



**Ground Source Energy
Expo 2016
14 September 2016**

Outline of presentation

- Background
- Scope & activities
- Resources for members & consumers
- Key results for 2015
- Disputes registered with RECC
- Heat performance estimate research
- More information

Background

The Renewable Energy Consumer Code (RECC):

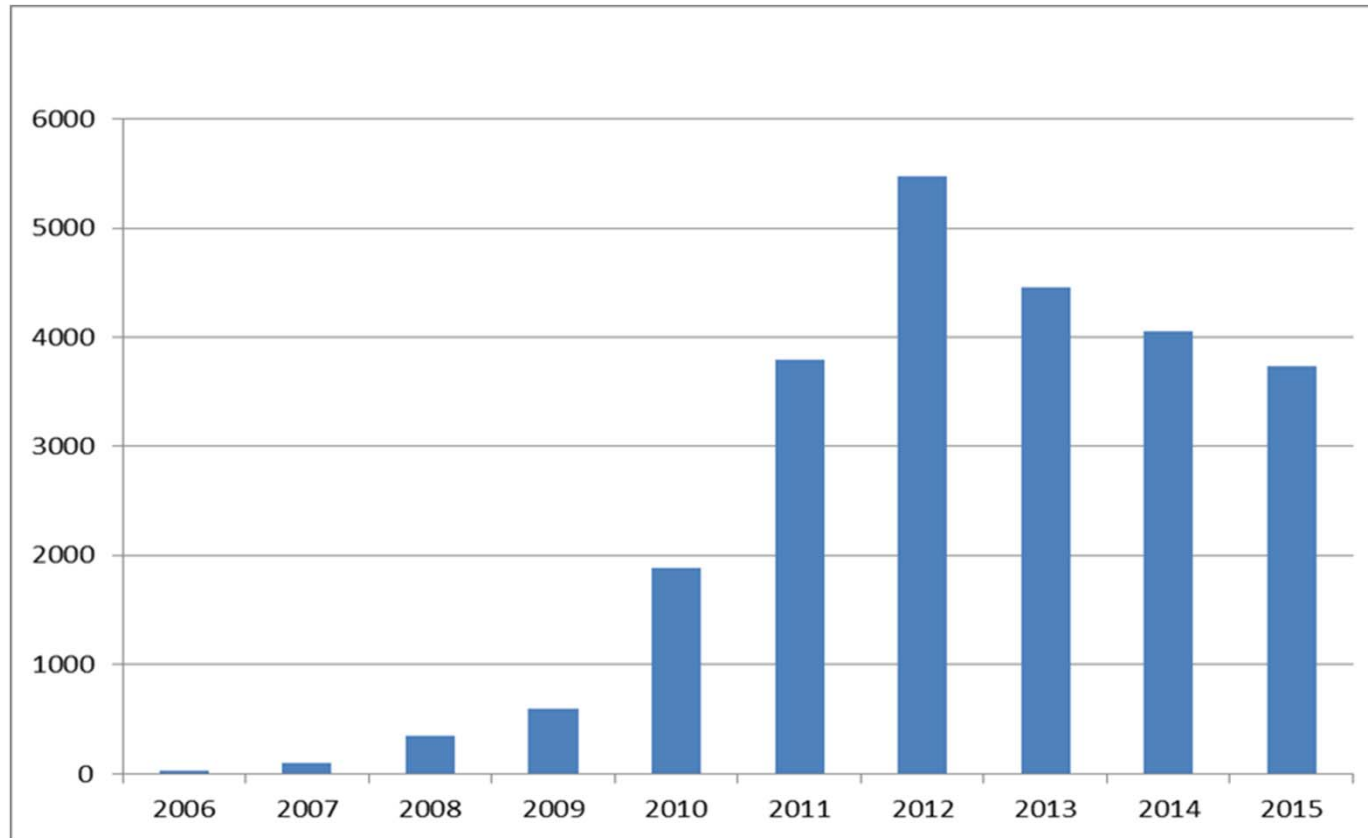
- was launched in 2006, requires high consumer protection standards in small-scale renewable sector
- 90% of Code requirements required by law and based on CTSI's core criteria
- is run by REAL, an arms' length subsidiary of REA
- dovetails with MCS installer standards
- is monitored & enforced in line with CTSI, TS, ASA &c.

