Boiler Upgrade Scheme: Installer Guidance V5.2

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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 the Boiler Upgrade Scheme. These changes came into force on 28 April 2026. This guidance relates to applications that have been properly made on or after this date. For applications properly made before this date, please refer to version 4.2 of this guidance. See paragraph 3.14 below for the definition of "properly made".

From 21 July 2026, uplifted grant values will be available to eligible off-gas grid properties. For these, this guidance relates to applications that have been properly made on or after this date. These grants will remain available from 21 July 2026 until 31 March 2027.

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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 (GSHP)
- £2,500 for air-to-air heat pumps (AAHP) (in residential properties only)
- £5,000 for biomass boilers (in limited circumstances)
- £9,000 for air-to-water or ground source heat pumps in off-gas grid properties replacing a heating system fuelled by oil or liquefied petroleum gas (LPG) (available from 21 July 2026 until 31 March 2027, for further details, see paragraph 3.46)

1.03 The scheme is underpinned by the Boiler Upgrade Scheme (England and Wales) Regulations 2022[1] ("BUS regulations"), which were amended in 2024, and further amended on 28 April 2026[2]. 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

[1] The Boiler Upgrade Scheme (England and Wales) Regulations 2022
[2] The Boiler Upgrade Scheme (England and Wales) (Amendment) Regulations 2026. 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.

heat pumps and biomass boilers are valid for 3 months. Vouchers for ground source heat pumps are valid for 6 months.

How to use this guidance

1.07 This guidance is for installers 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.[3]

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.

[3] 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. 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, redemption, or assurance 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.
- Emailing us at: whistle@ofgem.gov.uk
- Calling us on: 0207 901 7121

1.13 Further information is available on our website[4] and in paragraphs 8.37 - 8.40 of this guidance, which cover suspected fraud and whistleblowing.

Personal data

1.14 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.

1.15 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.

1.16 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.[5]

[4] Counter fraud for environmental and social programmes | Ofgem
[5] Boiler Upgrade Scheme Privacy Notice - Installers | Ofgem

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,[6] that installers and products must adhere to[7]
- publishing budget allocations for BUS vouchers annually, and quarterly if required[8]
- determining, publishing, and reviewing the value of BUS grants and, if required, altering those values[9]
- determining, publishing, and reviewing grant categories[10]

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[11]

[6] The BUS regulations, Regulation 4
[7] Boiler Upgrade Scheme Regulations: approved standards, grant categories and grant levels - GOV.UK
[8] The BUS regulations, Regulation 12
[9] The BUS regulations, Regulation 13
[10] The BUS regulations, Regulation 13
[11] The BUS regulations, Regulation 29

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

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[16]
- submitting voucher applications and voucher redemption applications on behalf of the property owner
- confirming that all information provided in relation to applications is accurate[17]
- 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[18]
- engaging with audit and compliance processes when requested by Ofgem[19]

[12] The BUS regulations, Regulations 14, 15 and 16
[13] The BUS regulations, Regulation 17
[14] The BUS regulations, Regulation 30
[15] The BUS regulations, Part 5
[16] The BUS regulations, Regulations 14,16 and 17
[17] The BUS regulations, Regulations 14 and 16
[18] The BUS regulations, Regulation 17(1)(a)
[19] 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 5.34.[20]

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 5.34)
- 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[21]

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. Ofgem may contact property owners directly for identification and verification purposes.

[20] The BUS regulations, Regulation 14(2) (ca)
[21] The BUS regulations, Regulation 14, 16, and 18

Role of MCS as a certification scheme

2.07 MCS[22] is the UK's quality mark for small-scale renewable energy. It also has a role as an approved consumer code on BUS.

2.08 Under MCS's 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
- managing complaints relating to installers, installations and products, including access to Alternative Dispute Resolution
- sets requirements for the financial protection products that must be provided for domestic installations

MCS Redeveloped Installer Scheme (MCS:2025)

2.09 The redeveloped installer Scheme is being rolled out throughout 2026 and into early 2027. All certified installers will need to operate under the redeveloped Scheme by 31 March 2027.

[22] MCS - UK's Quality Mark for Small-scale Renewables - Home

Role of consumer codes

2.10 Consumer codes aim to ensure a high standard of consumer protection throughout the installation process and access to accredited Alternative Dispute Resolution, if things do go wrong.

2.11 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.[23]

2.12 The consumer codes currently approved for the purposes of the Boiler Upgrade Scheme are:

- Home Insulation and Energy Systems Contractors Scheme (HIES)
- Renewable Energy Consumer Code (RECC) and
- Redeveloped Microgeneration Certification Scheme (MCS:2025).

2.13 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 Alternative Dispute Resolution services for domestic consumers in relation to installations
- ensuring installers comply with consumer laws

2.14 In the event of a dispute with an installer, the relevant consumer code plays an important role in resolving consumer protection issues. Where certified installers are members of a consumer code, MCS will work closely with that consumer code when they are managing disputes that involve technical standards or installation quality. For complaints made under the redeveloped MCS installer Scheme, MCS will manage cases directly. In some cases, a dispute may need to be addressed by both organisations to ensure it is fully resolved.

[23] Notice of standards - GOV.UK

Renewable Energy Consumer Code

2.15 The Renewable Energy Consumer Code (RECC) is approved under the Chartered Trading Standards Institute's Approved Code Scheme. RECC sets standards for consumer protection across the renewable energy sector. These standards provide a framework for businesses supplying and installing renewable technologies, ensuring compliance with relevant consumer protection legislation. RECC also provides access to independent dispute resolution through Green Homes Dispute Resolution (GHDR), a CTSI Approved Alternative Dispute Resolution provider.

2.16 Contact details:

- RECC: https://www.recc.org.uk, Tel: 0207 981 0850

Home Insulation & Energy Systems Quality Assured Contractor Scheme

2.17 The Home Insulation and Energy Systems Contractors Scheme (HIES) is also approved under the Chartered Trading Standards Institute's Approved Code Scheme. HIES Accredited Installers are required to comply with the Consumer Code, which sets out requirements relating to customer service, transparency and consumer protection. HIES also provides support to homeowners where complaints or disputes arise in relation to work undertaken by a HIES member.

2.18 Contact details:

- HIES: https://www.hies.org.uk, Tel: 0344 324 5242

Redeveloped Microgeneration Certification Scheme (MCS:2025)

2.19 The MCS redeveloped installer Scheme (MCS:2025) was approved by the Secretary of State as a consumer code for the BUS[24] with effect from 1 June 2026.

