compliance issue, it may not be possible to re-apply.

## Important Information for all Re-applications

5.92 **New Voucher ID:** Every new voucher application will receive a new unique voucher ID.

5.93 **Property Owner Consent:** We will request consent from the property owner. Where a re-application is submitted if we require documentation to verify the identity of the property owner, we will rely on the documentation previously provided by the property owner, where it is dated within 3 months of the previous application. We will request new documentation from

the property owner where the documentation relied upon to verify the identity of the property owner is dated more than 3 months after the previous application.

**5.94 Linking Previous Applications:** Installers can email [BUS.Application@ofgem.gov.uk](mailto:BUS.Application@ofgem.gov.uk) confirming that the voucher is a re-application of a previous voucher ID. However, any supporting evidence in support of the previous application cannot be transferred and will need uploading again. Each voucher is assessed on a case-by-case basis.

**5.95 Properly Made Date:** The date Ofgem receives consent, and new supporting valid evidence is when the new voucher application is considered properly made.

**5.96 Budget Availability:** Budget for re-applications is not guaranteed so installers should only apply for a voucher when they are confident they will be able to redeem it within its validity period. We cannot extend validity periods under any circumstances.

**5.97 Installer Responsibility:** We recommend installers speak to the property owner before withdrawing any application.

## Help with BUS Account Creation, Applications and Redemptions

**5.98** If you need help or have questions, please contact the BUS Enquiries Team:

- Telephone: 0330 053 2006
- Email: [BUS.enquiry@ofgem.gov.uk](mailto:BUS.enquiry@ofgem.gov.uk).

For opening hours, please see our website.<sup>97</sup>

**5.99** If you need to submit a form, please use the correct email address:

- BUS account creation form: [BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)
- BUS voucher application: [BUS.Application@ofgem.gov.uk](mailto:BUS.Application@ofgem.gov.uk)
- BUS redemption application: [BUS.Redemption@ofgem.gov.uk](mailto:BUS.Redemption@ofgem.gov.uk)

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<sup>97</sup> <https://www.ofgem.gov.uk/about-us/contact-us/environmental-and-social-scheme-contacts>.

## 6. Grant payment

### Section summary

This section explains the process for receiving a payment after a voucher is redeemed.

### Grant payments to installers

6.01 Following successful redemption of a voucher, Ofgem processes the voucher redemption application for payment.

6.02 Vouchers are only issued if budget is available for them to be redeemed (see Chapter 5). Therefore, once a voucher is issued, installers can be confident that budget will be available for payment if the voucher redemption application is successful.

#### Payment Schedule

6.03 Payments are processed on the next scheduled payment day after approval.

6.04 We operate a weekly payment schedule, meaning payments are usually made within five working days of approval. Where the scheduled payment day is a public holiday, payments will be made on the next working day. Payments may be made more frequently depending on capacity. We understand it may take up to three to five additional working days for banks to clear funds and for the payment to appear in the installer's account.

#### Payment Reference

6.05 The payment reference will show the installer account ID. Where multiple vouchers are redeemed, installers will receive bulk payments. To see which vouchers have been paid, please refer to the remittance email sent to the authorised representative of the account.

#### Bank Details and Payment Requirements

6.06 Payments are issued into UK bank accounts which accept pound sterling.<sup>98</sup> BUS payments are made via BACS transfer and Installers should ensure that their nominated bank

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<sup>98</sup> The BUS regulations, Schedule 2, 2(e)

account can received payments made via BACS. Installers are responsible for keeping their bank details up to date within their installer account. Updating bank details will trigger our re-verification processes, which may cause a delay to payments. We are not responsible for payments sent to incorrect accounts if installers fail to update bank account details. If this happens, payment will not be re-issued.

### **What to do if payment is delayed**

6.07 If payment has not been received ten working days after notification of a successful voucher redemption application, please contact [BUS.redemption@ofgem.gov.uk](mailto:BUS.redemption@ofgem.gov.uk).

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## 7. Grant Values, Categories and Scheme Budget

### Section summary

This section explains how grant values, grant categories, and the overall scheme budget are managed under BUS. It covers:

- When and why grant values can be reviewed.
- How new grant categories may be introduced.
- How the scheme budget is set and allocated.
- What happens when the budget runs out, including queues and quarterly caps.