Scope & activities

The Renewable Energy Consumer Code (RECC) covers:

- general business standards
- selling techniques
- pre-contractual information & documentation
- prepayment protection
- performance estimate, quotation
- after-sales activities, guarantees and insurance
- dispute resolution & mediation service
- independent arbitration service.

Membership by year



Resources for RECC members

RECC provides free of charge:

- technology-specific model documents and guidance (contract, cancellation, performance estimates)
- interactive online training resource
- dedicated dispute resolution process
- protection for deposits and workmanship warranties
- regular policy updates
- consumer leaflets & information
- Primary Authority arrangement
- working relationship with Easy MCS, Paperclip &c.

Resources for consumers

RECC provides free of charge:

- consumer advice including Top Tips
- links to useful advice (EST, CAB, CTSI &c)
- detailed guidance on:
 - FITs, RHI &c
 - battery storage, voltage optimisers, immersion boost, LEDs
 - third party ownership
 - consumer legislation.
- free telephone advice line.

Monitoring & enforcement

RECC monitors & enforces the Code through:

- applications & complex due diligence process
- independent Applications Panel
- regular desk-based & site visit audits
- mystery shopping exercises
- dispute resolution, feedback & whistle-blower
- disciplinary procedure including 'Consent Orders'
- independent Non-Compliance Panel Hearings.