[24] Notice of standards - GOV.UK

2.20 Installers that have transitioned to the redeveloped MCS installer Scheme are not required to hold separate membership of the Renewable Energy Consumer Code (RECC) or the Home Insulation and Energy Systems Contractors Scheme (HIES) to meet BUS consumer code requirements. However, installers may choose to retain membership of RECC or HIES after transitioning to the redeveloped Scheme.

2.21 Installers that have not yet transitioned to the MCS redeveloped MCS installer Scheme and continue to operate under the previous MCS scheme must still hold consumer code membership with one of the other two approved codes of practice (HIES and RECC).

2.22 Contact detail:

- MCS: https://mcscertified.com, Tel: 0333 103 8130

3. Eligibility requirements

Section summary

This chapter sets out the eligibility requirements that must be met in order for an installation to receive a Boiler Upgrade Scheme (BUS) voucher and grant.

The eligibility requirements are grouped in this chapter as follows:

a) requirements that apply to all BUS applications, regardless of the technology being installed
b) requirements that relate to the eligibility of the property
c) requirements that relate to the eligibility of the heating system, including technology specific rules for heat pumps and biomass boilers

Installers should read the relevant sections of this chapter carefully to confirm that:

- they are eligible to participate in the scheme;
- the property is eligible for BUS funding; and
- the proposed heating system configuration meets all applicable BUS requirements.

Part A: Requirements that apply to all BUS applications

This part of Chapter 3 sets out the eligibility requirements that apply to all Boiler Upgrade Scheme applications, regardless of the type of property or the heating technology being installed.

These requirements cover:

- installer eligibility and responsibilities
- ownership, financing, and the application of the BUS grant
- commissioning and application timing rules; and
- Product eligibility and standards, including the Ofgem Product Eligibility List (PEL).

Table A – Core eligibility rules (apply to all applications)

Area	Summary Requirement
Installer	Must be MCS certified for the technology applied for and a member of an approved consumer code
System Ownership	Property owner must become the legal owner of the BUS-funded heating system
Grant Discount	The BUS grant must be deducted upfront from the property owner's quote
Timing	Voucher application must be properly made within 120 days of commissioning
Location	Only properties in England and Wales are eligible
Standards	Installation must meet MCS standards approved by the Secretary of State

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 installer as the applicant 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 3.13).

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 does not have MCS certification

Ownership and financing requirements

3.07 Under BUS Regulations, the property owner must become the legal owner of the heat pump or biomass boiler once the installation is complete.[25]

Finance arrangements that are not eligible

3.08 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
- Consumer hire

Finance arrangements that may be eligible:

3.09 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:

[25] The BUS Regulations, Regulation 14(2)(a)(ii)

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

Commissioning and voucher application timing

3.10 We strongly recommend that installers wait until a BUS voucher has been issued before commissioning a heating system. Commissioning a system before a voucher has been issued 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.

3.11 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 not constitute commissioning for the purposes of BUS.

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

3.13 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.

3.14 A voucher application is only considered "properly made"[26] 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.

3.15 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.

[26] 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.

3.16 An extension may be considered where:

- a voucher application has been rejected[27]
- a voucher redemption application has been rejected[28]
- a voucher has been revoked[29]
- a sanction has been revoked[30]
- Ofgem has taken a decision relating to a right of review[31]

Product standards and Ofgem's Product Eligibility List (PEL)

Product standards

3.17 All heating systems installed under the Boiler Upgrade Scheme must meet the relevant MCS standards approved and published by the Secretary of State. [32]

3.18 Eligibility under BUS is assessed against the MCS standards that are in force at the time the system is commissioned.

The Product Eligibility List (PEL)

3.19 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.

[27] The BUS regulations, Regulation (15(7), (8))
[28] The BUS regulations, Regulation (16(8))
[29] The BUS regulations, Regulation (21(1))
[30] The BUS regulations, Regulation (23)
[31] The BUS regulations Regulation (25(5))
[32] Boiler Upgrade Scheme Regulations: approved standards, grant categories and grant levels - GOV.UK

3.20 The PEL is updated monthly. 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:

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

3.22 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.

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

3.24 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.

3.25 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

3.26 To be listed on the PEL, MCS certified biomass boilers must also have an emissions certificate that meets BUS air quality requirements.[33]

3.27 If a biomass boiler is not on the PEL due to a missing emissions certificate, the certificate[34] must be submitted during voucher redemption. If it meets requirements, Ofgem will update the PEL accordingly.

[33] See Biomass Boilers for further information
[34] The BUS regulations, Schedule 1

Part B: Property eligibility requirements

This part of Chapter 3 sets out the eligibility requirements that apply to properties under BUS. These requirements apply regardless of the technology being installed, unless stated otherwise.

Installers must ensure that the property meets the relevant eligibility requirements before applying for a BUS voucher.

Part B covers eligibility requirements relating to:

- the location of the property;
- the type of property and how it is used;
- whether the property is an existing dwelling or a self-build; and
- specific property circumstances, such as shared land, renovations, conversions, and social housing

Table B – Property eligibility overview

Property type	Eligible under BUS?	Key notes
Existing properties (retrofit)	Yes	Must meet retrofit requirements
Self-build properties	Yes (heat pumps only)	Must not be part of an excluded property development
New builds by developers	No	Not eligible
Social housing	No	Right to Buy properties may be eligible once privately owned
Renovations	Case-by-case	Depends on prior occupation and heating system
Conversions	Case-by-case	May be treated as self-build or retrofit

General property eligibility

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

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

3.30 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.[35]

3.31 Only residential properties are eligible for air-to-air heat pumps.[36]

3.32 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.

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

3.34 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.

Requirements for existing properties (retrofit installations)

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

Grant funding restrictions

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

- a previous BUS grant has already been received for installing a heat pump or biomass boiler at the same address

[35] The BUS regulations, Regulation 5
[36] The BUS regulations, Regulation 9A

- 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[37]

Existing heating system requirements

3.37 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 that does not include a heat pump[38]. Examples include, but are not limited to, storage heaters, electric panel radiators, and electric boilers.

3.38 If the previous heating system includes a heat pump providing space heating, the property will not be eligible for BUS funding.

3.39 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 – 5.19 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.

Retrofit installations with an Energy Performance Certificate (EPC)

3.40 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. Installers must continue to ensure that they meet the relevant MCS standards applicable to the technology being installed, including requirements relating to system design and pre-sale information.

