Boiler Upgrade Scheme: Property Owner Guidance V5.2

Publication date:	3rd November 2026
Contact:	Jacob Myers, Senior Policy Manager Chandni Bhudia, Senior Policy Manager Peter Emmerson, Senior Policy Advisor
Team:	Future Heat Policy
Telephone:	0330 053 2006
Email:	BUS.Enquiry@ofgem.gov.uk

This guidance is for property owners who want to benefit from the Boiler Upgrade Scheme (BUS), which provides upfront grants to help reduce the cost of installing low carbon heating technologies.

This guidance sets out:

- which low carbon heating technologies and properties are eligible
- how to find an installer who can make an application on your behalf
- what is required from installers
- our approach to audit and compliance
- useful 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 any application properly made before this date, please refer to version 4.1 of this guidance.

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.

Boiler Upgrade Scheme: Property Owner Guidance V5.1 (*for applications properly made on or after 28 April 2026 (on or after 21 July 2026 for uplifted grants for eligible off-gas grid properties)*).

© Crown copyright 2026
The text of this document may be reproduced (excluding logos) under and in accordance with the terms of the Open Government Licence.

Without prejudice to the generality of the terms of the Open Government Licence the material that is reproduced must be acknowledged as Crown copyright and the document title of this document must be specified in that acknowledgement.
Any enquiries related to the text of this publication should be sent to Ofgem at:
10 South Colonnade, Canary Wharf, London, E14 4PU.

This publication is available at www.ofgem.gov.uk and any enquiries regarding the use and re-use of this information resource should be sent to: psi@nationalarchives.gsi.gov.uk

Contents

Boiler Upgrade Scheme: Property Owner Guidance V5.2 1

1. Introduction 5

What is the Boiler Upgrade Scheme (BUS)? 5

What is this guidance and how should I use it? 5

What do I need to know now, before I read further? 6

About this guidance 6

Where to find more help 7

Personal data 7

2. Roles and responsibilities 8

Section summary 8

Role of Government 8

Role of Ofgem 8

Role of installers 9

What you should expect from your installer 9

Role of property owners 10

Role of MCS as a certification scheme 10

Role of Consumer Codes 11

Where to go for help 13

3. Eligibility requirements 14

Section summary 14

How eligibility works under the Boiler Upgrade Scheme 14

Properties the scheme is designed to support 15

Uplifted grants for eligible off-gas grid properties 15

Situations that are usually not eligible 16

Eligible technologies (high level) 16

Replacing your existing heating system 17

What your installer will check 17

What you will be asked to confirm or provide 18

If you are unsure about eligibility 18

4. How to benefit from the Boiler Upgrade Scheme – the application process 19

Section summary 19

Step 1 - Choosing an installer and technology 19

Finding an installer....19
Getting multiple quotes....20
Understanding technology options....20
Energy efficiency and insulation....21
What to expect from installers during this stage....21
Before You Start....21
Step 2 – getting your quote....22
Step 3 – your installer applies for a BUS voucher....22
If your application is for a self-build property....23
If your application is for an eligible off-gas grid property....24
Applications made after installation (retrospective applications)....24
Step 4 – confirming your consent....25
How consent works....25
What giving consent means....25
What you must confirm....25
Identity verification....27
Providing documents directly to Ofgem....27
Assisted digital support for providing consent....28
Welsh language support for providing consent....28
Step 5 – installation of your new heating system....28
Installation deadlines....28
Quality checks and standards....28
Post-installation documentation....29
Step 6 – Voucher redemption....29
If something changes or goes wrong....30
Consent given in error....30
Incorrect details....30
If installation is delayed beyond the voucher validity....30
Fraud concerns....30
Summary – your BUS journey at a glance....30
If your property ownership is more complex....31
Properties with more than one owner....31
Properties owned by organisations....31
Giving consent where a power of attorney is in place....32
Change in property ownership during the process....33
Shared ground loop installations....33

5 Audit & compliance 34
Section summary 34
Types of audits you may experience 34
What happens after an audit 37
Fraud and scheme abuse 38
6 Queries, feedback, and complaints 39
Section summary 39
Queries 39
If you think a decision is wrong 39
Complaints 40
Complaints about installers or installations 40
Complaints about Ofgem's administration of the scheme 40
Complaints about scheme policy 40
Appendix 1 - Background information for self-build properties 41
Self-build properties – how eligibility is assessed 41
What makes a property a self-build (high-level explanation) 41
Excluded property developments 42
Evidence in self-build cases 43
Examples of evidence that may be accepted 43
Submitting evidence 44
Information that must be clear in the evidence 44
Appendix 2 - Related publications and useful links 45

1. Introduction

What is the Boiler Upgrade Scheme (BUS)?

1.01 The Boiler Upgrade Scheme is a government scheme that provides upfront grants to help reduce the cost of installing a low-carbon heating system, such as a heat pump or, in limited circumstances, a biomass boiler, in properties in England and Wales.

1.02 The grant is applied upfront as a discount to the cost of your installation. You do not receive the grant directly – it is paid to your installer and reflected in your quote and invoice. The grant values are:

- £7,500 for air-to-water heat pumps (AWHP) and ground source heat pumps (GSHP)
- £2,500 for air-to-air heat pumps (AAHP)
- £5,000 for biomass boilers
- £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).

1.03 Your installer will explain which grant applies to your installation and show this on your quote.

What is this guidance and how should I use it?

1.04 This guidance is for property owners who want to understand how the Boiler Upgrade Scheme works and what to expect if they choose to take part. It explains:

- which properties and technologies may be eligible
- what your installer will do
- what information Ofgem will ask you to confirm

- what to expect during checks or audits
- where to go if you have questions or concerns

What do I need to know now, before I read further?