Key Compliance Areas

CA1: Awareness of consumer protection/RECC

CA2: Microgeneration Certification Scheme

CA3: Marketing and selling

CA4: Performance estimates /quotes

CA5: Finance agreements

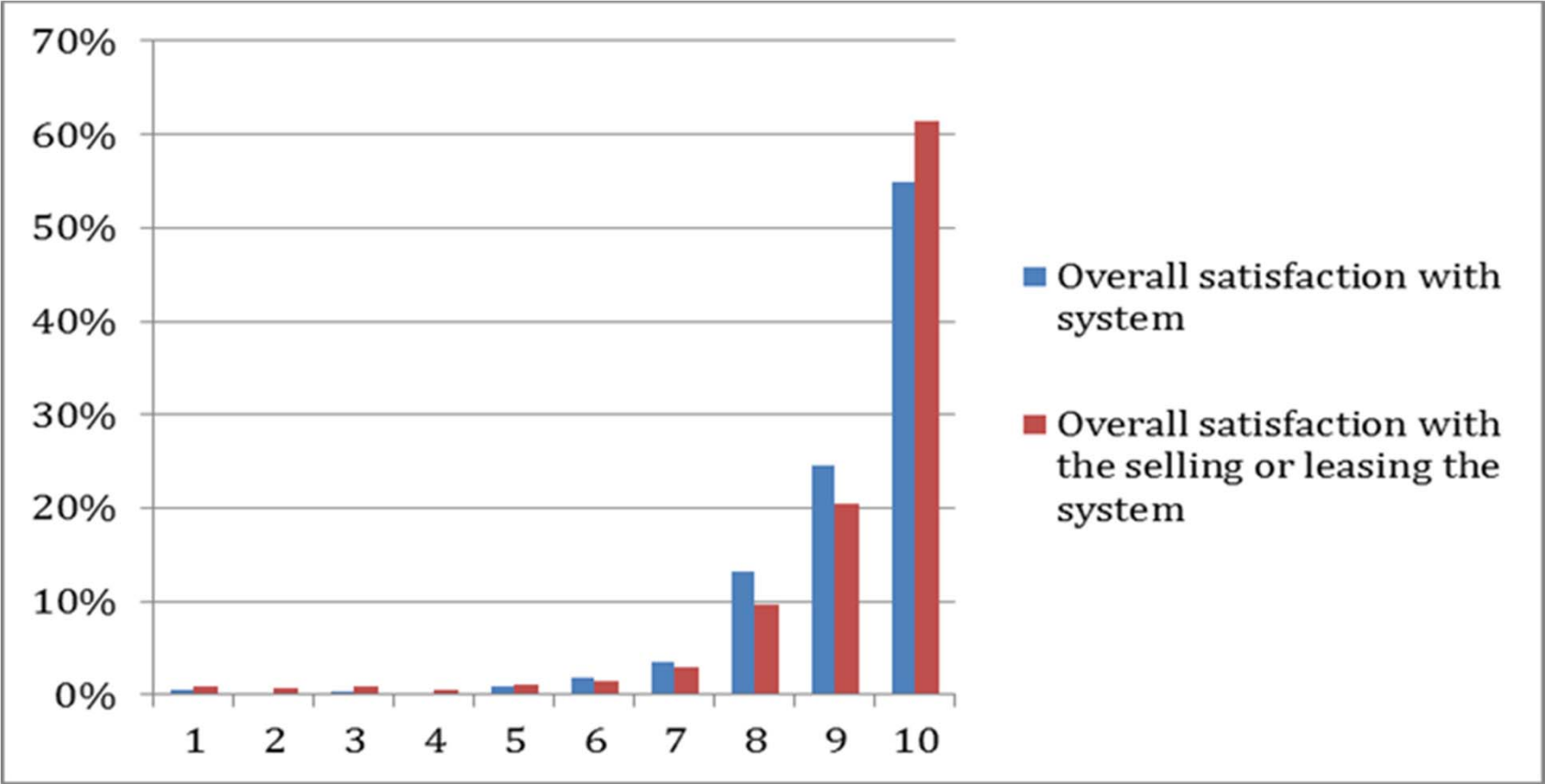
CA6: Contracts and cancellation rights

CA7: Deposits and advance payments