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

- the most recent EPC issued for the property; and

[37] 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.
[38] The BUS regulations, Regulation 5(1)(c)(ii)

- an EPC that is no more than 10 years old[39]

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

Retrofit installations without an EPC

3.43 Where a property does not have a valid EPC, installers must provide evidence on behalf of the property owner to demonstrate eligibility[40]. 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)

3.44 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.

3.45 See paragraphs 5.10 – 5.19 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.

[39] The BUS regulations, Regulation 2(2)
[40] The BUS regulations, Schedule 2

Requirements for uplifted grants in off-gas grid properties

3.46 This section sets out the requirements that a property must meet to be eligible for the uplifted grant value of £9,000 for the installation of an air-source or ground source heat pump. Properties that do not meet these requirements may still be eligible for a BUS grant of £7,500, provided all other eligibility criteria are met.

3.47 To be eligible for the uplifted grant, properties must be off the gas grid. For the purposes of BUS, this means that the property must not:

- be fuelled by mains gas (capped or clamped supply meter points are still considered as being fuelled by mains gas);
- have any record of a gas meter point at the property (this means that the property must have no current record of an existing gas meter point, including capped or clamped connections);
- be attached to a heat network;
- be a new-build property.

3.48 In addition to a property being off the gas grid, the previous heating system being replaced must be fuelled by:

- oil; or,
- liquefied petroleum gas (LPG).

3.49 Both residential and non-residential properties may be eligible.

3.50 Self-build properties are not eligible for the uplifted grant; however, they may still qualify for the £7,500 BUS grant, subject to meeting the full eligibility criteria. For further information see paragraph 3.52.

3.51 Where these conditions are met, installations of air-to-water heat pumps and ground source heat pumps may be eligible for the uplifted grant value.

Requirements for eligible self-build properties

3.52 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.

3.53 Self-build properties are only eligible for BUS funding for heat pumps.[41] Self-builds are not eligible for BUS funding for biomass boilers.

3.54 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

3.55 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)

3.56 A property qualifies as an eligible self-build where all of the following apply:

- the building was built principally using the labour or resources of the first owner (including loans taken out by the owner)[42];
- the building has never been owned wholly or partly by a non-individual (e.g. a company)[43]; and
- the building is not part of an "excluded property development"[44] (see from paragraph 3.57 below).

Excluded Property Developments

3.57 In order 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

[41] The BUS regulations, Regulation 11(c)
[42] The BUS regulations, Regulation 7(1)(a)
[43] The BUS regulations, Regulation 7(1)(b)
[44] The BUS regulations, Regulation 7 (1)(c)

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."

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

- multiple buildings have been built on a plot[45] (including land later subdivided into smaller plots with separate ownership);
- the plot has been acquired from a person (whether a company or an individual) who decided or offered the plans or specifications; and
- the buildings have been wholly or mainly built to those plans or specifications[46]

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

Examples of excluded property developments

3.60 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 properties on a vacant plot of land. This plot is then subdivided and sold to ten individual property owners. These properties are then constructed according to the designs specified in the planning permission.
- an individual or company obtains outline planning permission for the construction of four properties on land they own beside their own property. They later submit a reserved matters application, proposing plans and designs for the properties, which is

[45] This definition refers to a wider parcel of land, which is often tied to the land that was granted planning permission.
[46] This will typically include circumstances where full planning permission or reserved matters approval has been decided or offered by the previous plot owner

approved by their local council. The land is then subdivided into four plots and sold to individual buyers, who then build the properties according to those plans.

Other property eligibility considerations

Properties on shared land and legal separation

3.61 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.

3.62 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.

3.63 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

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

3.65 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 3.35.

3.66 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.

3.67 Conversions (e.g. a property changing from non-residential to residential use[47]) may be treated as either a self-build or a retrofit, depending on the circumstances.

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

- has never had a heating system installed

[47] Also known as a "material change of use".

- was not occupied before the eligible heat pump was installed
- can meet relevant self-build ownership and funding requirements (see paragraph 3.56)

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

3.70 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

3.71 Properties classified as social housing under section 68 of the Housing and Regeneration Act 2008, are not eligible for BUS funding.[48]

3.72 Social housing refers to homes owned or managed by:

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

3.73 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.

[48] The BUS regulations, Regulation 5(1)(b)

Part C: System and technology eligibility requirements

This part of Chapter 3 sets out the eligibility requirements that apply to the heating system being installed under BUS.

System eligibility requirements are technology specific. Installers must ensure that the proposed system configuration meets all requirements relevant to the technology being installed, including any additional requirements that apply where systems are combined or configured in particular ways.

Part C is structured as follows:

- general system eligibility requirements that apply to all installations
- eligibility requirements specific to heat pumps; and
- eligibility requirements specific to biomass boilers.

Table C – Technology eligibility overview

Technology	Key eligibility points
Heat pumps	Must meet capacity, SCOP, and configuration requirements
Air-to-air heat pumps	Residential properties only
Biomass boilers	Standalone only, rural properties, off gas grid
Supplementary heating	Allowed for heat pumps only (non-fossil fuel)

Eligible Technologies

3.74 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

Use of existing heating system components

3.75 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.

3.76 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.

3.77 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.

3.78 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)

Heat pump eligibility requirements

Capacity and performance

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

- 45 kWth for an individual heat pump system
- 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.

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

3.81 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 from paragraph 3.86).

3.82 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.

Efficiency and technical requirements

3.83 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,[49] calculated in accordance with the

[49] The BUS regulations, Regulation 9(1)(d)

MCS SCOP calculator (MCS026).[50] Ofgem will check the SCOP against the MCS installation certificate.

3.84 Heat pump compressors must be electric-driven.[51] Heat pumps with gas-driven compressors are not eligible for BUS.

3.85 Electricity and heat metering is not required for BUS but can be included if desired.

Installing heat pumps with supplementary heating appliances.

3.86 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.

3.87 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

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

[50] SCOP and SSHEE Calculator - MCS
[51] The BUS regulations, Regulation 9(1)(e)

3.89 The BUS-funded heat pump must have sufficient kilowatt thermal capacity to meet the full space heating demands of a property on its own, irrespective of whether any supplementary heating appliances are present.

3.90 . 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.

3.91 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. A biomass boiler may be retained or installed alongside a BUS-funded heat pump. However, the biomass boiler cannot be included in calculations to meet the heating demand of the property. The requirement must be met either by the heat pump on its own, or by the heat pump together with one or more supplementary appliances that are not fuelled by fossil fuel and are not biomass boilers.

