

Redeem a Boiler Upgrade Scheme voucher (version 1)

Before you start

1. Check the voucher you want to redeem (all the details are in the email you received from us when we approved the application).
2. Make sure the voucher relates to a property for which you have both:
 - installed and commissioned a new heating system
 - received an MCS installation certificate number
3. For retrofits, you should also make sure the property's EPC has no recommendations for loft or cavity wall insulation.

We also strongly advise that you read the BUS installer guidance, which covers redeeming BUS vouchers in detail. See: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

A note about data privacy

All data and documents will be stored and handled in line with the Boiler Upgrade Scheme (BUS) privacy policies.

See:

- Privacy notice for installer data: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice>
- Privacy notice for property owner data: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice-property-owners>

1. Confirmation of you and your business

We need to confirm that you have the authority to redeem this voucher.

What is your full name?

What is the name of your business?

What is your BUS installer account ID?

This is the reference number you received when your business created its BUS account.

For example, 'BUS1234567'.

2. What is the voucher ID for the voucher you want to redeem?

This is in the email you received when we approved the application.

For example, 'GID12345678'.

3a. Does the voucher state that the property will need a new EPC before the voucher is redeemed?

This is in the email you received when we approved the application.

Yes

No

3b. If 'Yes' to 3a, what is the new EPC reference number?

For commercial properties, enter the CEPC report reference number.

For example, 1234-5678-9101-1213-1516.

4. What is the MCS installation certificate number for the heating system related to this voucher?

For example, 'MCS-1234568-U'.

5. If you installed a biomass boiler, is it listed on the BUS product eligibility list?

You can check here: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-product-eligibility-list>

Yes

No

If 'No' to 5

It may still be eligible if it meets all the relevant standards published by the Secretary of State, including the scheme's emissions standards for biomass boilers.

If you think the biomass boiler you've installed meets the standards and has a valid emissions certificate, please send the certificate to us along with this form.

For more information on the eligibility of biomass boilers, see chapter three of the BUS installer guidance: <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-guidance-installers>

6. Do you confirm the heating system your business has installed is eligible for the scheme?

You must confirm:

- the new system replaces either:
 - a fossil fuel heating system
 - an electric heating system that did not have a heat pump
- the new system is capable of meeting the full space and water heating needs of the property
- all heat-generating components of the previous system have been replaced (though you don't need to have replaced any circulation pumps, solar thermal collectors, supplementary electric heaters or wood-burning stoves)
- none of the heat-generating components of the new heat pump or biomass boiler were used prior to commissioning (does not apply to an existing shared ground loop that you've connected a new ground source heat pump to)
- the new system is not a hybrid system that combines a heat pump or biomass boiler with fossil fuel heating

Yes

No

Declaration

Note: Installers must provide accurate and truthful information on this form. Under scheme regulations, Ofgem has the power – through inspection, audit and its information request functions - to verify any data submitted. Where we have concerns in relation to fraud, abuse and misuse, we also have the power to revoke scheme vouchers, withhold or recoup payments.

Tick to confirm:

I confirm that the details provided are accurate to the best of my knowledge and belief.

Now save and send your redemption form

Save the redemption form, keeping the phrase 'voucher redemption' in the file name.

You must send the form from the email address that we have on file for you. We'll have previously sent an email to this address, welcoming you onto the scheme.

Email: BUS.redemption@ofgem.gov.uk