

# Boiler Upgrade Scheme

## Ofgem's Administration of the Scheme



**Ofgem**  
11 April 2022

10:00 - 10:05 - Welcome and introductions

10:05 – 10:10 – Opening foreword from Ofgem  
(Philippa Pickford)

10:10 – 10:25 – Consultation Response (Cissy  
Edathanal & Nikhil Kotecha)

10:25 – 10:35 – Account Creation Guidance (Nikhil  
Kotecha)

10:35– 10:45 – Account Creation Process (Paul  
Docherty)

10:45 – 11:00 - Q&A and Closing Comments



The Boiler Upgrade Scheme (BUS) will provide upfront capital grants to support the installation of heat pumps\* in domestic and non-domestic buildings

### The Boiler Upgrade Scheme in summary



Enables  
**~90,000** heat pump\*  
installations

overall budget of  
**£450 million** for  
England and Wales



Open to applications  
for **three years** from  
**23 May 2022**

**Installer** lead  
application process



Provides grants of :  
**£5k for ASHP and  
Biomass boilers –  
£6K for  
GSHP/WSHP**



**BEIS**  
(policy owner)

**Ofgem**  
(administrator)

\*biomass boilers in some circumstances

## The journey so far...

Government published consultation on [low carbon heat](#)

**April 2020**

Government published a further consultation on [clean heat grant proposals](#)

**February 2021**

Government published [consultation responses](#)  
Government announces [heat and building strategy](#) introducing BUS

**October 2021**

Ofgem published [BUS administration consultation](#)

BEIS published [draft regulations](#)

**December 2021**

Ofgem published [consultation response](#) and [account creation](#) guidance

Account creation opens

**April 2022**

Ofgem to publish full installer guidance

Voucher application and redemptions opens

**May 2022**

# Summary of consultation

Proposed administration consultation opened on 16 December 2021 and closed 27 January 2022  
44 responses received

Stakeholders included industry, trade associations, installers, energy suppliers and general public

The decision document provides a summary of stakeholder views, our response to feedback received and an outline of our proposed administration

### ELIGIBILITY REQUIREMENTS

The maximum allowable capacity for a heat pump or biomass boiler will be 45kWth

The commissioning date for all systems must be on or after 1 April 2022

Systems must meet the full heating and hot water requirements of the property

Heat pumps and biomass boilers must meet approved standards published by secretary of state



### EVIDENCE REQUIRED

MCS certificate – total installed capacity

MCS certificate – commissioning date

MCS certificate and installer confirmation at voucher application stage

Product Eligibility List (PEL) – to be hosted by Ofgem

### ELIGIBILITY REQUIREMENTS

Installations must be new. No part of the low carbon heating system used to generate heat must have been used before the heating system's commissioning date



Social housing properties are not eligible



Previous heating system must have been a fossil fuel based system



Property cannot be connected to gas grid (biomass only)



No loft/cavity wall insulation recommendations



### EVIDENCE REQUIRED

Installers to confirm compliance with this requirement at application. We check this information against the MCS installation database (MID)

Property Owner and Installer declaration

Installer declaration

Installer declaration

An EPC with no loft/cavity wall recommendations. A letter from an approved body where an exemption applies



Account creation opens 11 April – it is a one time action where we need to verify installer ID and eligibility



Voucher application form submitted by installer from 23 May. Eligibility, provisional quote amounts and property owner details

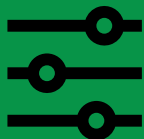


We will contact property owners directly. They will have **14 days** to confirm they consent to the application being made on their behalf



Applications will be considered properly made when voucher application form and property consent has been received  
Successful applications will receive a voucher





If a voucher is issued, it will have budget set aside for it

If no budget is available, voucher applications will be placed in a queue (in order of date they were considered properly made )

Any budget set aside for expired or revoked vouchers will be allocated to the applications at the top of the queue



Once a voucher is issued, installers will need to commission the system and submit a redemption application within the voucher validity period – **3 months\***

An MCS certificate and a new EPC (where applicable) will need to be provided

If the voucher validity period expires, installers can reapply for the same installation, assuming budget is available



We will consider the evidence submitted for redemption applications

If everything is in order, installers will receive a notification of a successful redemption

We will make a weekly payment run for all redemption applications that have been successful

\*6 months for ground source heat pumps

- From 11 April 2022, installers can create a BUS account with Ofgem
- A BUS account will be needed in order to submit voucher applications and redemption applications from 23 May
- Creating an account serves 2 purposes:
  - Submission of key business details such as business name, MCS certification number and bank account details. This avoids the need to submit these details for every voucher application
  - Specifying users and user permissions. This allows installers to have multiple people involved in the administrative activities on BUS, if they so wish
- We have published account creation guidance aimed at installers who are planning to participate in BUS. It sets out what an account is and the process to create one