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

Exhaust air-to-water heat pumps

3.93 From 28 April 2026, exhaust air-to-water heat (EAWHP) pumps are eligible for the £7,500 BUS grant, provided they meet all BUS eligibility criteria for air-to-water heat pumps, including complying with the relevant MCS standards.

3.94 While the scheme regulations do not prohibit exhaust air-to-air heat pumps (EAAHPs), BUS eligibility requires installations to be MCS certified. As EAAHPs cannot currently be MCS certified, they are not eligible for support under the scheme at this time.

Hybrid heat pumps

3.95 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.

3.96 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.

3.97 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.

3.98 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

3.99 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.

3.100 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 3.102).

3.101 Subject to meeting all eligibility requirements, ground source heat pumps which are connected to a shared ground loop are eligible for the uplifted grant value for off-gas grid properties replacing heating systems fuelled by oil, or liquefied petroleum gas (LPG). For further information, see paragraph 3.46.

Multi heat pump systems

3.102 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.

3.103 Cascade systems heating multiple unrelated properties, such as flats, are not eligible.

3.104 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[52]

- a combination of air-source heat pumps and ground-source heat pumps

3.105 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.

Biomass boilers eligibility requirements

Core biomass boiler requirements

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

3.107 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.

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

Design and Installation

3.109 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).[53] Usually this will be wood chips or wood pellets.

3.110 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 and location restrictions for biomass boilers

3.111 Under BUS, biomass boilers may not replace a heating system that is fuelled by mains gas[54] and must not be installed in properties connected to the gas grid. This includes

[52] 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.
[53] Section 100 of the Energy Act 2008: Energy Act 2008
[54] The BUS regulations, Regulation 11(b)

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.[55]

3.112 Self-builds cannot receive funding for biomass boilers under BUS.

3.113 Biomass boilers may only be installed in properties in rural areas.[56] 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.[57] Ofgem verifies rural or urban status by cross-referencing the address provided against the ONS rural/urban classification tool.

3.114 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

[55] The BUS regulations, Regulation 11(c)
[56] The BUS regulations, Regulation 11(a)
[57] The BUS regulations, Regulation 2(1) – definition of an "urban area"

Air quality requirements

3.115 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 NOx did not exceed 150 g/GJ net heat input.[58]

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

Fuel sustainability and quality

3.117 BUS does not require biomass fuel to be listed on the Biomass Suppliers List (BSL)[59] or to meet a specific fuel quality standard. However, as per the MCS Biomass Standard (MIS 3004) the installer should provide the property owner with written information about the intended fuel specification before the contract is signed.

3.118 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

3.119 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 must be carried out in accordance with the latest MCS standards.

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

[58] The BUS regulations, Regulation 10(1)(d), Schedule 1
[59] Biomass Suppliers List

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.

How to access the scheme portal

4.01 Installers need to be an approved BUS Installer to access the BUS Installer Portal.

4.02 Installers can only access the BUS Installer Portal through the GOV.UK One Login.

4.03 To do this, installers must create their GOV.UK One Login using the same email address they use, or plan to use for their approved BUS Installer Account. [60]

4.04 Creating a GOV.UK One Login does not automatically create or approve a BUS Installer Account.

4.05 Once installers have a GOV.UK One Login linked to the same email address as their BUS Installer Account, they will be able to access the portal from the services section of their GOV.UK One Login account or by entering their GOV.UK One Login credentials at: https://boiler-upgrade-scheme.service.gov.uk.[61]

4.06 Users with an existing GOV.UK One Login that uses the same email address as their BUS Installer account do not need to set up a new account to access the portal.

What is an installer account?

4.07 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.

[60] Boiler Upgrade Scheme (BUS) - Installer sign up and apply | Ofgem
[61] Installers should ensure they have bookmarked the correct BUS Installer Portal URL

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

4.09 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

4.10 **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?

4.11 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.[62]

4.12 Installers must also be a member of an approved consumer code as published by the Secretary of State and provide their consumer code membership number. Installers that have **not** transitioned to the MCS redeveloped installer Scheme (MCS:2025) must continue to hold membership with one of the two approved codes of practice (RECC or HIES).

Installer lists

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

4.14 MCS have a "Find an Installer"[63] 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. Updates to the MCS list can take up to 21 days after account activation.

Account management and key responsibilities

Authorised Representatives

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

4.16 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.

4.17 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

[62] Boiler Upgrade Scheme Regulations: approved standards, grant categories and grant levels - GOV.UK
[63] Find a Contractor - MCS (mcscertified.com)

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.

4.18 All users that require access to the BUS installer portal will require a GOV.UK One Login, regardless of whether they are an Authorised Representative or Additional User on their BUS account.

Installer company accounts

4.19 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.

4.20 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.[64]

Changing the Authorised Representative

4.21 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

4.22 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.

4.23 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.

[64] Find and update company information - GOV.UK

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?

4.24 To create a BUS installer account, installers should download the account creation form available on the Ofgem website[65] 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.

How do I submit an application?

4.25 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?

4.26 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

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

[65] Boiler Upgrade Scheme - Installer account form | Ofgem

Proof of Home Address

4.28 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

4.29 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

4.30 **Note:** Bank accounts must be UK accounts that accept British pound sterling.[66]

4.31 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.

4.32 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.

[66] The BUS regulations, Schedule 2, 2(e)

4.33 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

4.34 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.

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

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

4.36 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.

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

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

Table 5 - User permission levels

Permission Level	Description
Account management (Authorised Representative only)	Full control of the account, including the ability to: • create an account. • update key company details (e.g. bank details, MCS certification number, business company number, business registered name, business trading name, registered address). • includes all permissions of User Management and Standard User
User Management (Max 5 users, including Authorised Representative)	Ability to: • add or remove users. • set and update permission levels for users. • edit user details. • includes all permissions of Standard User **Note:** Only the Authorised Representative can edit their own details. Other users cannot edit the Authorised Representative's details.
Standard user (Unlimited)	Ability to: • submit new voucher applications. • edit and manage existing voucher applications. • redeem or cancel issued vouchers. • re-apply for applications where a voucher may have expired. • edit their own user details.

Account maintenance

4.39 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[67]

How to update your details

4.40 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

[67] This may also be done by a user with User Management permissions.

Scheme withdrawal or removal

Withdrawing from the scheme

4.41 If an installer no longer wishes to participate in the BUS scheme, the authorised representative must contact us at BUS.Installer@ofgem.gov.uk to request withdrawal from the BUS installer register. Should the same installer wish to reapply in future, they must follow the full application process as set out in 4.24.

