

# The Boiler Upgrade Scheme (BUS)

The Boiler Upgrade Scheme is designed to help homeowners and landlords upgrade to an Air Source or Ground Source heat pump.

## Information for Installers & Heating Engineers

The Boiler Upgrade Scheme is due to launch in May 2022. The scheme is designed to help homeowners and landlords upgrade their properties from a gas/oil boiler (or electric heating) to an Air Source or Ground Source heat pump. The scheme works by offering a voucher of up to £5000 towards the work needed to upgrade.

As an installer, we can help your business benefit from the Boiler Upgrade Scheme without the need for you to be MCS registered.

If your customer has heating and hot water is currently provided by a gas, oil or even electric boiler or they have direct electric heating, the Boiler Upgrade Scheme can help them change over to an Air Source or Ground Source heat pump.

OMNIE will take care of the all the MCS and Boiler Upgrade Scheme administration for you when you install an OMNIE heat pump system. We will also design the system on your behalf and make sure that the system is properly commissioned and operational in order for your customer to benefit from using an OMNIE heat pump as well as the BUS £5000 voucher.

If you purchase your customers Air Source or Ground Source heat pump from OMNIE, we will be able to administer the Boiler Upgrade Scheme voucher for you. This will mean your customer will receive £5000 towards the cost of the heat pump from the UK Government paid directly from us into thier bank account.

### To help you understand the scheme in more detail we have put together some FAQ's below.

As an installer you must make sure your customer;

Currently has a fossil fuel or direct electric heating heat source in their home that is supply all of their heating and hot water demand

Is occupying their home on a permanent basis\*

Has undertaken any upgrade work needed as recommended by an EPC, such as insulation improvement or window replacement

*\*Landlords can apply but must have approval from their tenant. Social Housing is not eligible for the BUS scheme.*

### Q: How does the voucher for the Boiler Upgrade Scheme work?

We will design and supply the heat pump system, as well as commission it under the MCS requirements. We will also apply for the voucher and redeem it, paying your customer directly.

### Q: Do I (or my customer) have to pay upfront for the OMNIE heat pump?

Yes. Your customer will need to pay you in the normal way you trade. The voucher is only claimable once the work is done, we will pay the funds directly into your customers nominated bank account once the voucher is authorised.

### Q: Do you do all the design work needed to calculate the right size of heat pump?

Yes. We will design the complete system which will include other elements such as the hot water storage tank, system buffer and controls. You will only need to consider primary pipework and on-site works such as pipe routing and physical connections to existing systems.

### Q: Will you commission the heat pump?

Yes. We will commission the heat pump and make sure all the MCS accreditation is completed. We will also administer the BUS voucher – all you need to do is install the heat pump system as per our design.

### Q: I am not MCS registered - do I need to do this first?

No. OMNIE will administer the BUS scheme for you and process the heat pump MCS accreditation, commissioning and allow you to make use of the BUS scheme without going through MCS registration.

### Q: My customer is a self builder - are they eligible for the scheme?

Yes, self build projects will qualify for the scheme but not developments.

### Q: My customer has an old heat pump. Can I use the scheme to upgrade them?

No.

### Q: My customer is not sure they have space for an OMNIE heat pump what can I do?

We make sure that any system we design will meet all the needs of you and your customer which will include an assessment of whether a heat pump is suitable for the property.

### Q: I have heard that you need underfloor heating when using a heat pump?

Underfloor heating will improve the efficiency of a heat pump system but heat pumps will work with radiators without problems. OMNIE specialise in underfloor heating, so if this is something your customer would also like simply call us on 01392 36 36 05. (Underfloor heating is not part of the BUS).

### Q: When will more information be available on the Boiler Upgrade Scheme?

The UK Government has not released all of the details around the scheme and we will update our guidance as soon as any information is made available. We expect the scheme to be operating from May 2022 onwards.

More information will be made available as soon as it is released from OFGEM. You can find this information on our website; [www.omnie.co.uk/bus](http://www.omnie.co.uk/bus) [OMNIE.co.uk/case\\_studies/](http://OMNIE.co.uk/case_studies/)

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