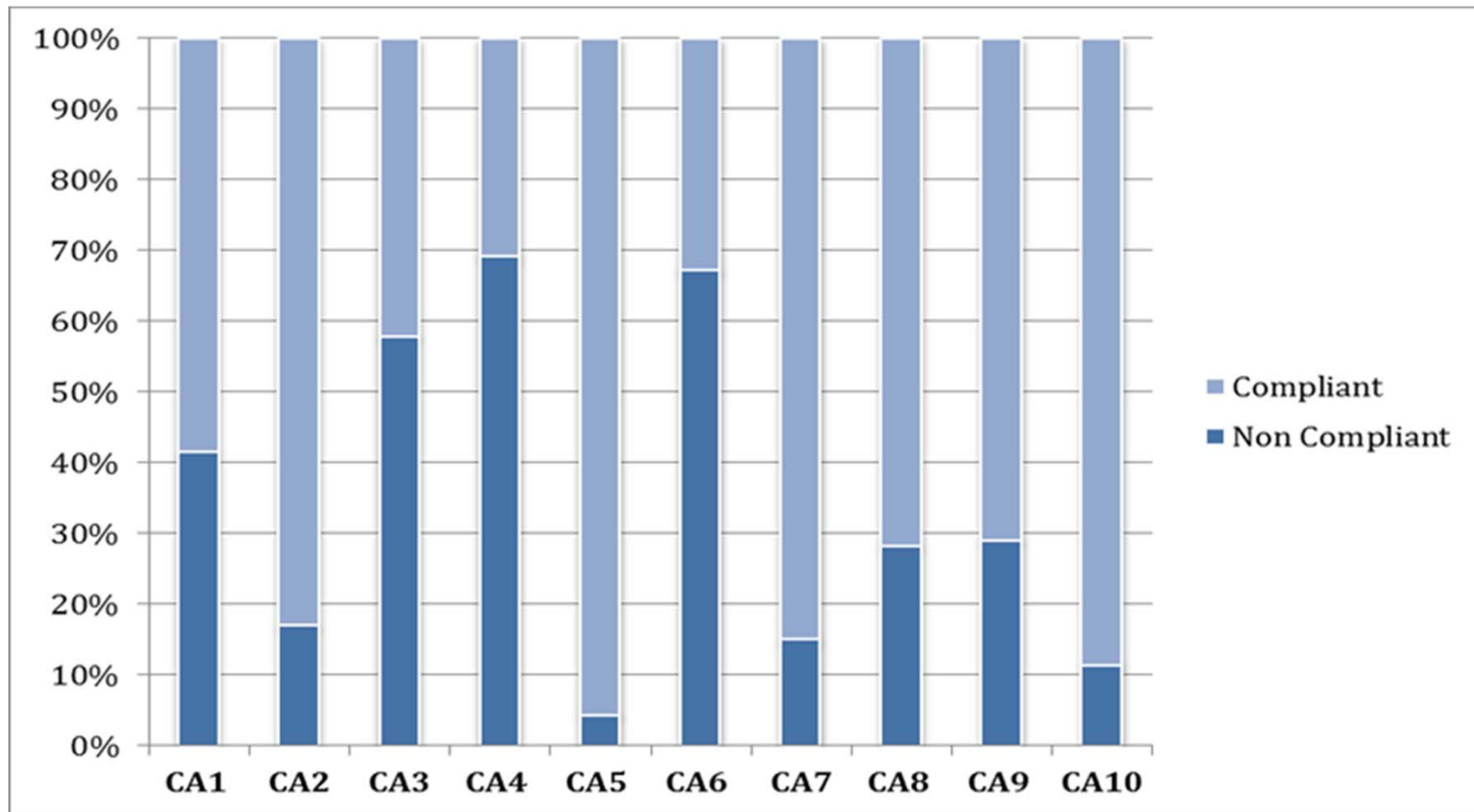
CA8: Completing the installation

CA9: Warranties and warranty protection

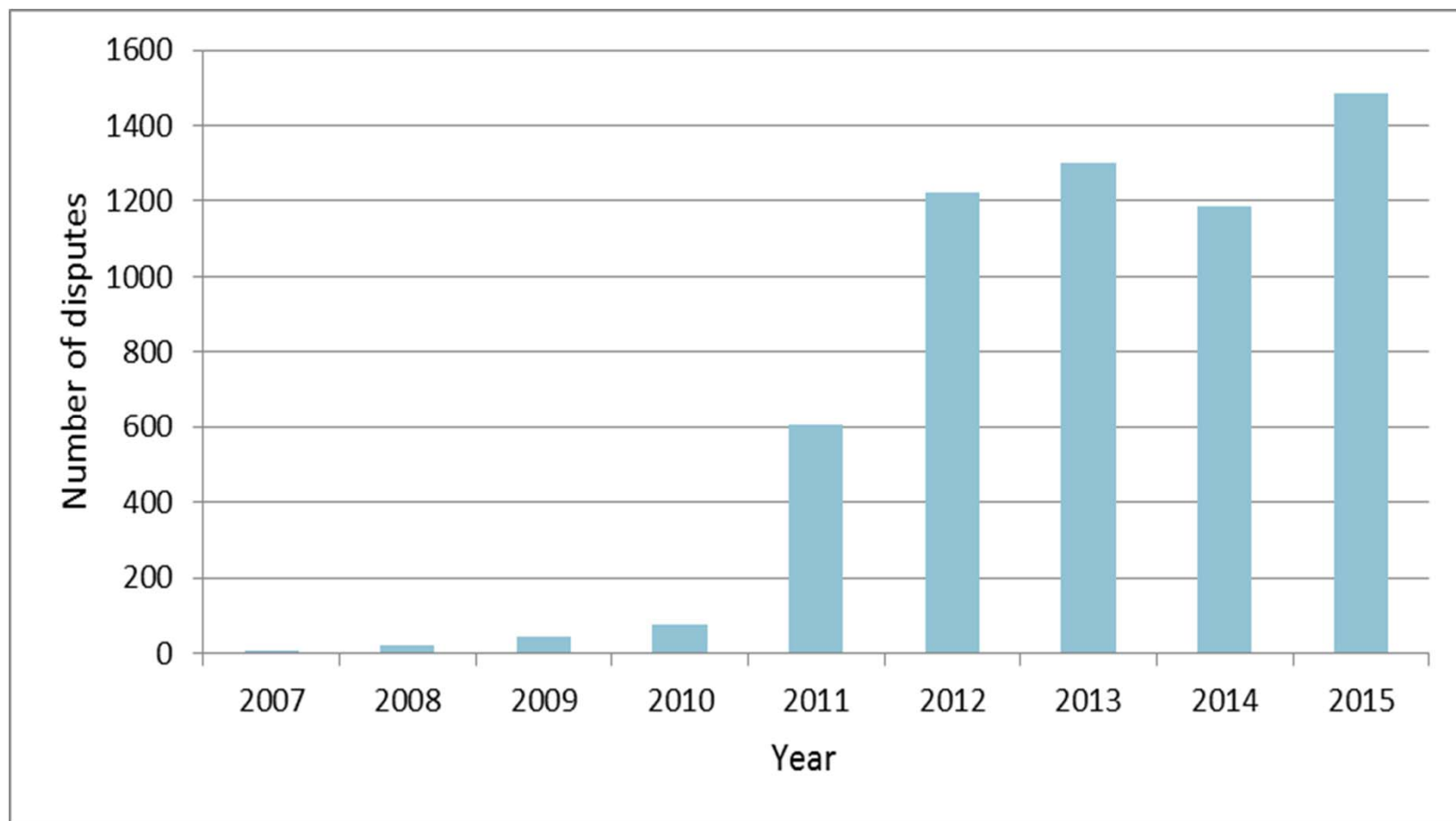