### When and Why Grant Values Can Change

7.01 The Secretary of State may decide to review the grant value offered for air-to-water heat pumps, air-to-air heat pumps, ground source heat pumps or biomass boilers at any time, considering the following factors:<sup>99</sup>

- the number of vouchers issued
- a change in market prices or installation costs
- any other factor which is likely to affect the number of voucher applications, installation costs, or running costs

7.02 Grant values may increase or decrease by any amount determined by the Secretary of State.

#### Notice of Change

7.03 If grant values change, a “grant change notice” will be published at least 28 days before the change takes effect. The notice will specify the new grant values and the date the change will take effect.<sup>100</sup>

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<sup>99</sup> The BUS regulations, Regulation 13(2)

<sup>100</sup> The BUS regulations, Regulation 13(4)

## Current and Potential Grant Categories

7.04 Currently, grant categories are based on replacement technology type (i.e. air-to-water heat pumps, air-to-air heat pumps, ground source heat pumps and biomass boilers).

7.05 The Secretary of State has the power to review and change grant categories to provide more targeted support for certain technologies or property types.<sup>101</sup> The Secretary of State may replace the current grant categories with one of four potential sets from Schedule 1A of the BUS Regulations, which include grant categories based on:

- replacement technology type
- property type (retrofit property or eligible self-build)
- gas grid connection
- type of heating system being replaced (e.g. fossil fuel boiler, electric heating system)

### Notice of change

7.06 To change the grant categories, the Secretary of State must publish a notice<sup>102</sup> on the Government website stating which new set of categories from Schedule 1A will be brought into effect and the associated grant values.

7.07 The new set of grant categories will come into effect 28 days after publication, replacing the previously published set.<sup>103</sup>

### Impact on Applications

7.08 Any change to the grant categories will only affect applications properly made on or after the effective date. Applications made before the change will retain the previous relevant grant amount. See paragraph 3.68 for more information on “properly made”.

7.09 Installers may withdraw and re-apply after new grant categories take effect but should note that the 120-day commissioning rule still applies (see paragraph 3.67).

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<sup>101</sup> The BUS regulations, Regulation 13 (3)

<sup>102</sup> The BUS regulations, Regulation 13(2A)

<sup>103</sup> The BUS regulations, Regulation 13(2B)

7.10 We encourage installers to discuss potential withdrawals with the relevant property owner and make decisions based on their respective circumstances.

## Scheme Budget and Allocation Rules

7.11 The Secretary of State is responsible for setting the scheme budget.<sup>104</sup> The BUS had an initial budget of £150m per financial year for 2022-2025. In November 2024, the government announced that the budget for 2025/2026 will be £295 million.

7.12 The allocation of scheme funding for the period 2026-2030 was announced on 21 January 2026 as part of the Government’s Warm Homes Plan

**Table 9 – Budget summary until 2030**

Financial year	Budget (£m)
<b>2022 - 2023</b>	150
<b>2023 - 2024</b>	150
<b>2024 - 2025</b>	150 (+30 in additional spend) <sup>105</sup>
<b>2025 - 2026</b>	295
<b>2026 - 2027</b>	400*
<b>2027 - 2028</b>	600*
<b>2028 - 2029</b>	683*
<b>2029 - 2030</b>	709*

\* A proportion of the 2026–2030 scheme budget has been set aside for potential future innovation activity, including initiatives to support the wider roll-out of heat pumps. As a result, the amounts set out here may not be directly equivalent to the funding available for BUS vouchers across the 2026–2030 period. DESNZ will continue to publish the confirmed annual budget allocations ahead of each financial year.

<sup>104</sup> The BUS regulations, Regulation 12

<sup>105</sup> The 2024–25 figure reflects additional in-year funding provided by the government to support strong demand for the Boiler Upgrade Scheme.

## **Budget Announcements and Updates**

7.13 The budget for each financial year is typically announced by the Secretary of State before the start of the financial year (1 April). Budget announcements and updates will be published on the UK Government website.

7.14 Ofgem publishes monthly reports showing the remaining annual budget (see Chapter 99 on public reporting). If the annual budget allocation is met, Ofgem will inform installers via our website and social media channels.