## Authorised representative

- The person creating the account will automatically become the authorised representative for the account
- They will be the person that we contact if we have questions or concerns related to the account as a whole
- Only the authorised representative will be able to edit the company details, such as MCS number, business address and bank account details
- Authorised representatives will also be able to add or remove other users to the account and provide them with the appropriate level of permissions



Permissions:	Description:
Account management*	<ul style="list-style-type: none"><li>• Create an account</li><li>• Update key information about the company such as bank details, MCS certification number, business address etc.</li><li>• Add additional users to the account</li><li>• They will also have all the permissions that apply to the other user types</li></ul>
User management	<ul style="list-style-type: none"><li>• Add additional standard users to the account</li><li>• Set and update permission levels for users (other than the authorised representative)</li><li>• Remove users from the account (other than the authorised representative)</li><li>• They will also have all the permissions that apply to the standard users</li></ul>
Standard user	<ul style="list-style-type: none"><li>• Submit new voucher applications</li><li>• Edit and manage existing applications</li><li>• Re-apply for applications where a voucher may have expired</li><li>• Apply to redeem or cancel issued vouchers</li></ul>

\*only for authorised representatives



We will accept account creation forms from **12pm on 11 April 2022**

Our dedicated team will review forms and are here to support installers create an account



Download account  
creation form

**STEP 1**



Complete the form and  
gather all personal and  
business identification  
information requested

**STEP 2**



Email the completed  
form with required  
evidence to  
[BUS.accountcreation@  
ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

**STEP 3**



Once form has been received, it will be allocated an account ID: BUS + 7 digits e.g. BUS1234567

### STEP 4



You will receive an email confirming the form is in review and you will be given your BUS account ID

### STEP 5



Using the information provided, we will verify you as an individual and your business. This will be undertaken via MCS and third-party provider for fraud prevention

### STEP 6



If further information is needed, we will contact you (authorised representative) using the email address provided. We will contact you from this email: [BUS.installer@ofgem.gov.uk](mailto:BUS.installer@ofgem.gov.uk)

### STEP 7



Once the review has been completed, you will be notified of the outcome of your application. If successful, your account will then be 'active'

### STEP 8



For those with 'active' accounts, authorised representatives and additional users will be able to submit voucher applications from 23 May 2022

### STEP 9



### Account form submission

When sending your completed account creation form, ensure you send it from the authorised representative's registered email address – this should match the address on the form.

### Contact from Ofgem

To help us manage a secure process, we have created email addresses to support each stage of the process:

- ❑ **BUS.Accountcreation@ofgem.gov.uk** – Will solely be used to received account forms and supporting evidence.  
**We will not contact you from this mailbox**
- ❑ **BUS.Installer@ofgem.gov.uk** – If further information is required or we need to contact you, we will contact you from this email address. **We will not accept any application forms or sensitive/personal data received in this mailbox**





### Application management

We can only accept one account creation form per MCS registered installer. Any duplicates will be rejected.



### Information requests

If we request further information, we will set a deadline of 14 days for you to respond. If you fail to comply with any requests within this timeframe your application may be rejected.

### Contacting us

Please keep note of your BUS account ID. You will need to quote or provide this when contacting us. This will help us manage your enquiry

General enquiries: [BUS.installer@ofgem.gov.uk](mailto:BUS.installer@ofgem.gov.uk)

Telephone: 0330 053 2006



# Any questions?



- 1** What information should I keep between now and 23 May to be eligible?
- 2** How can MCS certified installers guarantee they will be eligible, ahead of the publication of full guidance?
- 3** We are still waiting on receiving our MCS accreditation, can I still create an account and can we apply retrospectively?
- 4** Will applications submitted be prioritised for installers who have already created their account with Ofgem prior to 23 May?
- 5** My client's EPC recommends loft insulation but there is an area of the roof that is not accessible. Can this be considered as exempt?
- 6** Between 1 April and 23 May, can installers charge property owners the full cost for install and then refund the £5,000/£6,000 when the voucher is approved?
- 7** What is the timeframe from submitting my voucher application to payment?



Read the [administration consultation decision](#) and [account creation guidance](#)



Installer account creation opens at **12pm on 11 April** - forms will be available on our website at 12pm



Visit our [Boiler Upgrade Scheme page](#) and follow us on [Twitter](#) and [LinkedIn](#)





**Our core purpose is to ensure that all consumers can get good value and service from the energy market. In support of this we favour market solutions where practical, incentive regulation for monopolies and an approach that seeks to enable innovation and beneficial change whilst protecting consumers.**

**We will ensure that Ofgem will operate as an efficient organisation, driven by skilled and empowered staff, that will act quickly, predictably and effectively in the consumer interest, based on independent and transparent insight into consumers' experiences and the operation of energy systems and markets.**