Making a positive difference for energy consumers

Boiler Upgrade Scheme (BUS)
Summary of Updates in the BUS Installer Guidance V5.2

Introduction

This document outlines the updates that we have made in the latest iteration of the Boiler Upgrade Scheme installer guidance. The paragraph numbers referred to in this document relate to the paragraph numbers at the time of updating.

Overview of amendments to Boiler Upgrade Scheme Installer Guidance

Version 5.2

2. Roles and Responsibilities

2.07-2.09 New section added giving further detail on the Role of MCS as a certification scheme and approved consumer code on BUS. Further section added the MCS Redeveloped Installer Scheme, which all certified installers will need to operate under.

2.14 Further information added on what happens in the event of a dispute with an installer, and the role of the relevant consumer code.

2.15-2.17 New sections added providing further detail on the role of The Renewable Energy Consumer Code (RECC), and The Home Insulation and Energy Systems Contractors Scheme (HEIS)

4. BUS Installer Accounts

4.01-4.06 New section added on how to access the scheme portal, which can now only be done through GOV.UK One Login. Installers must set up their One Login account using the same email address they use, or plan to use for their approved BUS Installer Account.

4.10 New paragraph to remind BUS users that 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.

4.40 New addition to inform installers that if they require assistance setting up or accessing their GOV.UK One Login, to contact GOV.UK One Login support directly.

5. Voucher applications and voucher redemption applications

5.107 New addition to inform installers that if they require assistance setting up or accessing their GOV.UK One Login, to contact GOV.UK One Login support directly.

Version 5.1

1. Introduction

- Date reset: V5.1 applies to *applications properly made on or after 28 April 2026, or 21 July 2026 when referring to the uplifted grant value for eligible off-gas grid properties.*
- Language updated to reflect new uplifted grant of £9,000 added for air-to-water or ground source heat pumps in eligible off-gas grid properties.

2. Roles and responsibilities

2.09-2.12 Consumer Codes

- Addition of MCS as an approved consumer code, and relevant contact information

2.13-2.18 MCS

- Expanded on the range of roles MCS undertake for the purpose of the Boiler Upgrade scheme, as well as MCS certification framework and processes.
- Added detail on the MCS Redeveloped Installer Scheme transition details
- Added further detail on installer consumer code membership requirements following MCS' approval as a consumer code, with reference to consumer code membership obligations under RECC and HIES.

3. Eligibility Requirements

3.46-3.51: Addition of property eligibility requirements for off-gas grid properties in relation to the uplifted grant of £9,000

3.100: Addition of content relating to the eligibility of shared ground loops in relation to the uplifted grant value of £9,000 for eligible off-gas grid properties.

4. Installer Accounts

Content has been added throughout this chapter to aid with clarity and accessibility, with updated wording to reflect MCS consumer code approval.

5. Voucher Applications and Redemption

Figure 1 – Redesign of 'Figure 1 - Application process overview' to include uplifted grant for eligible off-gas grid properties.

5.02 Edited 'Before you Apply' section for clarity

5.14 Expanded examples to reflect non-EPC routes for eligible off-gas grid properties

5.25-5.28 Additional section on evidence for uplifted grants in eligible off-gas grid properties

5.34-5.37 Updated content for upfront discount requirements, with reference to the uplifted grant value for eligible off-gas grid properties

5.47 Updates to what property owners must confirm with reference to eligible off-gas grid properties

'Table 8 – Grant values and validity periods' Addition of new uplifted grant values

7. Grant Values, Categories and Scheme Budget

7.04 -7.14 Added content on grant categories, Notice of Change and further information in relation to the uplifted off-gas grid grant.

8. Audit & Compliance

8.13 Updated audit evidence examples to reflect uplifted off-gas grid grant

8.33 New wording on examples of fraud and scheme abuse

Version 5

Throughout the document

- Amendments to text to improve clarity and accessibility.

1. Introduction

- Date reset: V5 applies to *applications properly made on or after 28 April 2026* (V4.2 was "properly made on/after 8 May 2024")
- Regulations updated— reflects *2026 amendment regulations*.
- Scheme extended to 2030, replacing V4.2 statement that it ran to 2028
- Language updated to reflect:
    - EPC no longer required as a standing eligibility criterion
    - New grant of £2500 added for air-to-air heat pumps and technology rules (e.g., air-to-air heat pump eligibility)

Conceptual changes

- Stronger emphasis on BUS regulatory precedence
- Antifraud content expanded and updated with new cross references

2. Roles and Responsibilities

2.03 Installers

New responsibilities added in V5:

- Must pass on BUS grant as *upfront discount* and must not request or accept the discounted amount from owners (entirely new substantive requirement)
- Installer must provide accurate information on a property owner's behalf, involving communicating with the property owner to gather and validate information

2.05 Property Owners

- New additional responsibilities of property owners:
    - Must confirm receipt of the upfront discount
    - Must assist installer with EPC-replacement evidence if no EPC exists (e.g. utility bills, photos)
- New clarification: property owners are not responsible for supplying eligibility evidence to Ofgem
- New requirement to confirm identity more explicitly

2.09-2.12 Consumer Codes

- Expanded explanation on consumer codes' roles and responsibilities

2.13-2.18 MCS

- Expended on the range of roles MCS undertake for the purpose of the Boiler Upgrade scheme
- Added detail on the MCS Redeveloped Installer Scheme transition details

- Added paragraph informing installers that under the redeveloped MCS installer scheme must continue to hold membership with one of the two approved consumer codes (RECC or HIES), in order to be able to deliver work under the Boiler Upgrade Scheme, until further notice

3. Eligibility Requirements

This is where the largest number of changes have occurred in V5. The chapter has been substantially restructured into the following sections:

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

Table 1 – Summary of general eligibility requirements" replaced by new "core rules" table

- Table A – Core eligibility rules (apply to all applications) and its categories have been changed (e.g., "System Ownership" appears explicitly as a core rule).