## **Voucher Issuance and Budget Limits**

7.15 Ofgem cannot issue any new vouchers once the budget threshold has been met.<sup>106</sup> If a voucher has already been issued and is within its validity period, the grant will still be paid following a successful voucher redemption application.

## **Queues When Budget Runs Out**

7.16 If the available scheme budget runs out, Ofgem may operate a queue. If a queue is in operation, an installer may still make a voucher application, but they will not be issued a voucher until they reach the front of the queue and budget becomes available. Queue position is based on when the voucher application is deemed properly made. The queue may reduce in size when existing vouchers expire or are returned, or when the annual or quarterly budget allocation is increased, reset, or removed.<sup>107</sup>

## **Quarterly Budget Allocation**

7.17 The Secretary of State may introduce a cap on the number of vouchers that we can issue each quarter (beginning 1 April, 1 July, 1 October, 1 January). This is intended to ensure vouchers are available throughout the scheme year. If a quarterly cap is introduced, a notice will be published before the relevant quarter begins.<sup>108</sup>

## **Expired or Revoked Vouchers and Budget Return**

7.18 If a voucher expires or is revoked, its allocated budget will be returned to the overall remaining budget, where possible.

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<sup>106</sup> The BUS regulations, Regulation 15(4)

<sup>107</sup> The BUS regulations, regulation 15(4)

<sup>108</sup> The BUS regulations, Regulation 12(1)(c)

## 8. Audit and compliance

### Section summary

This section explains Ofgem’s audit powers under the BUS and what installers should expect from desk and site audits. It also describes the potential consequences of non-compliance and the actions Ofgem may take during investigations.

### Why we conduct audits

8.01 To ensure that public money is used appropriately and in line with the BUS eligibility criteria, Ofgem (and agents authorised on our behalf) runs a comprehensive audit programme. Audits help verify that applications meet regulatory requirements and allow us to take proportionate action where non-compliance, fraud or abuse of the scheme is suspected or discovered.

### Types of audits

8.02 We carry out both desk and site audits. These may be selected on a statistical or a targeted basis. Where Ofgem has selected a targeted audit, we will notify the installer and put payments on hold until the audit is complete. Audits can also take place post voucher redemption before a grant payment is made, or after a grant has already been paid.

#### Desk Audits

8.03 Desk audits are carried out by phone or email. We may need additional information from both property owners and installers as assurance that the installation is compliant with scheme eligibility. Evidence may be submitted via email or by post.

#### Site Audits

8.04 We may request access to a property at any reasonable hour to inspect an installation associated with a voucher application, voucher redemption, or grant payment.

8.05 Site audits may be undertaken to:<sup>109</sup>

- verify the installation of an eligible heating system
- verify the existence of any supplementary heating appliances (if applicable)
- ensure the system is fully commissioned
- verify that the property meets BUS eligibility requirements
- collect evidence for the purpose of verifying property eligibility, which may include photographs, measurements, and audio or video recordings
- verify the installation meets the full space and water heating demands of the property
- confirm that the property owner provided consent to the voucher application
- ensure there is no contravention of the BUS regulations

#### **Access notice requirements**

8.06 A formal request for access will be issued as a notice to the property at least two days before the proposed inspection. The notice will set out the purpose of the visit, the owner's right to refuse the request, and the possible consequences of refusal.<sup>110</sup>

8.07 Requests for access apply regardless of whether the voucher is valid, has expired, been redeemed, or been revoked.<sup>111</sup>

8.08 All Ofgem site auditors are Disclosure and Barring Service (DBS) checked for security. Property owners may confirm the authenticity of an audit request by emailing [BUS.enquiry@ofgem.gov.uk](mailto:BUS.enquiry@ofgem.gov.uk) or calling 0330 053 2006.

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<sup>109</sup> The BUS regulations, Regulation 18(1)

<sup>110</sup> The BUS regulations, Regulation 18(2)

<sup>111</sup> The BUS regulations, Regulation 18(3)

## Consequences of refusing audits

8.09 A refusal to permit a site audit may contribute towards a decision by Ofgem to take compliance action. This may include:

- withholding current or future payments
- revoking a voucher
- requesting repaying of grants already awarded

8.10 Installers should inform property owners of the possibility of audits as part of the application process and explain the consequence of refusing or delaying them.