Overall consumer satisfaction 2015



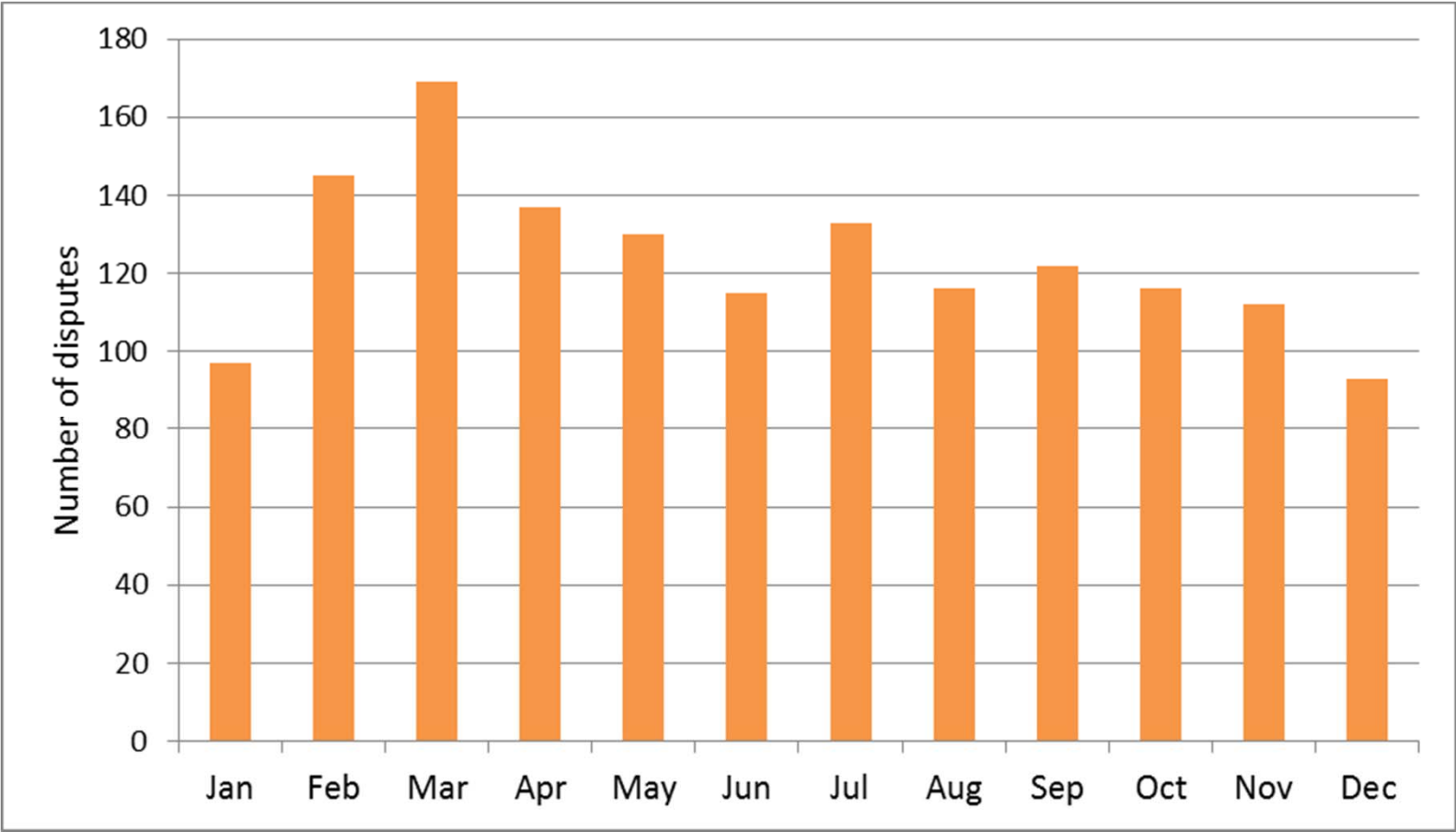
Areas of audit non-compliance 2015