Suspension and removal

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

4.43 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.

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

4.45 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 8.29).

Assisted digital support

4.46 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.

4.47 To request assistance, please contact us at BUS.installer@ofgem.gov.uk.

4.48 If you require assistance setting up or accessing your GOV.UK One Login, contact GOV.UK One Login support directly.

Welsh language support

4.49 Ofgem offers a Welsh correspondence and translation service where requested. If you require Welsh translation, please contact us via email to arrange a telephone appointment. Please see the "Contact us" page on the Ofgem website for more information: Boiler Upgrade Scheme (BUS) - Contacts | Ofgem

5. Voucher applications and voucher redemption applications

Section summary

This chapter outlines:

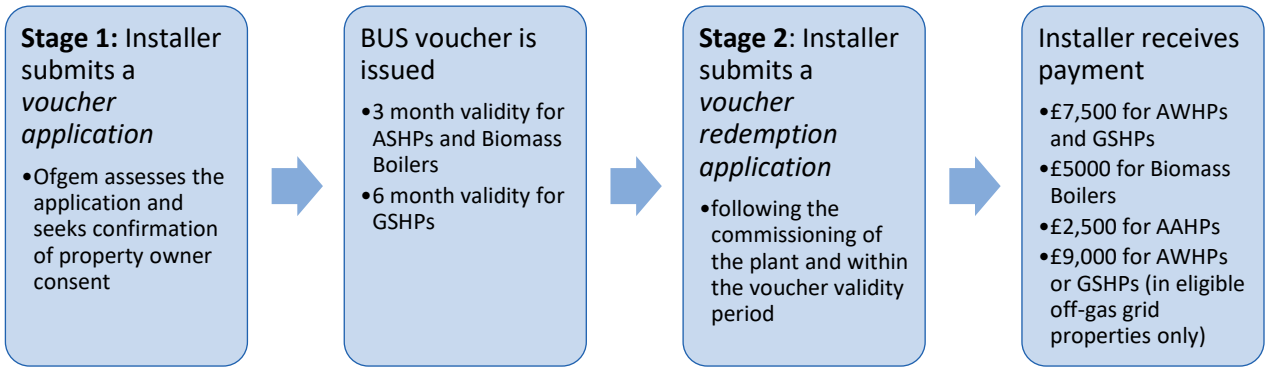
- How installers apply for a BUS voucher and for a voucher redemption
- The information and documentation required at each stage
- How property owner consent is obtained
- How to withdraw an application

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.[68]

2. **Voucher Redemption Application:** the installer submits an application to redeem their BUS voucher.[69]

Figure 1 – Application process overview



[68] The BUS regulations, Regulation 14
[69] The BUS regulations, Regulation 16

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
- carry out an on-site assessment and be satisfied that the property and chosen technology meet all the eligibility requirements (see Chapter 3)
- assess which grant value applies (see

- Table 8 – Grant values and validity periods)
- provide the property owner with a quote for the installation that includes the BUS grant as an upfront discount
- 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

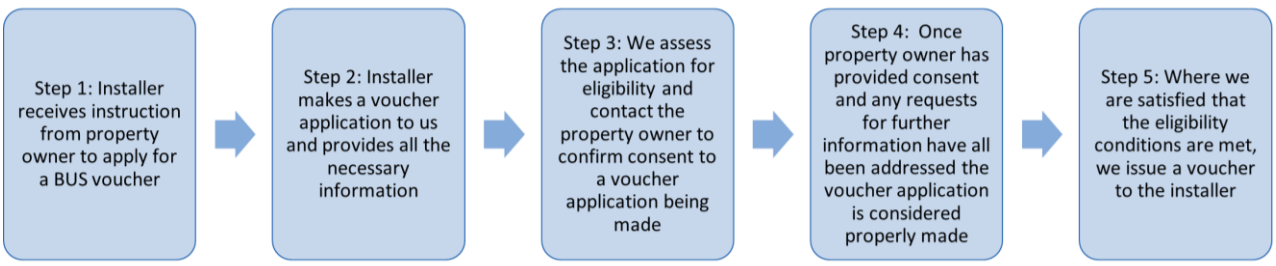
Supporting evidence

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 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.[70]

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 3.13).

5.08 Installers must provide all required information and associated evidence to demonstrate eligibility when making a voucher application.[71] This includes:

- installation address of the property
- property owner's name, email address (only if they have one)[72], telephone number and home address (if different from the installation address)[73]
- 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)
- confirmation of whether the property is connected to the gas grid
- 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 paragraphs 5.10 – 5.19).
- whether the property is an eligible self-build (see paragraph 3.52) and, if so, evidence to demonstrate this
- declaration that the property is not social housing or has shared ownership

[70] Boiler Upgrade Scheme - Portal
[71] The BUS regulations, Schedule 2
[72] If the property owner does not have an email address, see the assisted digital consent process in paragraph 4.46
[73] 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 and evidence ownership, e.g. a director or company secretary.

- 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.[74]

Retrofit installations 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 heating system being replaced

5.11 Where available, this evidence would typically include a recent utility bill or fuel receipt and photographs of the existing heating system. We recommend liaising with the property owner to acquire this evidence in advance of completing your voucher application where possible. If an expired EPC exists, you will also be asked to confirm the details of this.

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[75] (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

[74] The BUS regulations, Regulation 17(1)(a)
[75] 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.

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

5.15 Where an expired EPC[76] 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[77].

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-

[76] The BUS regulations, Regulation 2(2A)
[77] 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.

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)[78]
- invoices and/or contracts for builders or tradespeople
- 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

[78] 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.

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,[79] 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.

Evidence for uplifted grants in eligible off-gas grid properties

5.25 When applying for a voucher on the BUS installer portal, the uplifted grant value is not available as an option to select. Eligibility for the uplifted grant value is determined by Ofgem based on the answers and evidence provided as part of the application process.

5.26 When an installer is applying for an off-gas grid property that may be eligible for the uplifted grant, they must provide evidence to demonstrate that the property meets the relevant eligibility requirements (see paragraph 3.46).

5.27 This evidence may include, but is not limited to:

- a valid Energy Performance Certificate (EPC) where one is available,
- Where a valid EPC is not available, alternative evidence (e.g. a recent utility bill, fuel receipts or pictures of the heating system) may be provided.

5.28 Installers must also declare that the property meets the off-gas grid eligibility requirements as part of the application.

Providing quotes for BUS applications

5.29 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.