### Audit evidence requirements

8.11 Installers are required to keep all documentation relied upon in voucher applications and voucher redemption applications for six years from the date the application was made.<sup>112</sup>

8.12 During an audit, we may request evidence such as:

- copies of MCS certificates
- copies of EPCs and EPC site notes<sup>113</sup>
- utility bills and/or fuel delivery receipts
- pre-installation photos of the heating system at the property and post-installation photos of the BUS-funded heating system
- purchase receipts/quotes for the installed technology
- total building heat loss calculations

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<sup>112</sup> The BUS regulations, Regulation 17(1)(a)

<sup>113</sup> Where an EPC has been recently acquired, we ask that installers and property owners retain site notes from the EPC assessment. We understand that site notes for older EPCs may not be obtainable; however, where they do exist, we may request them and would expect them to be provided.

- design documentation for the installed technology
- commissioning documentation for the installed technology
- emission certificates (for biomass boilers)
- evidence that the BUS grant has been deducted upfront (e.g. reflected on the customer invoice)

8.13 Please note this list is not exhaustive and we may request any information we deem necessary to verify eligibility for the scheme. As best practice, installers should take time-stamped, geo-tagged photographs during installation to support audit purposes, particularly for desk audits.

## Audit outcomes

8.14 After an audit is completed, we will write to both the installer and property owner to confirm the audit has taken place and communicate its outcome. Where there are issues identified by the audit, the letter will specify the actions required to rectify them.<sup>114</sup>

8.15 We will recommend that installers complete these actions, work with property owners where necessary, and report back using the method specified in our correspondence. Depending on the nature of the issues identified and the installer's response, we may launch a formal compliance investigation (which may temporarily withhold a grant payment) or take other proportionate compliance action.

## MCS checks

8.16 In addition to Ofgem's audit activity, MCS undertake their own checks on BUS-funded installations completed by MCS installers. MCS will contact property owners directly via [boilerupgradescheme@mcs-certified.com](mailto:boilerupgradescheme@mcs-certified.com) or 0333 103 8198 to request information for their checks. Property owners should aim to respond within seven days. For further assistance, they may contact MCS directly.<sup>115</sup>

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<sup>114</sup> The BUS regulations, Regulation 16(4)(a)

<sup>115</sup> <https://mcs-certified.com/about-us/contact-us/>

8.17 Repeated non-compliance with BUS requirements may result in an installer being removed from the scheme and relevant concerns being shared with MCS and consumer code bodies.

## Compliance actions and investigations

### Withholding payments

8.18 Ofgem may withhold payments to where we have reasonable grounds to suspect non-compliance with the BUS Regulations. Payments may be withheld for several reasons including (but not limited to) where we suspect that:

- the installer has failed, or is failing, to comply with an obligation.
- incorrect information was provided in relation to another issued voucher or paid boiler upgrade grant
- the installer is not MCS-certified for the relevant technology.
- the property does not meet BUS eligibility requirements.
- the heating system (including any supplementary heating appliance) is:
  - different to the one in the application
  - not eligible under BUS regulations
  - not eligible for the property in question or
  - not fully commissioned
- the property owner has not consented to the installation, or the consent provided is falsified.
- the property owner has previously received public funding for the same low carbon heating system, or for another low carbon heating system at the same address.

- reasonable grounds may include notification from MCS or a consumer code that an installer is under investigation for a breach of their requirements.

8.19 Where an installer has multiple applications, Ofgem has the power to withhold payments for any or all those applications while an investigation is ongoing.

### **Notice of Withholding Payments**

8.20 Within 14 days of deciding to withhold a payment, we will send a notice to the installer specifying:<sup>116</sup>

- which of the grounds for withholding (as set out in paragraph 8.18) apply
- the payment(s) being withheld and the next steps in the investigation
- the information the installer must provide and the date it must be provided by
- the consequences of failing to provide the information by the date specified
- following completion of our investigation, we will inform the installer of the outcome and the action we will take.

### **Outcomes Following Investigation**

8.21 Within three months of issuing a withholding notice, if we are satisfied that the installer has provided the required information or taken appropriate steps to address the issue, we will notify and make the payment to the installer.