1.05 Before continuing, it's helpful to be aware that:

- this guidance applies to applications properly made on or after 28 April 2026, except the guidance on the uplifted grant value for eligible off-gas grid properties which applies to applications properly made on or after 21 July 2026.
- the Boiler Upgrade Scheme is installer-led and you cannot apply yourself
- your chosen installer applies for the grant on your behalf and redeems it after installation
- Ofgem will contact you directly to confirm your consent and verify your identity
- your installer must deduct the grant amount upfront from your quote/invoice
- you may be asked to provide information or evidence if your application or installation is selected for checks or audits
- if you disagree with a decision, your installer must request a statutory review on your behalf within 28 days of the notice of the decision being reviewed.
- if anything in this guidance conflicts with the scheme regulations, the regulations will take precedence

About this guidance

1.06 This guidance reflects the current rules of the Boiler Upgrade Scheme. It cannot cover every possible scenario. If a scenario is not addressed here, Ofgem will adopt an approach that is consistent with the scheme regulations.

1.07 This document is not legal advice. Your installer is responsible for ensuring that applications meet the scheme requirements, with your support where needed.

Where to find more help

1.08 If you have questions about the Boiler Upgrade Scheme or this guidance, contact the BUS Enquiries team at BUS.Enquiry@ofgem.gov.uk.

1.09 Please note our Enquiries team is unable to confirm eligibility or provide pre-approval before an installer submits an application.

Personal data

1.10 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.

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

1.12 Your installer will provide you with a privacy notice which will explain how they process your personal data and how it is shared with Ofgem.

1.13 For more information on how we process the personal information of property owners under the BUS, please refer to our property owner privacy notice which has been published separately.[1]

[1] Boiler Upgrade Scheme Privacy Notice - Property Owners | Ofgem

2. Roles and responsibilities

Section summary

This chapter explains who does what under the Boiler Upgrade Scheme, including the government, Ofgem, installers, property owners, The Microgeneration Certification Scheme (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) sets the policy and rules (regulations) for the Boiler Upgrade Scheme, including which technologies are supported and the value of grants.

Role of Ofgem

2.02 Ofgem administers the scheme on behalf of the government. Our role includes:

- publishing guidance for installers and property owners
- confirming whether your property and chosen technology meet the eligibility requirements based on the information submitted by your installer
- checking applications submitted by installers
- carrying out audit and compliance checks which may include contacting you or arranging a visit to your property
- making the grant payment to your installer

2.03 Ofgem cannot provide pre-approval or confirm eligibility before a full application is submitted by your installer.

Role of installers

2.04 The Boiler Upgrade Scheme is installer-led. Installers are responsible for managing the application process and ensuring scheme requirements are met. Installers must:

- assess whether your property and chosen technology meet the BUS eligibility criteria
- submit the BUS application on your behalf
- apply the upfront grant deduction to your quote and final invoice
- provide accurate evidence and information to Ofgem
- install the system in line with MCS standards
- comply with audit or evidence requests
- request a statutory review on your behalf if you disagree with a decision

What you should expect from your installer

2.05 Your installer should:

- explain the installation process clearly, including timelines and next steps
- provide a clear, itemised quote showing the grant deduction
- inform you if any details in your application are missing or need clarification
- keep you updated on the status of your application

Role of property owners

2.06 As a property owner, your role is to support your installer and respond to requests from Ofgem where needed. You must:

- choose an MCS-certified installer
- provide accurate information to your installer
- confirm your identity and consent when Ofgem contacts you
- if you are a landlord, make sure you have informed any tenant about the installation
- allow access to your property if application is selected for an audit
- inform your installer promptly if any details change (e.g. contact details or ownership)
- keep important documents such as quotes, invoices, and proof of payment

Role of MCS as a certification scheme

2.07 MCS[2] 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 MCS:

- sets and maintains technical installation and product standards
- certifies installers and eligible products
- issues MCS certificates for completed installations

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

- 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

2.09 If you have a concern about installation quality, technical standards, consumer protection issues or your MCS certificate or product, you can contact MCS at https://mcscertified.com, by calling 0333 103 8130, or by emailing hello@mcscertified.com.

2.10 After an installation is complete and a BUS grant has been claimed, MCS may contact you for a short, routine verification on behalf of Ofgem either via email or phone (0333 103 8198). This is a normal quality-assurance step.

Role of Consumer Codes

2.11 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.

2.12 To participate in BUS, installers working with consumers must be MCS-certified and members of a consumer code approved by the Secretary of State. There are three consumer codes relevant to BUS:

HIES – Home Insulation & Energy Systems Contractors Scheme

2.13 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.

2.14 Contact details:

- Website: https://www.hies.org.uk
- Telephone: 0344 324 5242

RECC – 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:

- Website: https://www.recc.org.uk
- Telephone: 0207 981 0850

Redeveloped Microgeneration Certification Scheme (MCS:2025)[3]

2.17 The MCS redeveloped installer Scheme (MCS:2025) was approved by the Secretary of State as a consumer code for the BUS[4] with effect from 1 June 2026.

2.18 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.

2.19 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).

