

## Create a Boiler Upgrade Scheme (BUS) installer account (version 3)

### Overview

To participate in the Boiler Upgrade Scheme (BUS), all businesses must create an installer account with Ofgem.

BUS installer accounts provide a necessary layer of security to the scheme. They help us:

- verify the identity of anyone who asks to create an account, and check that they have the legal authority to act on behalf of their business
- check that a business is eligible for the scheme
- verify business bank details, so that we can make BUS payments safely and securely
- make sure that any additional users on the account are allowed to act on behalf of the business
- streamline the voucher application process by removing the need to check business details for each application
- confirm to MCS which of their installers have created a BUS account

### Becoming an 'authorised representative'

By completing this form, you will become your business's **authorised representative** for the scheme.

This means you will be:

- the only person in your organisation who can change the information we hold about your business, for example its bank account details
- Ofgem's first point of contact should we ever need to speak to someone about the installer account in general (this will not include specific, day-to-day correspondence about individual applications, unless you are also the person in your business who made the application)

## **Sending us your form and mandatory documents**

Please complete this form and email it to us, along with all the business and personal documents we require.

Email: [BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

## **A note about data privacy**

All data and documents will be stored and handled in line with the [BUS privacy policy](#).

## 1. About your business

We will share this information with MCS so they can show on their website that your business is participating in the BUS.

### Company number

You can find this online by searching the [Companies House register](#).

You do not need to provide this if you are, for example, a sole trader.

#### What is your business's company number?

### Business's registered name

If your business is a company, this is what appears in the Companies House record.

You can find this online by searching the [Companies House register](#).

#### What is your business's registered name?

### Does your business trade under a different name?

Yes

No

#### If yes, what is your business's trading name?

## MCS certification number

Your business must be a member of the Microgeneration Certification Scheme (MCS) to take part in the Boiler Upgrade Scheme.

This starts with the first three letters of your business's certification body, for example 'NAP-12345'.

### What is your business's MCS certification number?

## What is the registered address for your business?

If your business is a company, this is what appears in the Companies House record.

You can check this online by searching the [Companies House register](#).

If you are a sole trader, this is where official correspondence should be sent.

### Building name or number and street

Include unit, office, or floor numbers where appropriate.

#### Enter the building name or number and street

### Town or city

### Post code

## Trading address

A trading address is where your business carries out most of its business activities.

### Does your business have a trading address that's different from its registered address?

Yes

No

### If yes, what is the trading address for your business?

#### Building name or number and street

Include unit, office, or floor numbers where appropriate.

#### Enter the building name or number and street

#### Town or city

#### Post code

## What are your business's bank account details?

This is where you want Ofgem to pay your business whenever a BUS voucher is successfully redeemed.

This must be a UK bank account that can accept payments in pound sterling.

#### Account name

This is the name of the individual or business on the account, **not** the name of the bank.

**Enter the name of the individual or business on the account**

**Sort code**

**Account number**

## **2. About you**

You must have the legal authority to act on behalf of your business.

If your business is a limited company, you must be a company officer (for example, company director or company secretary), listed under the 'People' tab of the Companies House record.

You can find this online by searching the [Companies House register](#).

**What is your first name?**

**What is your last name?**

**Email address**

You **must** use this email address to send the completed form to us.

**What is your work email address?**

## Shared email

For security, we cannot create an installer account if this email is accessed by anyone other than the authorised representative.

### Does anyone else have access to this email?

- Yes  
 No

## Telephone number

This **must** be a specific contact number for you, not a general business number.

### What is your telephone number?

## Home address

We need this to be able to run our identity checks.

### Building name or number and street

Include flat or floor numbers, where appropriate.

#### Enter the building name or number and street

### Town or city

### Postal code or zip code

## Country

## Date of birth

For example, 22 02 1979.

We need this to be able to run our identity checks.

## What is your date of birth?

## 3. Other users on the account (optional)

Give details of up to **five** additional users on this form who you want to be able to use the scheme after we've set up the installer account.

All additional users **must** be directly employed by your business. They cannot be subcontractors or freelancers. Sole traders will not be permitted to add any additional users.

Please choose new users carefully. We will not verify or run background checks on any other users on the account, and we will hold your organisation accountable for the accuracy of the information they provide.

If you need more, do not use this form; you'll need to email us separately, providing all information in the same format as laid out in this form.

Email: [BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

Once approved, all new users will receive an email invitation to sign up to use the scheme online.

## Permissions that all users have

All users on the installer account will be able to:

- submit new voucher applications
- edit existing applications



- respond to queries about submitted applications
- cancel voucher applications
- apply to redeem vouchers, after a new system has been commissioned

## Optional permission to add, remove and manage other users

In addition, you can choose whether to give someone 'user management' permission, which means they can:

- add new users (but not a new authorised representative) to the installer account
- remove users (but not the authorised representative) from the installer account
- edit the permissions of other users on the installer account (not including the authorised representative)

**Note:** an installer account cannot have more than five additional users with user management permission.

### Additional user 1

**First name**

**Last name**

**Telephone number**

This must be a direct number for the user, not a general business number.

**Enter contact telephone number**

**Email address**

**Shared email**

For security, we cannot add someone to an installer account if their email is accessed by other people.

**Does anyone else have access to this email?** Yes No**Can they manage other users on the account?** Yes No**Additional user 2****First name****Last name****Telephone number**

This must be a direct number for the user, not a general business number.

**Enter contact telephone number****Email address**

## Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

### Does anyone else have access to this email?

Yes

No

### Can they manage other users on the account?

Yes

No

## Additional user 3

### First name

### Last name

### Telephone number

This must be a direct number for the user, not a general business number.

### Enter contact telephone number

### Email address

## Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

### Does anyone else have access to this email?

Yes

No

### Can they manage other users on the account?

Yes

No

## Additional user 4

### First name

### Last name

### Contact telephone number

This must be a direct number for the user, not a general business number.

### Enter contact telephone number

### Email address

## Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

### Does anyone else have access to this email?

Yes

No

### Can they manage other users on the account?

Yes

No

## Additional user 5

### First name

### Last name

### Telephone number

This must be a direct number for the user, not a general business number.

### Enter contact telephone number

### Email address

## Shared email

For security, we cannot add someone to an installer account if their email is accessed by other people.

### Does anyone else have access to this email?

Yes

No

### Can they manage other users on the account?

Yes

No

## 4. Documents we require for registration

### Identity verification

You must provide a clear, digital copy of **one** of the following:

- the full signature and photo page of a valid passport
- your valid UK driving licence (photocard or paper)
- your current UK firearms certificate or shotgun licence
- (if you live abroad) your current national identity card

### Proof of your home address

You must provide a digital copy of **one** of the following:

- a domestic utility bill from the last three months
- a council tax bill from the last three months

### Evidence to link you to the business's bank account

You must provide a digital copy of a business bank statement from the last three months.

This **must** clearly show your business address.

## 5. Confirmation

### Check the box to confirm

I confirm that:

- I have the legal authority to act on behalf of my business with respect to providing any data and information that Ofgem may need to administer the Boiler Upgrade Scheme
- I am happy to be my business's authorised representative for the Boiler Upgrade Scheme