8.22 Where we are not satisfied, Ofgem may:

- revoke the voucher
- reject subsequent voucher applications or voucher redemption applications by that installer or a person connected to that installer
- require repayment of any grant previously paid

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<sup>116</sup> The BUS regulations, Regulation 20(2)

- offset any future payments due to that installer
- undertake any other appropriate action, including referrals to relevant bodies or seeking civil recovery<sup>117</sup>

8.23 We will send a further notice to the installer specifying the case of non-compliance and the action we will take.<sup>118</sup>

### **Right of review**

8.24 The right of review does not apply to Ofgem’s decision to withhold a payment. We only withhold a payment during a targeted audit or a compliance investigation. The conclusion of that audit or investigation will result either in:

- a grant payment being made
- a decision to revoke the voucher, or
- no further action, if found compliant

8.25 For more information on the right of review process, please see paragraphs 10.06 - 10.18.

### **Former installers**

8.26 Ofgem has the powers to investigate former installers where there has been a breach of the BUS requirements or where an investigation is already underway.<sup>119</sup>

8.27 A former installer is any installer who has ever created a BUS account or has been a named user on a BUS account within the lifetime of the scheme, but who no longer has active or open applications or vouchers.

## **Revocation of vouchers**

8.28 Ofgem has the power to revoke or “take back” a voucher where we have reasonable grounds to suspect that it was issued on the basis of materially incorrect information provided

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<sup>117</sup> Civil recovery notices will be sent to installers.

<sup>118</sup> The BUS regulations, Regulation 20(5)

<sup>119</sup> The BUS regulations, Regulation 24

by the installer.<sup>120</sup> Once a voucher is revoked, we also have the power to reject other voucher applications and voucher redemption applications submitted by that installer or by a person associated with that installer.<sup>121</sup>

8.29 Examples of cases that might warrant, or contribute to, a revocation include (but are not limited to):

- providing information that is materially incorrect to obtain a voucher (such as false information)
- providing information that is materially incorrect to obtain a grant payment (such as false information)
- material errors in declarations
- refusal to permit access for audit purposes

8.30 If we revoke a voucher, we will notify the installer within 14 days of the decision. The notice will state:<sup>122</sup>

- the reason for the revocation
- details of the installer's right to request a review of our decision

## **Fraud and scheme abuse**

8.31 Alongside action we may take in relation to non-compliance, there may be instances where we uncover evidence of possible criminal conduct, including fraud. Fraud or scheme abuse may be established where a person has acted dishonestly with the intention to make a gain, cause a loss, or expose another person to risk or loss.

8.32 Examples of activities that may constitute fraud or scheme abuse include:

- redeeming a pre-certified MCS certificate<sup>123</sup>

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<sup>120</sup> The BUS regulations, Regulation 21(1)

<sup>121</sup> The BUS regulations, Regulation 21(2)

<sup>122</sup> The BUS regulations, Regulation 21(3)

<sup>123</sup> Submitting a MCS certificate at redemption where the installation is not fully commissioned

- installing ineligible or counterfeit technologies
- obtaining or using false property owner consent
- falsifying invoices
- withholding information

8.33 Where we suspect that an installer has deliberately falsified information, failed to disclose information they were obliged to disclose, or otherwise abused their position, we will refer the case to the relevant authorities such as Action Fraud and the relevant police force for further action. During such investigations, payments will be suspended. This may lead to:

- criminal prosecution
- loss of MCS accreditation
- refusal of future BUS applications
- suspension of an installer's BUS account
- any other action available to Ofgem in relation to non-compliance, listed above.

8.34 Where we suspect fraud, we may require the installer to provide further evidence. Installers must respond to counter-fraud requests for information within stated deadlines.

8.35 Ofgem takes fraud and non-compliance seriously. We have a dedicated counter fraud function that undertakes activity to detect, prevent and deter fraudulent activity on the schemes that we deliver.

### **Reporting suspected fraud**

8.36 If you have concerns about suspected fraud, you should report it to us by:

- emailing [counterfraud@ofgem.gov.uk](mailto:counterfraud@ofgem.gov.uk), or
- calling 0207 901 7373 and leaving a voicemail. If we require further information, we will call you back.