[3] Microgeneration Certification Scheme (MCS) 2025 version 1 was approved by the Secretary of State as a consumer code on 1 June 2026.
[4] Notice of standards - GOV.UK

2.20 Contact detail:

- Website: https://mcscertified.com
- Telephone: 0333 103 8130

Where to go for help

2.21 If you have a question or concern, the right place to start depends on the issue:

- Questions about your installation, quote, or installer behaviour
  - your installer (in the first instance)
  - MCS
  - the consumer code that covers your installation (for example HIES, RECC or MCS:2025)

- Questions about the status of a BUS application
  - your installer

- Consent requests, audits, or scheme checks
  - Ofgem

- Complaints about Ofgem's administration of the scheme
  - Ofgem complaints (see Chapter 6)

2.22 This helps ensure your query is handled as quickly and effectively as possible.

3. Eligibility requirements

Section summary

This chapter explains, at a high level, who the Boiler Upgrade Scheme (BUS) is for and the main eligibility rules that apply to property owners. It is intended to help you understand whether the scheme may be suitable for your property and what your installer will need to check before applying.

The Boiler Upgrade Scheme is **installer led**. Your installer is responsible for assessing detailed eligibility requirements and submitting evidence to Ofgem as part of the application process.

How eligibility works under the Boiler Upgrade Scheme

3.01 Eligibility for BUS is confirmed when your installer submits an application on your behalf and provides the required information and evidence. Ofgem assesses eligibility based on the information provided at each stage of the application.

3.02 This guidance does not determine eligibility in advance, and reading this chapter does not guarantee that an application will be successful.

3.03 Your installer will:

- check whether your property and chosen technology meet the scheme rules
- gather and submit the information needed to support the application

3.04 You will be asked to confirm certain details and provide consent once an application is submitted.

3.05 A voucher application is only considered "properly made" once Ofgem has all the necessary information to assess eligibility, and you have provided consent and identity verification. At redemption stage an application is "properly made" when Ofgem has all the required information. Where further information is requested, an application will not be

considered "properly made" until the necessary information is provided to substantiate the application.

Properties the scheme is designed to support

3.06 At a high level, BUS is designed to support the installation of low-carbon heating systems in existing buildings in England and Wales.

3.07 The scheme is primarily aimed at properties that are replacing:

- a fossil fuel heating system (such as gas, oil, or LPG)
- an electric heating system (excluding existing heat pumps)

3.08 Both residential and non-residential properties may be eligible for BUS, however air-to-air heat pumps are only eligible in residential properties.

3.09 Properties such as churches and park homes may be eligible, subject to meeting wider eligibility requirements.

3.10 Your installer will check whether your property type is eligible under the scheme rules.

Uplifted grants for eligible off-gas grid properties

3.11 From 21 July 2026, an uplifted grant value of £9,000 will be available to properties not connected to the gas grid that are replacing heating systems fuelled by oil or liquefied petroleum gas (LPG) with either:

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

3.12 The uplifted grant value will be available for applications properly made between 21 July 2026 until 31 March 2027. Your installer is responsible for determining whether you may be eligible for the uplifted grant, and for ensuring all information provided is accurate.

3.13 Self-build properties are not eligible for the uplifted grant; however, they may still qualify a grant value of £7,500 if they meet all the relevant eligibility criteria. For further information, see Appendix *1.*

Situations that are usually not eligible

3.14 Some properties are **not eligible** for support under BUS. The most common examples include:

- **social housing**
  Properties classed as social housing are not eligible for BUS funding (this includes shared ownership properties)

- **most new-build properties**
  New-build properties are generally not eligible, except for certain self-build properties that meet specific criteria. See Appendix 1 for more information on self-build eligibility

- **previous public funding**
  A property will usually not be eligible if public funding has already been received to install a low-carbon heating system at the same address

3.15 Your installer can explain how these rules apply to your property and whether any exceptions may be relevant.

Eligible technologies (high level)

3.16 BUS supports the installation of certain low-carbon heating technologies, including:

- Air-to-water heat pumps
- Ground-source heat pumps
- Air-to-air heat pumps
- Biomass boilers

3.17 Air-to-air heat pumps are only eligible for residential buildings.

3.18 Biomass boilers are only eligible in limited circumstances and are subject to additional location and air-quality requirements.

3.19 Your installer will advise which technologies are suitable for your property and whether they meet the scheme's eligibility rules. The detailed technical requirements for each technology are assessed by installers and are set out in the BUS Guidance for Installers[5].

Replacing your existing heating system

3.20 To be eligible for the Boiler Upgrade Scheme, any existing fossil-fuel heating system (such as a gas or oil boiler) must be fully replaced.

3.21 You cannot keep a fossil-fuel heating system alongside a BUS-funded installation.

3.22 In some cases, a BUS-funded **heat pump** may be installed alongside other low-carbon heating systems, where this is permitted under the scheme rules. Your installer will confirm whether this applies to your installation.

3.23 Your installer is responsible for ensuring the overall heating system complies with the scheme rules.

What your installer will check

3.24 Before applying for BUS, your installer will assess whether your installation meets the scheme's eligibility rules. This may include checking:

- your property type and location
- the heating system currently in place
- whether the chosen technology is suitable for your property

[5] Boiler Upgrade Scheme: Guidance for Installers | Ofgem

- whether the installation meets scheme and industry standards

3.25 Your installer is responsible for making sure the application is accurate and complete.

What you will be asked to confirm or provide

3.26 As part of the application process, you will be asked to:

- confirm details about your property and its ownership
- confirm that you have not received other public funding for the same installation or a previous installation at the property
- provide information to help verify eligibility (for example, details of your existing heating system)
- confirm your consent for an application to be made on your behalf

3.27 Ofgem will contact you directly to confirm consent and verify your identity once an application is submitted.

If you are unsure about eligibility

3.28 If you are unsure whether your property or planned installation may be eligible:

- speak to your installer early in the process
- make sure you understand any assumptions or requirements before work begins

3.29 A BUS voucher can only be issued once Ofgem has assessed all the relevant information needed to satisfy the eligibility requirements.