5.30 As part of the voucher application process, installers must submit:[80]

[79] 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.
[80] The BUS Regulation, Schedule 2,2(k)

- 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)
- date on the quote

5.31 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.

5.32 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

5.33 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 5.38).

Deducting the grant value upfront

5.34 Installers must deduct the full BUS grant value from the quote before any payment is made by the property owner.[81] This discount must appear at the quote stage (pre-installation) and on the invoice after the installation.

5.35 This requirement applies across all grant values available on the BUS, including the uplifted grant value of £9,000 for eligible off-gas grid properties. For more information on the requirements for the uplifted grant value for off-gas grid properties, see paragraph 3.46.

5.36 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

[81] The BUS Regulations, Regulation 14(2) (ca)

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.

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

Property owner consent

5.38 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. Consent must be received by the property owner themselves.

5.39 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

5.40 Ofgem sends an email to the property owner from boiler.upgrade.scheme.ofgem@notifications.service.gov.uk.

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

Deadlines for consent

5.42 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.

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

Assisted digital

5.44 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.

5.45 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

5.46 Ofgem offers a Welsh translation service where requested by the installer. This is indicated on the application form.

What property owners must confirm

5.47 Property owners must confirm:[82]

- 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

[82] The BUS regulations, Regulation 14(2)

- for uplifted grants in off-gas grid properties) that the property is off the gas grid and the existing heating system is fuelled by oil or liquefied petroleum gas (LPG).

5.48 As part of providing consent, property owners are also informed that Ofgem may request access to their property for audit purposes.[83]

5.49 Installers should make property owners aware of Ofgem's right to audit the installation. Property owners will be contacted directly regarding this requirement.

Identity verification

5.50 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.

Consent conditions and exceptions

5.51 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.

5.52 Where the property owner has confirmed consent in error, the property owner must contact us themselves at BUS.application@ofgem.gov.uk.

5.53 Fraudulent consent (i.e. any consent not received from the property owner) will result in the application being rejected and referred to Ofgem's Counter Fraud team (see Chapter 8 on audit and compliance).

[83] The BUS regulations, Regulation 18(1)

Special cases

5.54 **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.

5.55 **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).

5.56 **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.

5.57 **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.

5.58 **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).

5.59 **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.[84]

[84] Other categories of property owners and signatories may be accepted, depending on the circumstances and the supporting evidence provided.

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

5.60 Where property owners have a lasting power of attorney (LPA)[85] 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.[86]

Application requirements

When is an application "properly made"?

5.61 A voucher application is only considered "properly made"[87] when:

- all required information has been provided to assess eligibility
- any requested further information has been submitted
- property owner consent has been confirmed[88]

[85] View a lasting power of attorney - GOV.UK
[86] 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.
[87] The BUS regulations, Regulation 2(1) – definition of "properly made".

Requests for further information

5.62 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.[89]

5.63 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.

5.64 If a voucher application is rejected, Ofgem will send a notice to the installer outlining the reason for rejection.[90]

BUS voucher details

Issuing a voucher

5.65 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.

5.66 The voucher will be sent by email to the installer.[91] We will also notify the property owner that a BUS voucher has been issued.

5.67 The BUS voucher includes the following information:[92]

- 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)

[89] The BUS regulations, Regulation 14(5)(a)
[90] The BUS regulations, Regulation 15 (10)
[91] 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 7).
[92] 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

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

5.69 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.

5.70 The final date on which Ofgem can issue vouchers is 31 December 2029.[93] Further details about submitting voucher applications near this date will be provided closer to the time.

Validity and grant values

5.71 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).

5.72 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 5.90 on re-applications.

[93] The BUS regulations, Regulation 15(7)(c)

Table 8 – Grant values and validity periods

Technology type	Voucher Validity Period	Grant Value (from 21 July 2026)
Air-to-water heat pump	3 months	£7,500
Air-to-water heat pump in an off-gas grid property that is replacing an oil or liquefied petroleum gas heating system	3 months	£9,000
Air-to-air heat pump	3 months	£2,500
Ground source heat pump	6 months	£7,500
Ground source heat pump in an off-gas grid property that is replacing an oil or liquefied petroleum gas heating system	6 months	£9,000
Biomass boiler	3 months	£5,000

5.73 The off-gas grid uplift grant values only apply where property and heating system eligibility criteria are met, see paragraph 3.46 for further information.

Withdrawal of a BUS application

5.74 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

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

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

Withdrawal after voucher issue

5.77 If a voucher has already been issued, an installer may request withdrawal only if the corresponding redemption application has not been approved.[94]

5.78 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.

Further information requests

5.79 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.

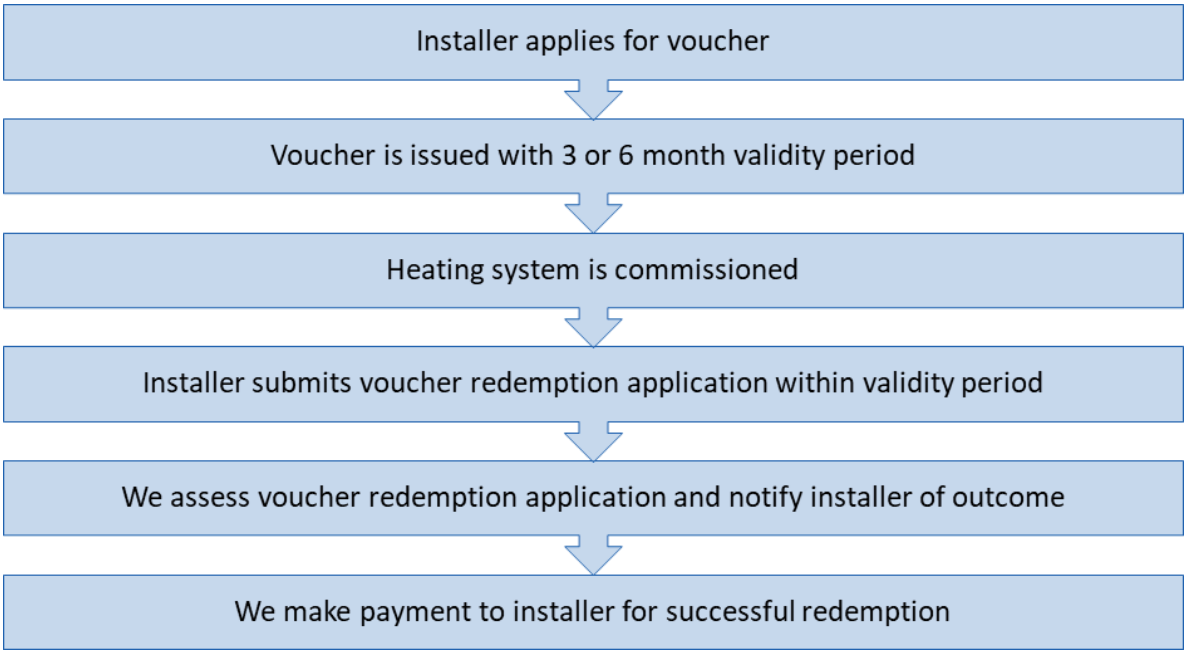
Stage 2: Voucher redemption application

5.80 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).