8.37 Further information on reporting suspected fraud is available on our website.<sup>124</sup>

## Whistleblowing

8.38 If anyone working in the energy sector or otherwise involved in the delivery of Ofgem’s environmental schemes or social programmes has concerns about wrongdoing at their workplace, they can contact our whistleblowing desk by:

- emailing [whistle@ofgem.gov.uk](mailto:whistle@ofgem.gov.uk), or
- calling 0207 901 7121

8.39 Further information on whistleblowing is available on our website.<sup>125</sup>

## Repayment and offsetting

8.40 Where it has been identified that a grant payment was made in error or that the installer was not eligible to receive it, Ofgem may require the installer to repay the grant value or offset the amount against future payments.

8.41 Circumstances that might lead to repayment or offsetting include (but are not limited to) where an installer was paid:<sup>126</sup>

- an amount which exceeded the amount they were entitled to
- whilst failing to comply with an installer obligation, or following such a failure
- as a result of providing information that was materially incorrect
- after refusing access for audit

8.42 Before taking any of these actions, Ofgem will send the installer a notice specifying:

- the amount we are seeking to recover

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<sup>124</sup> <https://www.ofgem.gov.uk/environmental-and-social-schemes/counter-fraud-environmental-and-social-programmes>

<sup>125</sup> <https://www.ofgem.gov.uk/about-us/contact-us/whistleblowing>

<sup>126</sup> The BUS regulations, Regulation 22

- the basis on which that amount has been calculated
- whether the amount must be repaid or offset
- where applicable, the deadline for repayment, which will be no sooner than 28 days from the date on which the notice is sent
- details of the installer’s right of review

8.43 If the installer fails to repay the amount in full by the date specified in the notice, Ofgem may recover any outstanding amount as a civil debt, including through court action where necessary.

## **Revocation of compliance actions**

8.44 Ofgem may revoke, or “take back” an enforcement action we have previously imposed on an installer.<sup>127</sup> We may do so where an error occurred in our decision to exercise our compliance powers, or where revocation is otherwise just and equitable.

8.45 We may revoke a sanction following a successful request for review by a current or former installer. Where we revoke a compliance action, we will notify the installer within 14 days of the decision. The notice will set out:

- the sanction which has been revoked
- the reason for the revocation
- any actions we propose to take in relation to grant payments (e.g., where amounts had previously been withheld or recouped)

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<sup>127</sup> The BUS regulations, Regulation 23

## 9. Public Reporting

### Section summary

In this chapter we set out the types of data we publish and the frequency of our reporting.

### Reporting of Key Scheme Data

9.01 As part of our administration of the BUS, we are required to publish quarterly and annual reports on our website.<sup>128</sup> Additionally, we aim to publish monthly operational updates to aid transparency on scheme progression budget availability.<sup>129</sup> For more information on the scheme budget, please see chapter 7 7.

9.02 The reports include the following information, at a minimum:

- number of vouchers issued
- total value of valid vouchers issued
- number of vouchers redeemed
- total value of grants paid
- remaining budget

### Reporting frequency

9.03 **Monthly reports**<sup>130</sup> for each calendar month will be published in the first week of the following month.

9.04 **Quarterly reports** will be published by 31 August (Q1), 30 November (Q2), 28 February (Q3), and 31 May (Q4).<sup>131</sup>

9.05 **Annual reports** will be published on 31 July each year covering the preceding 12-month **period** ending with 31 March of that year.<sup>132</sup> All data is aggregated and anonymised to protect personal and commercial confidentiality.

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<sup>128</sup> The BUS regulations, Regulation 30

<sup>129</sup> The BUS regulations, Regulation 30

<sup>130</sup> <https://www.ofgem.gov.uk/publications/bus-monthly-scheme-update>

<sup>131</sup> [Boiler Upgrade Scheme \(BUS\) - Guidance and resources | Ofgem](#)

<sup>132</sup> [Boiler Upgrade Scheme \(BUS\) - Guidance and resources | Ofgem](#)

## 10. Queries, feedback, and complaints

### Section summary

This section outlines how installers can contact us with queries and raise complaints about policy, scheme administration, or decisions made on applications.

### Queries

10.01 For BUS guidance, administration, or general queries, please contact the BUS Enquiries team at [BUS.Enquiry@ofgem.gov.uk](mailto:BUS.Enquiry@ofgem.gov.uk) or by phone on 0330 053 2006.