4. How to benefit from the Boiler Upgrade Scheme – the application process

Section summary

This chapter explains how property owners can take advantage of the Boiler Upgrade Scheme (BUS). It sets out:

- What you need to do at each stage
- What your installer is responsible for
- How and when Ofgem will contact you
- What happens if details change or something goes wrong

The BUS application is **installer-led**. You do not apply to Ofgem yourself. Your main responsibilities are to choose an eligible installer, provide accurate information, confirm your consent, and respond to any requests from Ofgem.

Step 1 - Choosing an installer and technology

4.01 Before agreeing to any work, it's important to choose the right installer and understand which low-carbon heating system may be suitable for your property.

Finding an installer

4.02 All BUS installations must be carried out by MCS-certified installers.

4.03 MCS have a "Find an installer" tool on their website[6], which allows you to search for certified installers in your area. The tool also offers a filter to show installers who have created a BUS Installer Account, meaning they are able to apply for the grant on your behalf.

[6] Find An Installer - MCS

4.04 Your chosen installer will need to be certified by MCS. This demonstrates that the installer is technically competent, and that the installation will be compliant with this aspect of scheme requirements. It will also ensure that you are covered by consumer protection schemes governing the products and their performance, as well as the quality of the installation and service you receive from your installer. For more information on consumer codes, please see chapter 5.

Getting multiple quotes

4.05 As with all property improvements, we encourage property owners to obtain quotes from more than one installer.

4.06 Comparing quotes can help you judge whether the price and proposed system are fair for your property. It also helps you to understand different design approaches and installation options.

Understanding technology options

4.07 Different low-carbon heating systems may be suitable for different types of property. Your installer will assess the best option, but you may find it helpful to do some independent research too.

- the Energy Saving Trust[7] provides impartial advice on the main types of low-carbon heating technologies and how they perform in different property types

- you can also use the government's online heat pump suitability tool[8], which provides a general indication of whether a heat pump may work well in your property. This tool is only a general resource and does not assess whether your property meets the specific eligibility requirements of the Boiler Upgrade Scheme

- Nesta, the research and innovation foundation, operate a "Visit a Heat Pump" service across the UK[9]. This allows you to connect with heat pump owners and experts, ask questions about real-world installations, or arrange a visit to see a system in use

[7] Energy at home - Energy Saving Trust
[8] DESNZ: Heat Pump Suitability Tool - GOV.UK
[9] Visit a heat pump

Energy efficiency and insulation

4.08 Heat pumps perform best in a well-insulated home. Improving your property's energy efficiency can help reduce running costs and improve comfort.

4.09 If your property has an Energy Performance Certificate (EPC), this will include a "changes you could make" section, suggesting ways to improve energy efficiency.

4.10 Insulation measures, such as cavity wall or loft insulation, can significantly reduce heat loss and may help improve the performance of a low-carbon heating system.

4.11 The government recommends that you consider making energy efficiency upgrades where practical and affordable to do so. Further information is available at: Energy Efficient Home - Invest to Save On Your Energy Bills.

4.12 We recommend discussing energy efficiency measures with your installer as part of the design process, so they can advise what (if anything) may be helpful for your property.

What to expect from installers during this stage

4.13 Your installer should be willing to explain:

- which types of heat pumps or biomass boilers could work in your property
- how installation would affect your home (e.g., heat emitters, space requirements)
- whether any upgrades may be needed (e.g., radiators)

4.14 This will help you choose an installer you feel confident in, and a system that is appropriate for your home and your needs.

Before You Start

4.15 Before the application process begins, your installer should:

- explain how BUS works and check whether your property and chosen heating system are eligible

- provide you with a quote that shows the BUS grant deducted upfront
- confirm what information they need from you to prepare the application

Step 2 – getting your quote

4.16 Your installer should come to your property to undertake a heat loss assessment and provide a quote and bill impact assessment.

4.17 Your installer must give you a clear, itemised quote that includes:

- the total cost before any BUS discount
- the value of the BUS grant
- the remaining amount you will pay after the BUS grant is deducted

4.18 If you are eligible for the uplifted grant value of £9,000 for off-gas grid properties, the uplifted amount should be reflected in the grant amount shown on your quote.

4.19 This is a legal requirement. Your installer must apply the full value of the BUS grant as an upfront discount and must not request or accept payment of the discounted amount. If an application is rejected or a voucher is revoked, whether your installer can seek payment of the deducted amount will depend on the contractual terms you have agreed with your installer.

4.20 If your quote does not show this discount, please contact the BUS Enquiries Team (BUS.Enquiry@ofgem.gov.uk).

Step 3 – your installer applies for a BUS voucher

4.21 Once you agree to proceed, your installer will submit a voucher application to Ofgem. You do not need to complete any forms yourself.

4.22 To make the application, your installer will gather details such as:

- your name and contact information
- the installation address
- the chosen heating system
- the type of heating system being replaced (if applicable)
- details of your quote, including the upfront grant deduction
- EPC reference number (where applicable)
- whether the property is connected to the gas-grid

4.23 If your property has a valid EPC, your installer will include the EPC reference number as part of the application.

4.24 If your property does not have a valid EPC, you may still obtain one before your installer applies for a BUS voucher. Otherwise, your installer will need to provide alternative evidence to demonstrate eligibility. This may include information such as a utility bill (dated within 3 months) or fuel receipt (most recent available), photographs of the existing heating system, and an expired EPC, where available.