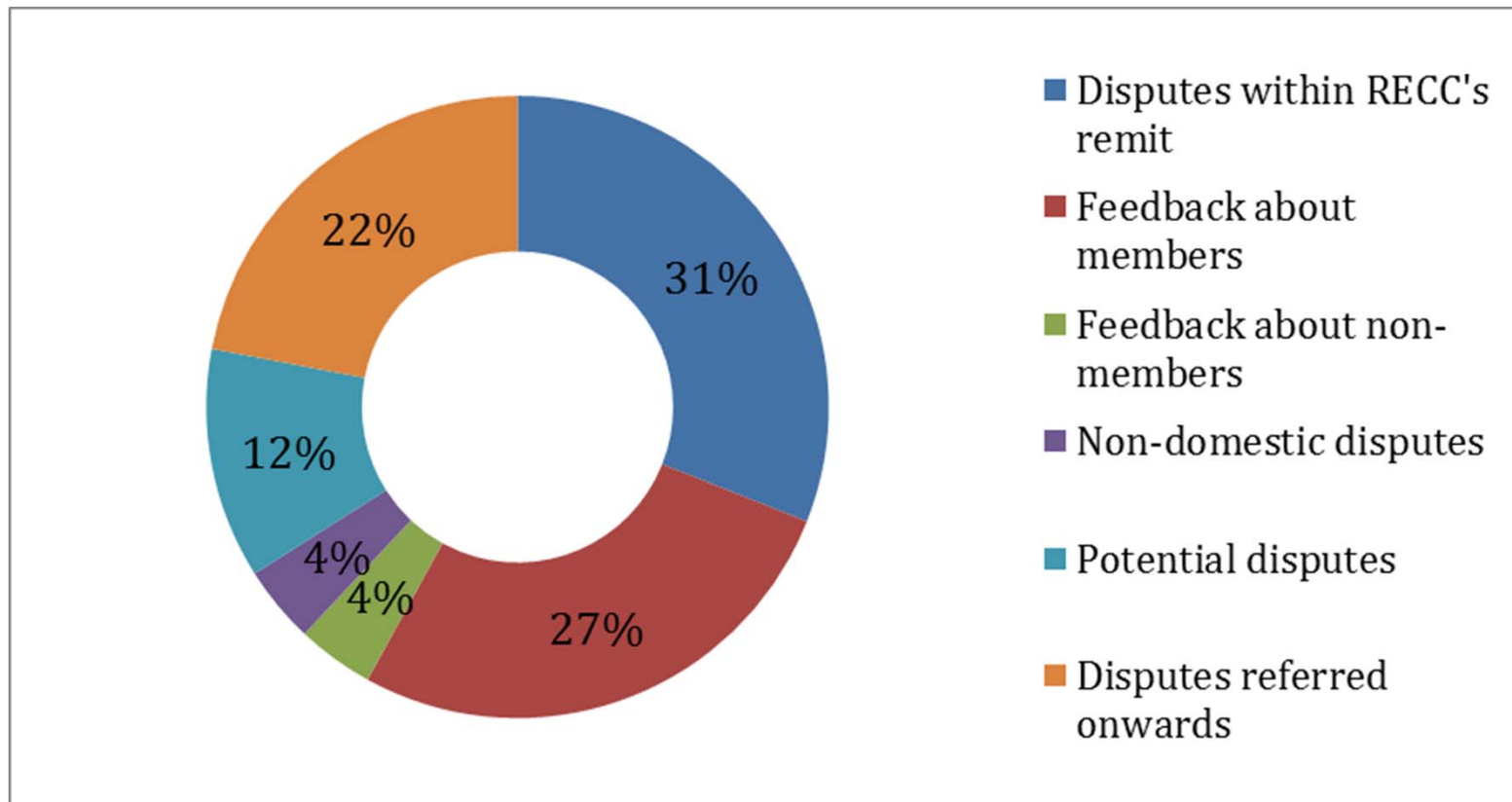
Disputes registered with RECC by year



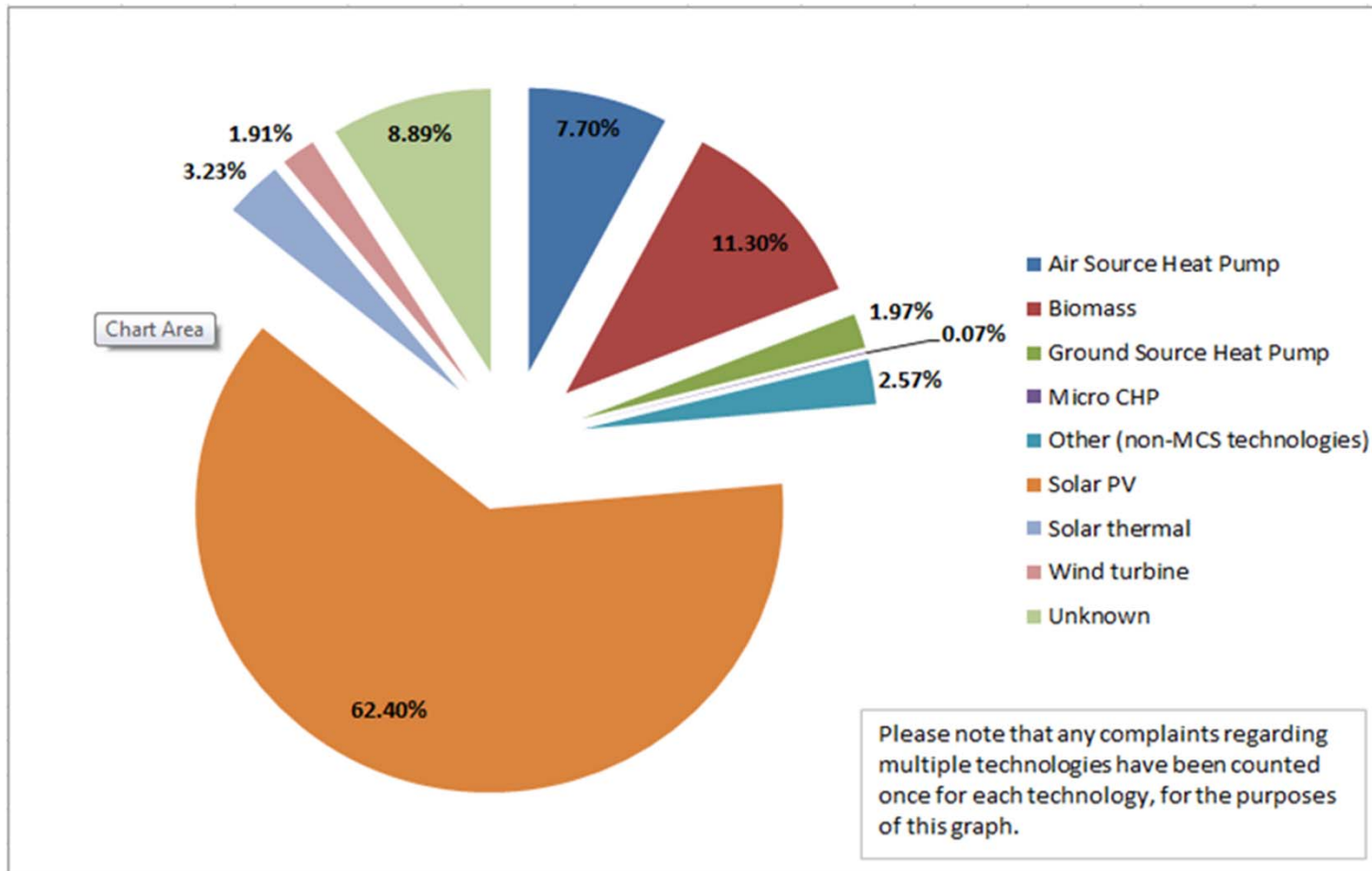
Disputes registered with RECC by month 2015