### Complaints

#### Comments on policy and policy decisions

10.02 If your complaint is about the scheme's underlying policy, including eligibility criteria, please contact DESNZ at [boilerupgradescheme@energysecurity.gov.uk](mailto:boilerupgradescheme@energysecurity.gov.uk).

#### Comments and feedback about scheme administration

10.03 If you have a complaint or recommendation about our administration of the scheme, or complaints on how we have handled a specific aspect of your application, please email [feedback@ofgem.gov.uk](mailto:feedback@ofgem.gov.uk).

10.04 More information on our complaints process is available at our [Complaining About Ofgem webpage](#).

#### Concerns about decisions

10.05 If you have concerns about a decision which we have made, you can lodge a complaint using our complaints procedure or request a review of the decision.

### Right of review

10.06 The right of review provides a means to request a review of a decision made by us.

10.07 If a property owner or installer believes an error has been made in the decision, only the installer may request a review.

### **Decisions that can be reviewed**

10.08 The right of review applies to decisions where we:<sup>133</sup>

- reject a voucher application
- reject a voucher redemption application
- revoke a voucher
- require repayment of a grant already paid to the installer
- require future grant payments to be offset against payments found to be non-compliant

10.09 The right of review does **not** apply to decisions to withhold payment.

### **Before requesting a review**

10.10 Installers should consider whether requesting a review is the most appropriate option. In some cases, it may be quicker and easier to re-apply, as the statutory review team are unable to amend applications that were correctly rejected.

10.11 If incorrect information has been provided (for example, property owner contact details) or required evidence was missing, it is likely that we'll uphold the decision and recommend that the installer re-applies. A rejected voucher or voucher redemption application does not prevent an installer from re-applying, provided the installation meets the eligibility criteria.

### **How to request a review**

10.12 To request a review of a decision, complete the right of review form<sup>134</sup> and submit it to us at [BUS.Review@ofgem.gov.uk](mailto:BUS.Review@ofgem.gov.uk).

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<sup>133</sup> The BUS regulations, Regulation 25

<sup>134</sup> <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-review-request-form>

10.13 The request must be received within **28 days** of the date of the notice of the decision being reviewed.<sup>135</sup>

10.14 Installers must specify:

- the decision being reviewed
- the grounds for review
- any supporting evidence

10.15 We may ask for further information, and this must be provided.

### **How the review is carried out**

10.16 The review will be undertaken by someone who was **not involved** in making the original decision.

10.17 We aim to reach a decision within **21 working days** of receiving an application for review. If we cannot conclude the review within this timeframe, we will provide an update within the same 21 working days.

### **Notifying the outcome**

10.18 We will notify the installer, and any other person affected by a decision, of the result within **21 days** of concluding the review.<sup>136</sup>

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<sup>135</sup> The BUS regulations, Regulation 25(2)(a)

<sup>136</sup> The BUS regulations, Regulation 25(6)

## Appendix 1 – Related publications and useful links

- [Boiler Upgrade Scheme: Guidance for property owners \(Ofgem, November 2024\)](#)
- [Notice of approved grant categories and values for the Boiler Upgrade Scheme \(DESNZ, 28 April 2025\)](#)
- [The Boiler Upgrade Scheme \(England and Wales\) \(Amendment\) Regulations 2024, \(Government, 17 April 2024\)](#)
- [Warm Homes Plan: Warm Homes Plan - GOV.UK \(DESNZ\)](#)
- [Boiler Upgrade Scheme Regulations consultation: government response \(DESNZ, 18 November 2025\)](#)
- [Boiler Upgrade Scheme fortnightly budget overview | Ofgem](#)
- [Digital portal for installers \(Ofgem\)](#)
- [Boiler Upgrade Scheme \(BUS\) \(Ofgem\)](#)
- [Apply for the Boiler Upgrade Scheme: Overview - GOV.UK \(www.gov.uk\) \(DESNZ\)](#)
- [BUS Monthly Scheme Update \(Ofgem\)](#)
- [BUS Quarterly Reports \(Ofgem\)](#)
- [Boiler Upgrade Scheme Regulations: approved standards - GOV.UK \(www.gov.uk\) \(DESNZ, April 2022\)](#)

## Appendix 2 - Glossary

The terms below are intended to assist users of this guidance. Where definitions differ from those in the BUS regulations, the BUS regulations take precedence.