4.25 Your installer is responsible for providing all supporting evidence to Ofgem. You may be asked to help your installer obtain information where needed. You will only be contacted by Ofgem directly if something requires clarification.

If your application is for a self-build property

4.26 In some less common situations (for example, self-build properties), your installer may need to provide additional information or evidence to support the application. Further background information is provided in Appendix 1.

If your application is for an eligible off-gas grid property

4.27 Under certain circumstances, you may be eligible for an uplifted BUS grant value of £9,000 for the installation of an air-to-water or ground source heat pump. To be eligible, your property must be:

- off the gas grid; and,
- replacing a heating system that is fuelled by oil or liquefied petroleum gas (LPG)

4.28 For the purposes of BUS, "off-gas grid" means a property that:

- is not fuelled by mains gas (capped or clamped supply meter points are still considered as fuelled by mains gas);
- does not have any record of an existing gas meter point at the property;
- is not attached to a heat network;
- is not a new-build property.

4.29 When applying, your installer will need to provide evidence confirming that the property meets the above requirements. This could include an EPC, or where an EPC is not available, alternative evidence such as recent fuel bills or photographs of your existing heating system may be provided.

Applications made after installation (retrospective applications)

4.30 In some cases, installers may apply for a BUS voucher after the installation has been commissioned, provided the application is properly made within 120 days of commissioning.

4.31 You as the property owner should be aware that retrospective applications carry additional risk. Submitting an application after installation does not guarantee that the installation will be eligible for funding, or that a BUS grant will be paid.

4.32 You should discuss this carefully with your installer before agreeing to proceed with an installation where a voucher has not yet been issued.

Step 4 – confirming your consent

4.33 After your installer submits a voucher application, Ofgem will contact you directly to confirm your consent and verify your identity. You must respond to these requests promptly to avoid delays.

4.34 You must provide consent within 14 days of receiving this email. If you do not respond within 14 days, the application may be rejected, and your installer may need to submit a new application.

How consent works

4.35 You will receive an email from boiler.upgrade.scheme.ofgem@notifications.service.gov.uk containing a secure link.

What giving consent means

4.36 Providing consent allows Ofgem to confirm that you have agreed for your installer to apply for a BUS voucher on your behalf. Only you can provide consent, installers cannot provide consent on your behalf.

4.37 Giving consent does not create, replace, or amend any contractual arrangement between you and your installer. Any contract for installation works remains a matter between you and your installer.

What you must confirm

4.38 When giving consent, you will be asked to confirm:

- your full name[10]

[10] Where the property is owned by an organisation this should be an individual who can legally represent the organisation e.g. a director or company secretary.

- the installation address
- the proposed heating system
- your ownership of the property, or authority to act on behalf of all owners
- that the property is not social housing
- that you have informed the tenant of the installation (where applicable)
- the quote details supplied by the installer
- that you have received the upfront BUS grant discount
- that no other public funding has been used for this installation
- that you will become the legal owner of the new heating system once installed
- that you understand that Ofgem may request access to your property for audit purposes (see Chapter 5)
- (for uplifted grants in off-gas grid properties) that the property is off the gas grid and the existing system is fuelled by oil or liquefied petroleum gas (LPG)

4.39 You will normally only be asked to provide consent once, at the voucher application stage. Consent is not required again at the redemption stage, unless your installer needs to submit a new application (for example, if a voucher expires or is withdrawn).

4.40 You should tell your installer if any key details are incorrect or change later (e.g. contact details, property ownership).

4.41 If your situation is more complex (for example, if the property is owned by an organisation), see paragraph 4.64 onwards.

A note on ownership and payment arrangements

4.42 To be eligible for the Boiler Upgrade Scheme, you must become the legal owner of the new heat pump or biomass boiler once it is installed.

4.43 Some payment or finance arrangements mean that ownership of the heat pump or biomass boiler is retained by a third party (such as a finance provider or installer). These arrangements are not eligible under the rules of the scheme.

4.44 Your installer should check whether your chosen payment or finance arrangement meets the scheme rules before applying. If you are unsure, you should ask your installer to explain how ownership will work before you give consent.

Identity verification

4.45 Ofgem may need to verify your identity using the information provided by your installer as part of the application. This verification is carried out using a third-party identity verification service.

4.46 You may be asked to provide identity documents. This is a normal part of the process and helps protect the scheme from fraud. You will usually have 14 days to provide any requested information.

4.47 Examples of documents that may be accepted include a valid passport or driving licence, or recent official correspondence such as a utility bill or bank statement.

Providing documents directly to Ofgem

4.48 In most cases, you will provide information and evidence to your installer, who will submit this as part of the voucher application.

4.49 However, where you have a genuine concern or you need to provide evidence directly to Ofgem rather than via your installer - for example, where documents are sensitive (such as bank statements or mortgage documents) - we will consider this on a case-by-case basis. If you need to do this, please contact us at: BUS.propertyowner@ofgem.gov.uk

4.50 Before contacting us, you should ask your installer for the reference number for your application, where possible. This reference number will begin with "GID…" and should be included in any correspondence you send us.

Assisted digital support for providing consent

4.51 If you cannot use the online process, an assisted telephone/postal route is available. As this might take longer, we allow 28 days for you to provide consent if using the assisted digital route.

Welsh language support for providing consent

4.52 Ofgem can provide a Welsh-language service to support property owners when providing consent to a BUS voucher application, where the installer requests this.

