
Summary of Updates for BUS Guidance for Installers

Introduction

This document outlines the updates that we have made in each iteration of the Boiler Upgrade Scheme property owner 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 4.2

These changes reflect the latest updates to the BUS installer guidance as of 9th April 2025

Boiler Upgrade Scheme overview

- 1.3 amended to reference the scheme extension from 2025-2028

New heating system requirements

- 3.45 added to provide clarity on 'eligible plant'
- 3.46 added to provide clarity on what constitutes an 'eligible plant'
- 3.47 added to update language on ancillary equipment
- 3.55 added to provide information on non-heat generating components

Users

- 4.44 wording amended to inform installers that they must inform Ofgem of any updates to the information held about their business
- 4.45 added to reflect the latest BUS Portal launch
- 4.46 wording amended to inform installers of how to change bank details or amend the authorised representative email address
- Table 6 added to provide information on what changes can be made on the BUS installer portal

Version 4.1

These changes reflect the latest updates to the BUS installer guidance as of 3rd February 2025.

Scheme budget

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- 7.16 added to provide clarity on additional budget for financial year 2024/2025
- 7.17 added to provide clarity on the scheme budget for financial year 2025/2026

Version 4

These changes reflect the latest updates to the BUS installer guidance as of 11th November 2024.

Throughout the document

Amendments to text to improve clarity.

Boiler Upgrade Scheme Overview

- Footnote 2 added to include a link to the BUS Regulations 2022.
- Footnote 3 added to include a link to the BUS Regulations 2022 and Amendments 2024.

Related publications and useful links

- Included a link to the notice of approval grant categories and values for the BUS (DESNZ)
- Included a link to the BUS Amendments 2024
- Included a link to the BUS changes to grant levels (DESNZ)
- Updated the link to the Ofgem BUS guidance for property owners

Queries

- Paragraph 1.13 text added to clarify that our Enquiries team cannot give pre-emptive assurance on applications.

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Footnote 6 added to include a link to counter-fraud within environmental and social programmes at Ofgem.

Eligibility Requirements

- Paragraph 3.17 text added to clarify that a property cannot have received previous funding or support from public funds or a government scheme.
- Paragraph 3.18 text added to clarify what a replacement fossil fuel heating system must have been fuelled by.
- Paragraph 3.19 text added to clarify what is meant by electric heating systems.
- Paragraph 3.20 text added to clarify that Ofgem may require evidence of the previous heating system as part of our checks.
- Footnote 36 added to reference more information on biomass boilers later in the guidance.
- Paragraph 3.21 text added to confirm that an EPC is not required at the voucher redemption stage.
- Footnote 43 added to link to BUS Regulations, Regulation 11(c)
- Paragraphs 3.36 text added regarding what constitutes “substantial” funding requirements for self-builds.
- Paragraphs 3.34 – 3.41 have been reorganised into separate sections, “Substantial Funding Evidence”, “Separate Dwellings”, and “Renovations and Conversions”.
- Footnote 49 added to clarify that in limited circumstances, following a voucher revocation, it may be possible for a subsequent BUS application to be made at the same address.
- Paragraph 3.52 text added to clarify which types of technologies can be retained.
- Paragraph 3.53 text added to clarify that when previous technology has been retained, the heat pump or biomass boiler must still be capable of heating the property on its own.
- Paragraph 3.54 text added to clarify the position on “supplementary heaters”.
- Paragraph 3.56 replacement of “recommend” with “strongly encourage”.
- Paragraph 3.56 text added to let installers know that to commission prior submitting a voucher application is doing so at additional risk.
- Paragraph 3.57 text added on the definition of “commissioning”.

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- Footnote 60 added to clarify that all emitters must be installed before an installer can commission a plant with MCS.
- Paragraph 3.58 text added on the installer's obligation to meet the eligibility requirements considering the 120-day commissioning rule. Paragraph 3.59 text added on the definition of "properly made".
- Footnote 68 added to refer installers to our section on biomass boilers.
- Paragraph 3.77 text added to specify the requirements for GSHPs as part of a shared ground loop.
- Paragraph 3.78 text added to specify that each BUS heat pump must that is connected to a shared ground loop must be heating an individual property.
- Paragraph 3.78 text added to explain the distinction between an SGL and a cascade system.

BUS Installer Accounts

- Paragraph 4.4 text added to clarify that making an account only indicates that you are a registered BUS installer and is not a guarantee of a successful application.
- Paragraph 4.36 text added to clarify that authorised representatives can amend user details.
- Paragraph 4.37 text added to clarify that email addresses assigned to individual users are a unique identifier and cannot be changed.
- Paragraph 4.41 text added "including the authorised representative".
- Paragraph 4.42 added
- Paragraph 4.43 text added "sole traders are unable to add additional users to the account".
- Table 5 – addition of "including authorised representative" under the User Management column. An additional bullet-point has been added to clarify their ability to edit other user details, and that standard users can edit their own details.
- Footnote 97 added regarding Welsh translation.

Voucher Applications and Redemption Applications

- Paragraph 5.6 bullet-point added to remind installers to consider the 120day commissioning rule.
- Paragraph 5.8 text added to clarify that installers can make voucher application retrospectively after the installation has been commissioned.
- Paragraph 5.20 text added to confirm that only one owner's consent is needed in cases of multiple owners.
- Paragraph 5.21 text added to confirm that trusts can be eligible on BUS.

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- Paragraph 5.22 text added to confirm that new property owner details will be needed if the property is sold during the process.
- Paragraph 5.36 inclusion of “we will refer the matter to our Counter Fraud team”.
- Paragraph 5.43 inclusion of “responses to any required further information request”.
Footnote 157 includes a link to changes to the BUS, October 2023, from Gov.uk
- Paragraph 5.58 text added to confirm that where we receive a request for a voucher to be withdrawn, it will be revoked, and a revocation letter will be provided if it has not already been redeemed.
- Paragraph 5.76 text added to specify that where a voucher has been redeemed and subsequently revoked for a compliance issue, it may not be possible to reapply.

Scheme budget

- Paragraph 7.16 text added to confirm that as of 2nd October 2024, DESNZ has issued a notice to give Ofgem the ability to over-allocate BUS vouchers up to £200 million.

Installer Obligations

- Paragraph 8.4 text added to remind installers of their obligations to adhere to the 120-day commissioning rule.

Audit and Compliance

- Paragraph 9.4 bullet-point added “ensuring the system is fully commissioned”.
- Paragraph 9.13 text added to clarify that MCS undertake their own checks on BUS-funded heating systems.
- Paragraph 9.14 text added with regards to sanctions and punishments for repeated non-compliance.
- Paragraph 9.31 text added to clarify the definition of scheme abuse.
- Footnote 156 definition of pre-certification.
- Paragraph 9.33 outlines Ofgem’s dedicated counter-fraud function.
- Paragraph 9.34 outlines instances of scheme fraud and that there will be a suspension of payments during any investigation, which can also lead to suspension from the scheme.
- Paragraph 9.35 text added to clarify installer obligations to provide evidence during investigations.

Appendix

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- Inclusion under "F" – definition of fossil fuel.
- Inclusion under "P" - definition of properly made.