### A

#### **AUTHORISED REPRESENTATIVE**

The authorised representative is the individual who sets up the BUS installer account with us and confirms that the company will take legal responsibility for all activity on that account.

### B

#### **BUS VOUCHER**

An email voucher issued by Ofgem on behalf of the Secretary of State after a properly made voucher application has been assessed and meets all eligibility requirements. Vouchers can be redeemed for the relevant grant amount once an installation is commissioned, and all required evidence is provided.

### C

#### **CUSTOM-BUILD**

A property built by a builder who is contracted by an individual. This type of building is considered to be a “self-build” (see “self-build”).

### E

#### **ELIGIBLE TECHNOLOGIES**

Technologies supported by BUS grants, which must meet BUS regulations, the latest MCS standards, and the standards approved by the Secretary of State. Eligible technologies include Air-to-Water Heat Pumps, Air-to-Air Heat Pumps, Biomass Boilers and Ground Source Heat-Pumps (including water source heat pumps and shared ground loops).

## **ELIGIBILITY CRITERIA**

Conditions that must be met for a technology and property to be eligible under BUS. These are set out in the BUS regulations and guidance, and installers need to provide information and evidence to demonstrate eligibility at both the voucher application and voucher redemption application stages.

## **EMISSIONS CERTIFICATE**

Required by all biomass boilers under the BUS. The emissions certificate shows that the installation meets the scheme's air quality standards, and includes product details, laboratory testing information, emissions data, and tested fuel types. Emissions certificate must be issued by a testing laboratory which is accredited to the standard approved by the Secretary of State.

## **F**

### **FOSSIL FUEL**

Fossil Fuel means coal, lignite, natural gas, crude liquid petroleum, petroleum products, and substances derived from these. See the definition of 'fossil fuel' within Section 100(3) of the Energy Act 2008.

## **M**

### **MCS**

The MCS (Microgeneration Certification Scheme) is a certification scheme for microgeneration installation companies and products. It defines and maintains consistent standards for small-scale technologies that produce electricity and heat from renewable sources.

## **N**

### **NON-RESIDENTIAL BUILDING**

As per the BUS regulations, a "non-residential building" means a building, or building unit which is used for the purposes of a trade, profession or vocation, or as an office (whether or not for the purposes of a trade, profession or vocation), for educational purposes, for religious purposes, and which is not in use as, or as part of, a dwelling house.

## **P**

### **PROPERLY MADE**

An application is 'properly made' when all required information is provided for assessment. At voucher application stage, this includes evidence of eligibility, property consent and identity verification. At redemption stage, this is when Ofgem has all the required information needed to make a determination on the status of the application. Where further information is requested, an application will not be considered 'properly made' until this information is provided.

### **PROPERTY OWNER CONSENT**

Property owners are required to confirm consent for a BUS grant application being made on their behalf for their property. We request this after the installer submits a voucher application. The application cannot proceed without consent.

## **PEL**

The Ofgem Product Eligibility List (PEL) is an administrative tool to identify products that may be eligible for the BUS. The PEL is based on products from the MCS certified product directory, where they also meet the standards required by BUS. The PEL is not exhaustive.

For biomass boilers not on the PEL, an emissions certificate meeting the scheme requirements for that product can be provided as evidence at voucher redemption stage if it meets the air quality requirements.

The PEL does not consider SCOP of heat pumps and installers need to calculate this separately.

## **S**

### **SELF-BUILD**

Eligible self-builds are new builds which were built using either the resources or labour of an individual. This includes buildings where a builder is contracted by an individual to create a 'custom-built' property or where a private individual builds it as a DIY 'self-build' project. Both types of properties are treated as self-builds. Eligible self-builds cannot have been owned

wholly or partly by a person who is not an individual while they were built and cannot be part of an excluded property development.

### **SUPPLEMENTARY HEATING APPLIANCE**

A non-fossil fuel heating appliance installed in an eligible property, either retained from a previous heating system or newly installed alongside a BUS funded heat pump. It can operate alongside a heat pump, so long as the heat pump can provide the full space heating demands of the property.

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