Step 5 – installation of your new heating system

4.53 After you have given consent and the voucher is issued, your installer can carry out the installation.

Installation deadlines

4.54 BUS vouchers can only be redeemed within set validity periods. This means that your installer must complete the work, commission the system, and redeem the BUS voucher:

- within 3 months for air-to-water heat pumps, air-to-air heat pumps, and biomass boilers
- within 6 months for ground-source heat pumps

4.55 If installation cannot be completed on time, your installer may need to withdraw the voucher and apply for a new one. You will then need to provide consent again, and may also need to provide any updated evidence, such as utility bills.

Quality checks and standards

- installers must carry out the installation in line with MCS standards

- You may be contacted by MCS to provide feedback or verify installation details

Post-installation documentation

4.56 After the installation has been completed, your installer should provide you with appropriate post-installation documentation. This may include:

- an MCS certificate for a heat pump or biomass boiler installation
- for biomass boilers, an emissions certificate, where applicable

4.57 These documents confirm that the installation meets the relevant scheme and certification requirements. You should keep copies for your records.

Step 6 – Voucher redemption

4.58 Once your system has been commissioned and fully checked:

- your installer submits a voucher redemption application to Ofgem. We will notify you when this happens.
- Ofgem assesses the application and may contact you or your installer for more information if we determine that the evidence initially provided is not sufficient for a successful redemption
- if successful, Ofgem will notify you and pay the grant directly to the installer. You do not receive any payment.
- you benefit from the grant through the upfront discount already applied to your quote and invoice

4.59 If the redemption application is rejected, your installer may fix the issue and submit a new application (subject to voucher validity rules).

If something changes or goes wrong

Consent given in error

4.60 If you accidentally confirm consent for the wrong application, you must contact Ofgem as soon as possible on BUS.application@ofgem.gov.uk

Incorrect details

4.61 If incorrect information was included in an application, your installer may withdraw it and submit a new application. You will need to provide consent again. If your installer is unable or unwilling to correct the information, please contact the Ofgem support team at BUS.propertyowner@ofgem.gov.uk with your voucher reference number.

If installation is delayed beyond the voucher validity

4.62 Your installer must withdraw and re-apply, and you must give new consent.

Fraud concerns

4.63 If you suspect fraud (for example, someone applying without your knowledge, or your installer submitting a redemption application before the installation is complete), contact Ofgem's Counter Fraud team immediately at counterfraud@ofgem.gov.uk

Summary – your BUS journey at a glance

1. Choose an MCS-certified installer
2. Get your quote showing the BUS grant deducted upfront
3. Your installer applies for a voucher
4. Ofgem contacts you → you give consent within 14 days
5. Installer completes the installation within 3 or 6 months
6. You benefit from the grant through the reduced upfront cost

7. Installer redeems the voucher → Ofgem pays the installer

If your property ownership is more complex

4.64 This section explains how the consent and evidence process works in less common situations. You only need to read this section if one of the scenarios below applies to you.

Properties with more than one owner

4.65 Where a property has more than one owner (for example, joint owners), we only need one owner to provide consent. The owner providing consent must confirm they have the authority to act on behalf of the other owner(s).

Properties owned by organisations

4.66 Some properties are owned by organisations rather than individuals. This can include companies, charities, trusts, schools, housing associations, or places of worship.

4.67 In these cases:

- consent must still be provided by an individual, not by the organisation itself and
- that individual must be someone who is legally authorised to represent the organisation (for example, a director or trustee)

4.68 If the organisation that owns the property is not listed on Companies House, a Letter of Authorisation (LOA) must be completed. This confirms who is authorised to act on behalf of the organisation. The LOA is available on our website and must be submitted by your installer as part of the application.

4.69 The table below shows examples of who we would normally accept as an authorised signatory for different types of organisations:

Table 4 - Signatories of the LOA

Organisation type	Accepted 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

Giving consent where a power of attorney is in place

4.70 If a property owner has a lasting power of attorney (LPA) in place, consent for a BUS application should be provided by the attorney, rather than by the property owner themselves.

4.71 In these cases:

- your installer will include the name of the property owner on the application
- the consent request will be sent to the attorney's email address
- Ofgem will contact the attorney directly if we need further information

4.72 If the LPA was registered:

- on or after 1 September 2019, we will usually ask for the surname of the property owner (the donor) and the LPA access code
- before 1 September 2019, we will usually ask for a copy of the LPA

4.73 Further information about lasting power of attorney is available on the government website.[11]

[11] View a lasting power of attorney - GOV.UK

Change in property ownership during the process

4.74 If the property is sold during the process, your installer must inform Ofgem so we can seek consent from the new owner.

Shared ground loop installations

4.75 In some cases, multiple properties may be connected to a shared ground loop heat pump system.

4.76 Where this applies:

- each property must have its own voucher application
- consent must be provided separately for each property owner

4.77 Your installer will explain if this applies to your installation.

5 Audit & compliance

Section summary

This chapter explains why Ofgem carries out audits on BUS applications, what this might involve for property owners, and what to expect if your application or installation is selected.

Why we undertake audits

5.01 Ofgem carries out checks to help make sure that public money provided through the Boiler Upgrade Scheme has been used correctly and in line with the scheme rules. These checks are a routine part of running the scheme and help protect property owners, installers, and public funds. Being contacted by Ofgem for an audit does not mean that something is wrong with your application or installation.

What this means for property owners

5.02 As part of our audits, we may contact you as a property owner directly. This is normal and can happen at difference stages of the application or after a grant has been paid.

5.03 You may be contacted to:

- confirm information that has been provided by your installer
- provide documents or clarification where needed
- arrange access to your property if a site visit is required

5.04 Your installer is responsible for submitting most of the information and evidence needed for the scheme. We will only ask you for information where it is necessary.

