

Boiler Upgrade Scheme (BUS)

Summary of updates in the BUS installer guidance

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 3

Throughout the document

- Amendments to text to improve clarity.

Boiler Upgrade Scheme overview

- Paragraph 1.2 text updated to reflect latest grant values.
- Paragraph 1.3 text updated to reflect BUS Regulations amendments.
- Footnote 3 added to provide information on BUS regulation amendments.
- Paragraph 1.7 text added to clarify that the BUS regulations take precedence over the BUS guidance.
- Paragraph 1.10 added to provide information on how Ofgem uses personal data.

Related publications and useful links

- Addition of links to October 2023 grant level change notice and March 2024 government response to BUS consultation.

Queries and further information

- Paragraph 1.14 text amended to clarify fraud and non-compliance position.

Role of government

- Paragraph 2.1 bullet point 1 amended to reference role of government in approving consumer codes for clarity.
- Paragraph 2.1 bullet point 4 amended to provide clarity on the government's ability to determine grant categories.

Role of installers

- Paragraph 2.3 bullet point 1 added to clarify the obligation on installers to provide eligibility information and further information on request.

Role of property owners

- Paragraph 2.5 bullet point 3 added to provide information on the role of property owners to confirm they have read and understood recommendations present on their EPC.
- Paragraph 2.5 bullet point 4 added to provide information on the role of landlords to inform tenants of the impacts of the installation of the eligible system.

Installer requirements

- Paragraph 3.5 text is amended to provide clarity on who can submit a BUS application.
- Paragraph 3.7 added to clarify the new 120-day commissioning date eligibility rule.
- Table 1 added to summarise general eligibility requirements after the BUS regulation amendments.

Property requirements

- Paragraph 3.15 added to provide information on the requirements for retrofit properties for enhanced clarity.
- Paragraph 3.18 added to address the removal of EPC insulation requirements on the scheme.
- Paragraph 3.20 added to provide information on the benefits of insulation, following the removal of insulation requirements on the scheme.
- Paragraph 3.21 added to direct readers to further information on energy efficiency measures.
- Paragraph 3.23 text amended to provide enhanced clarity for readers.
- Paragraph 3.24 text amended to provide enhanced clarity for readers.
- Paragraph 3.26 structure changed to add bullet points, bullet point 3 added to provide enhanced clarity on excluded property developments.
- Paragraph 3.27 text amended to provide enhanced clarity on excluded property developments and their ineligibility on the scheme.
- Paragraph 3.30 text moved from earlier in document for ease of understanding.
- Paragraph 3.31 bullet point 5 text amended to clarify that bank statements demonstrating payment of invoices are an acceptable form of evidence.
- Paragraph 3.36 text added to provide information on renovations and converted properties.

Grant funding

- Paragraph 3.37 text added to clarify eligibility of those who have previously received government grant funding.

New heating system requirements

- Paragraph 3.42 text added to highlight the new maximum capacity of shared ground loop (SGL) systems.
- Paragraph 3.45 text amended for clarity of system requirements.

- Paragraph 3.46 text amended for clarity on related properties.
- Paragraph 3.48 text added to provide clarity on electric heating systems.
- Paragraph 3.49 text added to provide further information on the eligible system being capable of providing the full space heating and hot water requirements of the property.
- Paragraph 3.51-3.54 section added to provide information on the new 120-day commissioning date eligibility rule.
- Paragraph 3.54 information added below to provide information on extensions.

Heat pump specific requirements

- Paragraph 3.72 text added to clarify requirements for shared ground loop systems (SGLs).
- Paragraph 3.77-2.82 section added to provide information and clarity on the eligibility of cascade systems.
- Paragraph 3.85 text added to provide information on biomass boilers with an incidental cooking function and their eligibility on the scheme.
- Paragraph 3.88 text added to provide information on the ineligibility of biomass boilers for self-build properties.
- Paragraph 3.89 language amended for clarity on ONS dataset.
- Paragraph 3.90 link to <https://findthatpostcode.uk> added for reader.
- Table 4 language on 'gas grid connection' amended for clarity.

Who can create an account?

- Paragraph 4.8 added stating that an installer must be a member of a consumer code.

How do I create an account?

- Paragraph 4.21 text amended for clarity on account creation.

Users

- Paragraph 4.47-4.51 section on 'installer register' added for more information on registered installers.

Voucher application and voucher redemption applications

- Paragraph 5.3 text added to reiterate the obligation of installers to gather and upload supporting information.
- Paragraph 5.6 bullet point 4 added to highlight that installers should discuss the benefits of energy efficiency measures with property owners, reflecting the removal of insulation requirements on the scheme.

Stage 1: Voucher application

- Paragraph 5.24 text added on previous grant funding.
- Paragraph 5.24 text added on EPC recommendations.
- Paragraph 5.24 text added to highlight role of landlords.

Re-applications

- Paragraph 5.65-5.82 sections amended for further information on re-applications
- Paragraph 5.78 added to highlight how the new 120-day commissioning date eligibility rule will interact with re-applications.

Grant categories

- Paragraph 7.6-7.14 section added on grant categories to provide clarity on the government's ability to review grant categories and set new grant categories. Information also added on application withdrawals and how these interact with the new 120-day commissioning date eligibility rule.

Scheme budget

- Paragraph 7.15 text added to reflect the extension of BUS until 2028 and the new scheme budget allocation for the period 2025-2028.
- Paragraph 7.19 text added to refer reader to information on the 120-day commissioning date eligibility rule.

Accuracy and provision of information

- Paragraph 8.8 text added on obligations of installers for further clarity.

Audit types

- Paragraph 9.8 text added to provide clarified information on site audits and Ofgem's right to revoke, withhold or request repayment of a BUS grant.

Withholding payments during investigation and non-compliance

- Paragraph 9.14 text added to bullet point 7 to provide clarity on previous grant funding.

Revocation of vouchers

- Paragraph 9.29 text amended to clarify Ofgem's position on fraud and non-compliance.