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

[94] The BUS Regulation, Regulation 14 (9)

Figure 3 – Typical voucher application and voucher redemption application process



How to submit a redemption application

5.82 Installers should create and submit voucher redemption applications online via the BUS digital portal.[95] Installers can do this in the installer dashboard by selecting the voucher they wish to redeem and choosing "Redeem Voucher."

5.83 To successfully redeem a voucher, installers must provide the following information:[96]

- MCS installation certificate number
- BUS installer account ID number
- Unique voucher ID
- Biomass emissions certificate, if applicable[97]

[95] Sign in to your Boiler Upgrade Scheme installer account - GOV.UK (www.gov.uk)
[96] The BUS regulations, Schedule 3
[97] 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.

Changes to the product installed

5.84 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

5.85 We check the product installed on the MCS certificate against the PEL at redemption. See paragraph 3.19 for more information on the PEL.

5.86 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.

5.87 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.

Assessment and outcome

5.88 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

5.89 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

5.90 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

5.91 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

5.92 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

5.93 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.

5.94 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.

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

Re-applying after a failed redemption application

5.96 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.

5.97 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.

5.98 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

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

5.100 **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.

5.101 **Linking Previous Applications:** Installers can email 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.

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

5.103 **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.

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

Help with BUS account creation, applications and redemptions

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

- Telephone: 0330 053 2006
- Email: BUS.enquiry@ofgem.gov.uk.

For opening hours, please see our website.[98]

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

- BUS account creation form: BUS.accountcreation@ofgem.gov.uk
- BUS voucher application: BUS.Application@ofgem.gov.uk
- BUS redemption application: BUS.Redemption@ofgem.gov.uk

5.107 If you require assistance setting up or accessing your GOV.UK One Login, contact GOV.UK One Login support directly.[99]

[98] Environmental and social scheme contacts | Ofgem
[99] Contact GOV.UK One Login

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.[100] BUS payments are made via BACS transfer and Installers should ensure that their nominated bank

[100] 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.

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:[101]

- 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.[102]

[101] The BUS regulations, Regulation 13(2)
[102] The BUS regulations, Regulation 13(4)

Current and potential grant categories

7.04 Grant categories are primarily 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, such as off-gas grid properties heated by oil or liquefied petroleum gas (LPG).[103] 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[104] 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 at least 28 days after the date on which the grant change notice is published, replacing the previously published set.[105]

7.08 On 28 May 2026, the Secretary of State published a grant change notice confirming the new set of grant categories and grant values that will be effective from 21 July 2026[106]. See paragraphs 7.12 – 7.14 for further information.

[103] The BUS regulations, Regulation 13 (3)
[104] The BUS regulations, Regulation 13(2A)
[105] The BUS regulations, Regulation 13(2B)
[106] Notice of approved grant categories and values for the Boiler Upgrade Scheme (from 21 July 2026) - GOV.UK

Impact on applications

7.09 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 3.14 for more information on "properly made".

7.10 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 3.13).

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

Uplifted grants for eligible off-gas grid properties

7.12 From 21 July 2026, eligible off-gas grid properties will be able to apply for an uplifted grant of £9,000 for either:

- an air-to-water heat pump; or
- a ground source heat pump

7.13 Applications relating to installations that meet the off-gas grid uplift eligibility requirements, but which were properly made before 21 July 2026, will be assessed based on the grant values in place at the time the application was properly made.

7.14 The uplifted grant value for off gas grid properties will be in place until 31 March 2027. A review of the grant will take place ahead of the next financial year to assess whether the value of support for these properties remains appropriate.

Scheme budget and allocation rules

7.15 The Secretary of State is responsible for setting the scheme budget.[107] 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.

[107] The BUS regulations, Regulation 12

7.16 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)
2022 - 2023	150
2023 – 2024	150
2024 – 2025	150 (+30 in additional spend)[108]
2025 – 2026	295
2026 - 2027	400*
2027 - 2028	600*
2028 - 2029	683*
2029 - 2030	709*

** A proportion of the 2026–2030 scheme budget has been set aside for potential future innovation activity, including initiatives to support the wider rollout 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.*

Budget announcements and updates

7.17 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.

7.18 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.

[108] The 2024–25 figure reflects additional in-year funding provided by the government to support strong demand for the Boiler Upgrade Scheme.

Voucher issuance and budget limits

7.19 Ofgem cannot issue any new vouchers once the budget threshold has been met.[109] 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

7.20 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.[110]

Quarterly budget allocation

7.21 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.[111]

Expired or revoked vouchers and budget return

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

[109] The BUS regulations, Regulation 15(4)
[110] The BUS regulations, regulation 15(4)
[111] 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 a range of audit approaches, including desk, remote video, and site audits. These may be selected on a statistical or a targeted basis. Where Ofgem has selected a targeted audit, we may put payments on hold until the audit is complete. Audits can take place post voucher redemption before a grant payment is made, or after a grant has already been paid.

8.03 Installers should make Property Owners aware of the requirement for them to allow access for audit purposes

Desk audits

8.04 Desk audits can be carried out by remote video call, phone, or email. We may need additional information from either or 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

8.05 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.

8.06 Site audits may be undertaken to:[112]

- 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

8.07 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.[113] The notice may be sent by either Ofgem or our contracted representative

8.08 Requests for access apply regardless of whether the voucher is valid, has expired, been redeemed, or been revoked.[114]

[112] The BUS regulations, Regulation 18(1)
[113] The BUS regulations, Regulation 18(2)
[114] The BUS regulations, Regulation 18(3)

8.09 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 or calling 0330 053 2006.

Consequences of refusing audits

8.10 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 repayment of grants already awarded

8.11 Installers should inform property owners of the possibility of audits as part of the application process and highlight the consequence/s of refusing or delaying them.