Types of audits you may experience

5.05 We carry out two main types of audits:

- **Desk Audits:** Desk audits are carried out remotely, usually by phone, email, or post. We may ask questions or request information to help us confirm that the application or installation meets the scheme requirements

- **Site Audits:** In some cases, we may ask to visit the property to inspect the installed system. If a site visit is required, we will give you at least two days' notice and explain what the visit will involve. All our site auditors are appropriately Disclosure and Barring Service (DBS) checked and authorised

What you may be asked to do

5.06 If your application or installation is selected for an audit, you may be asked to:

- respond to requests for information within the timescales given

- provide documents where relevant (for example, proof of ownership or identity)

- allow access to your property for a site visit, if required

5.07 We will explain clearly what is needed and why.

5.08 We are likely to request evidence from you when we carry out an audit. Evidence that may be requested includes but is not limited to:

- valid ID (**e.g. passport or driving license or similar)**

- proof of address (**e.g. utility bill or council tax bill)**

- proof that you own the property where the heating system is installed (**e.g. register of title or mortgage statement/letter or any other legal document)**

- copies of MCS certificate (provided by the installer)

- evidence of any supplementary heating system (if applicable)

- copies of EPCs (valid or expired)

- EPC site notes[12]
- utility bills and/or fuel delivery receipts
- photos of the previous heating system at the property, prior to being replaced, and photos of the installed BUS-funded heating system
- purchase receipts/quote for the **low carbon technology (provided by the installer)**
- total building heat loss calculations (provided by the installer)
- emission certificate if the system is a biomass boiler (provided by the installer)

5.09 If the property is an eligible self-build, we may require additional evidence. This includes but is not limited to:

- planning permission issued by your local authority
- building completion certificate
- HMRC VAT (Value Added Tax) exemption letter
- self-build mortgage/loan
- official invoices (with VAT number) for building materials/works addressed to the property owner. Invoice for substantial structural works (**e.g. foundations, timber frame, large order of bricks, etc)**

[12] Where an EPC has been recently acquired, we ask that installers and property owners ensure that site notes from the EPC assessment are retained. We understand that it may not be possible to obtain EPC site notes for older EPCs, but we may request them and would expect to receive them if they are available.

What happens after an audit

5.10 Once an audit has been completed, we will write to you and your installer to explain the outcome. If any issues are identified, we will explain what needs to happen next and who is responsible for taking action. In most cases, this will involve your installer.

5.11 Where we identify non-compliance with the BUS regulations, Ofgem may take compliance actions against the installer, including withholding or recouping payments, or revoking vouchers, and we will inform both you and the installer of this.

Checks carried out by MCS

5.12 In addition to Ofgem's audit programme, MCS also undertake their own checks on installations completed by MCS-certified installers. MCS may contact you directly to ask about your installation or to arrange a visit. This is separate from Ofgem's audit programme and is part of MCS's role in maintaining installation standards. Please contact MCS directly for any questions: https://mcscertified.com/about-us/contact-us/

5.13 Some examples of non-compliance that you as a property owner should be aware of:

- the property is not an eligible property
- the heating system is not eligible
- fossil fuel appliances are retained or installed, (e.g. a fossil fuel system that is retained to provide additional space heating)
- the heating system is not fully commissioned
- you as the property owner have not provided consent to the installation or if your consent is falsified
- the property in question has previously received public funding for the low carbon heating system or for another low carbon heating system at the same address

5.14 Where we decide to revoke a voucher or withhold or recoup a payment, we will inform you and your installer of this[13] Where we believe installers and property owners have colluded in fraudulent activity, we will always refer cases to the police.

Fraud and scheme abuse

5.15 Fraud and misuse of the scheme are taken seriously, as they can undermine the scheme and public confidence in it. 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. Property owners may be required to respond to Ofgem's information requests in a timely manner if asked.

5.16 If you have concerns about suspected fraud or misuse of the Boiler Upgrade Scheme, you can report this to Ofgem by emailing **counterfraud@ofgem.gov.uk**

[13] In limited circumstances, where a redeemed voucher has been repaid to Ofgem, it may be possible for a subsequent BUS application to be made at the same address.

6 Queries, feedback, and complaints

Section summary

This chapter outlines how property owners can contact us with queries about BUS, what to do if they think a decision is wrong, and where to raise complaints.

Queries

6.01 For general queries about the Boiler Upgrade Scheme or Ofgem's administration of the scheme, you can contact us at: BUS.enquiry@ofgem.gov.uk

6.02 Please note that we are unable to offer pre-emptive assurance on whether a property or installation will be eligible before an application is submitted by an installer.

6.03 If your query is about an active application, it may help to have the following information available:

- your name and address
- your installer's name
- the voucher number starting "GID," if known

6.04 In most cases, your installer will be best placed to answer questions about the status of an application or next steps.

If you think a decision is wrong

6.05 If you think Ofgem has made an error in a decision relating to a BUS application, you should speak to your installer in the first instance.

6.06 The scheme is installer-lead, and only installers can ask Ofgem to review a decision. If appropriate, your installer can request a review on your behalf within the required timeframes. See our separate guidance document for installers.[14]

Complaints

6.07 If you wish to make a complaint, the correct route will depend on the nature of the issue.

Complaints about installers or installations

6.08 If your complaint relates to installation quality, workmanship, or the behaviour of an installer, you should raise it with your installer in the first instance. If the issue cannot be resolved, you may be able to contact the installer's consumer code (HIES[15], RECC[16] or MCS[17]) for further support.