Installer eligibility / responsibilities changes

Temporary MCS numbers explicitly prohibited (new/strengthened)

Explicit rule added that installers cannot use a temporary MCS certification number to create an account or apply for a voucher; retrospective applications allowed only after full certification, at installer risk.

The statement that Ofgem may reject or revoke if installer is not a member of an approved consumer code has been emphasised

Property type rules clarified and expanded with examples and made more explicit

- Change: Previous version table listed property-type eligibility at a high level; this version adds examples and clarifies eligible property types and multiple-properties rule.
- 3.28–3.32 (examples include second homes, holiday homes, park homes; and related properties such as annex/swimming pool). Retrofit EPC requirement removed (confirmed and now operationalised)
- 3.40 (and supporting definition/handling in 3.41–3.42) from 28 April 2026, properties are no longer required to have a valid EPC; but where an EPC exists, the certificate number must be provided.

Alternative evidence route for retrofits without EPC is specified

- 3.43–3.45: For properties without a valid EPC, installers must provide evidence (utility bill/fuel receipt, photos, expired EPC number if available) with case-by-case alternatives possible.

3.52–3.54: Self-build: excluded property development detail is expanded and structured

- The latest version provides much more detailed explanation and examples of excluded property developments and how Ofgem will interpret them.

3.71–3.73: Social housing ineligibility retained and expanded with definition + Right to Buy clarification. The updated version includes an expanded explanation of what counts as social housing, and confirmation that Right to Buy properties may become eligible once privately owned.

3.44 Eligible technologies list broadened (added / clarified)

- Change: includes a clear eligible list and expands/clarifies technology coverage.
- Previous table did not include (or distinguish) items like water source heat pumps and shared ground loop systems in the same way the April text does (new text explicitly references them under GSHP/water-source/shared loops).

3.75–3.78: Rules on reusing existing heating-system components clarified/expanded. Includes explicit explanation that not all components must be removed and provides a detailed list of retainable components.

Supplementary heating appliances allowed for heat pumps (major policy/operational change)

- 3.86–3.91: updated version introduces/sets out that BUS heat pumps may be installed alongside supplementary heating appliances, provided they are not fossil-fuel-based, with a list of examples and commissioning/configuration requirements.
- Important clarification added in your current doc: Biomass boilers may be retained/installed alongside a BUS-funded heat pump *as supplementary* but cannot be used to meet the heating demand requirement.

3.88–3.89 and 3.91: Heat pump "full space heating demand" requirement restated and linked to supplementary appliances framework

- Updated version emphasises the heat pump must be sized to meet full space heating demand either standalone or in combination with a supplementary appliance (but with the key constraint that the BUS-funded heat pump must still be sufficient on its own for space heating).

3.105–3.113: Biomass eligibility tightened/clarified

Change: updated version clarifies biomass boilers must be standalone systems providing space + hot water and is ineligible on gas grid (including capped/clamped) and in self-builds.

3.14: Commissioning / timing / "properly made" clarifications

"Properly made" definition retained and used more prominently as an operational concept - provides an explicit definition of "properly made" and explains that additional information requests affect when an application becomes properly made.

Product eligibility / PEL section changes

3.19–3.27: PEL described more fully (what it does/does not do). Includes clearer statements that the PEL:

  - indicates products meeting MCS standards,
  - does not guarantee installation eligibility,
  - does not consider SCOP, and
  - is not exhaustive.

Making a positive difference for energy consumers

4. Installer Accounts

New V5 content has been added throughout this chapter to aid with clarity and accessibility.

5. Voucher Applications and Redemption

5.10 Major updates: New wording throughout on the voucher application and redemption process. Separate treatment for EPC Vs non-EPC cases.

- Renewed verification steps

5.30 New upfront discount requirements referenced,.

- Evidence requirements restructured:

5.38 -5.41 Property owner consent re-written

From 5.42 Strengthened consent and identity checks

Table 7 - Updated Letter of Authority (LOA) rules

- New treatment of power-of-attorney
- Clarified organisation owners

From 5.54 Inclusion of 'special cases' section, detailing information for cases of multiple owners, trusts, and changes in ownership.

From 5.74 New wording on the withdrawal and reapplication process, including where vouchers are expired.

Table 8- New technology type grant values and validity period information.

6. Grant Payments

Changes:

6.03 Payment schedule retained but elaborated upon.

- New inclusion of warning that payments will not be re-issued if installer fails to update bank details.
- References updated to reflect new payment identifiers

7. Grant Values, Categories and Scheme Budget

Updated content:

- Additional detail about:
  - 2025/26 £295m budget

Table 9 - New budget summary table up until 2030

- Clarifications on:
  - Queues
  - Budget thresholds

- Interaction between "properly made" date and grant value change

8. Audit & Compliance

Updated content areas:

- Expanded detail on:

8.10 Consequences of refusing audits

- Supplementary heating audit checks
- Grant deduction compliance monitoring

8.13 Evidence sampling

- Stronger anti-fraud and whistleblowing material

8.17 Updated information on MCS checks

From 8.19 new content on compliance actions, including withholding payments and investigation outcomes

8.29 New wording on Ofgem's powers to revoke vouchers

9. Public Reporting

Minor updates:

- New cross-referencing to updated monthly and quarterly BUS datasets

10. Queries, Feedback & Complaints

10.06 New wording on the right of review process