Audit evidence requirements

8.12 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 properly made.[115]

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

- Evidence of property ownership
- copies of MCS certificates and handover pack
- copies of EPCs and EPC site notes[116]
- utility bills and/or fuel delivery receipts

[115] The BUS regulations, Regulation 17(1)(a)
[116] 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.

- 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
- 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)
- evidence that the property is not connected to the gas grid (where relevant to determine eligibility for an uplifted grant value)

8.14 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

8.15 After an audit is completed, we will write to both the installer and property owner to confirm the audit has taken place and communicate the outcome. Where there are issues identified by the audit, the letter will specify the actions required to rectify them, if appropriate.[117]

8.16 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.

[117] The BUS regulations, Regulation 16(4)(a)

MCS checks

8.17 In addition to Ofgem's audit activity, MCS also undertake additional checks on BUS-funded installations completed by MCS installers, on behalf of Ofgem. MCS will contact property owners directly via boilerupgradescheme@mcscertified.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.[118] MCS may also conduct their own compliance checks to ensure compliance with the MCS Standards and Scheme Requirements.

8.18 Repeated non-compliance with BUS requirements may result in an installer being removed from the scheme and relevant concerns being shared with MCS, Certification Bodies and the relevant Consumer Code.

Compliance actions and investigations

Withholding payments

8.19 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, is failing, or has consistently failed to comply with an obligation (e.g. the installer has not deducted the grant amount from the initial quote) 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

[118] Contact Us - MCS

  - not eligible under BUS regulations (e.g. not meeting full space and water heating requirements of the property)
  - 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 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.

8.20 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

8.21 Within 14 days of deciding to withhold a payment, we will send a notice to the installer specifying:[119]

- which of the grounds for withholding (as set out in paragraph 8.19) 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.

[119] The BUS regulations, Regulation 20(2)

Outcomes following investigation

8.22 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.

8.23 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
- offset any future payments due to that installer
- undertake any other appropriate action, including referrals to relevant bodies or seeking civil recovery[120]

8.24 We will send a further notice to the installer specifying the case of non-compliance and the action we will take.[121]

Right of review

8.25 The right of review does not apply to Ofgem's decision to withhold a payment. We only withhold a payment during an 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, with any payment being paid back, or
- no further action, if found compliant

[120] Civil recovery notices will be sent to installers.
[121] The BUS regulations, Regulation 20(5)

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

Former installers

8.27 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.[122]

8.28 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

8.29 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 by the installer.[123] 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.[124]

8.30 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

[122] The BUS regulations, Regulation 24
[123] The BUS regulations, Regulation 21(1)
[124] The BUS regulations, Regulation 21(2)

8.31 If we revoke a voucher, we will notify the installer within 14 days of the decision. The notice will state:[125]

- the reason for the revocation
- if already paid, confirmation of the method of repayment
- details of the installer's right to request a review of our decision

Fraud and scheme abuse

8.32 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.

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

- [126] submitting a redemption with an MCS certificate where the installation is not fully commissioned
- applying for a voucher where no installation works are planned
- installing ineligible or counterfeit technologies
- obtaining or using false property owner consent
- falsifying evidence in support of an application
- withholding information

8.34 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:

[125] The BUS regulations, Regulation 21(3)
See MCS definition of commissioning

- 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.

8.35 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.

8.36 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

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

- emailing counterfraud@ofgem.gov.uk, or
- calling 0207 901 7373 and leaving a voicemail. If we require further information, we will call you back. For further information on whistleblowing, please see paragraph 8.39 below.

8.38 Further information on reporting suspected fraud is available on our website.[127]

Whistleblowing

8.39 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, or

[127] Counter fraud for environmental and social programmes | Ofgem

- calling 0207 901 7121

8.40 Further information on whistleblowing is available on our website.[128]

Repayment and offsetting

8.41 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.

8.42 Circumstances that might lead to repayment or offsetting include (but are not limited to) where an installer was paid:[129]

- 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

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

- the amount we are seeking to recover
- 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

[128] Whistleblowing | Ofgem
[129] The BUS regulations, Regulation 22

8.44 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

8.45 Ofgem may revoke, or "take back" an enforcement action we have previously imposed on an installer.[130] We may do so where an error occurred in our decision to exercise our compliance powers, or where revocation is otherwise just and equitable.

8.46 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)

[130] 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.[131] Additionally, we aim to publish monthly operational updates to aid transparency on scheme progression budget availability.[132] For more information on the scheme budget, please see chapter 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**[133] 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).[134]

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.[135] All data is aggregated and anonymised to protect personal and commercial confidentiality.

[131] The BUS regulations, Regulation 30
[132] The BUS regulations, Regulation 30
[133] BUS monthly scheme update | Ofgem
[134] Boiler Upgrade Scheme (BUS) - Guidance and resources | Ofgem
[135] 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 or by phone on 0330 053 2006.[136]

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.

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.

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.

[136] Please see here for Ofgem's opening hours: Environmental and social scheme contacts | Ofgem

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:[137]

- 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 will 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.

[137] The BUS regulations, Regulation 25

How to request a review

10.12 To request a review of a decision, complete the right of review form[138] and submit it to us at BUS.Review@ofgem.gov.uk.

10.13 The request must be received within **28 days** of the date of the notice of the decision being reviewed.[139]

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.[140]

[138] Boiler Upgrade Scheme: review request form | Ofgem
[139] The BUS regulations, Regulation 25(2)(a)
[140] The BUS regulations, Regulation 25(6)

Appendix 1 – Related publications and useful links

- Digital portal for installers (Ofgem)
- Boiler Upgrade Scheme: Guidance for property owners)
- Notice of approved grant categories and values for the Boiler Upgrade Scheme (from 21 July 2026) - GOV.UK (DESNZ, 28 May 2026)
- The Boiler Upgrade Scheme (England and Wales) (Amendment) Regulations 2024, (Government, 17 April 2024)
- The Boiler Upgrade Scheme (England and Wales) (Amendment) Regulations 2026, (Government, 28 April 2026)
- 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
- Boiler Upgrade Scheme (BUS) (Ofgem)
- https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-property-ownersApply 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, June 2026)

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.

O

OFF-GAS GRID PROPERTY

An "off-gas grid property" means a property that is not attached to a heat network, not fuelled by mains gas (capped or clamped gas supply meter points are still considered as "fuelled by mains gas"), has no record of an existing gas meter point at the property, and is not a new-build property.

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. Biomass boilers are not eligible to be installed as supplementary appliances on BUS.