Complaints about Ofgem's administration of the scheme

6.09 If your complaint relates to how Ofgem has administered the Boiler Upgrade Scheme, you can contact us at feedback@ofgem.gov.uk
Further information about Ofgem's complaints process is available on our website.[18]

Complaints about scheme policy

6.10 If your complaint is about the scheme's underlying policy, including the eligibility criteria, these are set by the Department for Energy Security and Net Zero (DESNZ). Please contact DESNZ at: boilerupgradescheme@energysecurity.gov.uk

[14] Boiler Upgrade Scheme: Guidance for Installers | Ofgem

[15] HIES Consumer Code: Renewable Energy Installation Protection

[16] Renewable Energy Consumer Code (RECC)

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

[18] Complaining about Ofgem | Ofgem

Appendix 1 - Background information for self-build properties

This appendix provides additional background information for property owners whose circumstances may be less common, such as self-build properties.

It is not intended to help property owners determine eligibility. Eligibility is assessed by installers and confirmed by Ofgem when an application is submitted.

Self-build properties – how eligibility is assessed

Some new-build properties may be eligible for support under the Boiler Upgrade Scheme where they meet the scheme's definition of a self-build.

In broad terms, the self-build rules are designed to support homes that have been built by, or for, an individual to live in themselves, rather than homes developed and sold as part of a wider commercial housing development.

For self-build properties:

- heat pumps may be eligible for BUS funding, where all other scheme rules are met
- biomass boilers are not eligible for BUS funding in self-build properties

Your installer will advise which technologies are suitable and whether the installation can be supported under the scheme.

What makes a property a self-build (high-level explanation)

When assessing whether a property meets the self-build definition, installers and Ofgem look at factors such as:

- **How the property was funded and built**
  The property should have been built mainly using the labour or financial resources of

the individual who will live in it. This can include situations where the individual took out a loan or mortgage that they are personally responsible for repaying.

- **Who owned the property during construction**
  The property must not have been owned, at any stage during construction or afterwards, by a company or other non-individual. Ownership should rest with an individual.

- **Whether the property forms part of a wider development**
  The property must not be part of a development where multiple homes were built on land sold with predetermined plans or specifications.

Homes that were built by development companies as part of a larger housing development, or that were owned by a company while they were being built, do not meet the self-build requirements and are not eligible for BUS funding.

These checks help ensure that BUS funding is targeted at genuine self-build homes rather than commercial developments.

Excluded property developments

Self-build properties cannot form part of an excluded property development.

In simple terms, this refers to developments where:

- multiple homes are built on land sold with pre-determined plans or specifications

- the overall design of the homes was decided mainly by the person selling the land, rather than by individual property owners

If there is a question about whether a property forms part of such a development, Ofgem may ask the installer to provide evidence showing that the property owner had primary input into the plans or specifications for their home.

Evidence in self-build cases

In self-build cases, installers may need to provide additional evidence to support the application. This is because the scheme needs to confirm how the property was built and owned.

Your installer will explain what information is relevant for your circumstances and will submit evidence to Ofgem on your behalf. You will only be asked to provide information that is necessary for your application.

Examples of evidence that may be accepted

The list below is indicative and non-exhaustive. Your installer will help you understand what is most appropriate for your circumstances.

Examples of acceptable evidence may include:

- proof of property ownership (e.g. a copy of title deeds, contract of sale, letter from a solicitor, build contract)
- documents relating to funding, such as confirmation of a self-build VAT exemption, or a self-build loan or mortgage
- evidence of construction activity, such as an invoice for substantial structural materials or labour (e.g. foundations or timber frame)
- self-build insurance documents
- financial records, such as copies of bank statements demonstrating payment of invoices
- trader and builder invoices or contracts
- planning permission or building-control documents, if applicable

Submitting evidence

Your installer will upload the evidence as part of the application process. Files must be uploaded in PDF format, and there is a 20MB file size limit for uploads.

You may redact any sensitive information (e.g. bank details) on these documents, provided this does not impact our ability to assess whether your property meets the self-build eligibility criteria.

Information that must be clear in the evidence

The evidence submitted must clearly show:

- the name of the individual property owner associated with the voucher application
- the site address of the property
- a description of the land
- the date when the property ownership was transferred

If your property does not yet have a confirmed address, Ofgem may accept:

- a temporary address given by the local authority
- an approved planning reference number[19]
- the coordinates of the property

provided that these details are used consistently throughout the process.

If the eligible self-build does not yet have a confirmed address, we will accept a temporary address given by the local authority, an approved planning reference number or the coordinates of the property, provided that these details are used consistently throughout the process.

[19] Planning permission reference number and other planning evidence can only be used to confirm the address of the property. We will require additional evidence to confirm ownership and funding.

Appendix 2 - Related publications and useful links

- Boiler Upgrade Scheme: Guidance for Installers (Ofgem, July 2026) - this guidance explains how installers must adhere to the Boiler Upgrade Scheme requirements to ensure installations are safe, properly certified, and eligible for a government grant.

- The Boiler Upgrade Scheme (England and Wales) (Amendment) Regulations 2026, (Government, 28 April 2026) – Updated link to the latest BUS Regulations.

- Warm Homes Plan - GOV.UK - Sets out the government's wider plan to help consumers heat their homes more affordably and sustainably. It brings together support for energy efficiency, low-carbon heating, and help with energy bills.

- Boiler Upgrade Scheme Regulations consultation and government response (DESNZ, 18 November 2025) – In 2025, DESNZ consulted industry and consumers on a wide range of proposed changes to the Boiler Upgrade Scheme. The Government response explained which changes it sought to take forward.