Category of disputes registered 2015



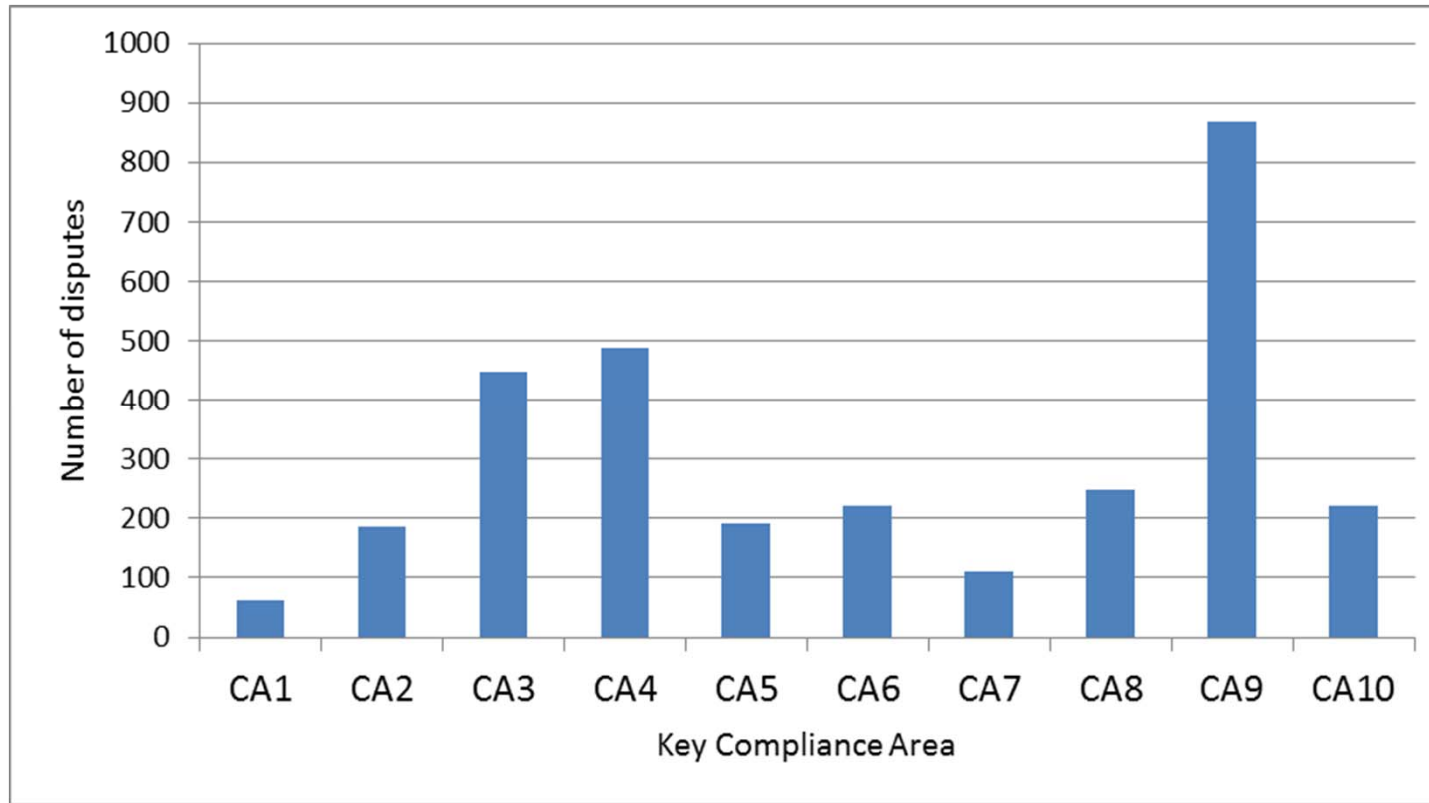
Disputes registered by technology 2015



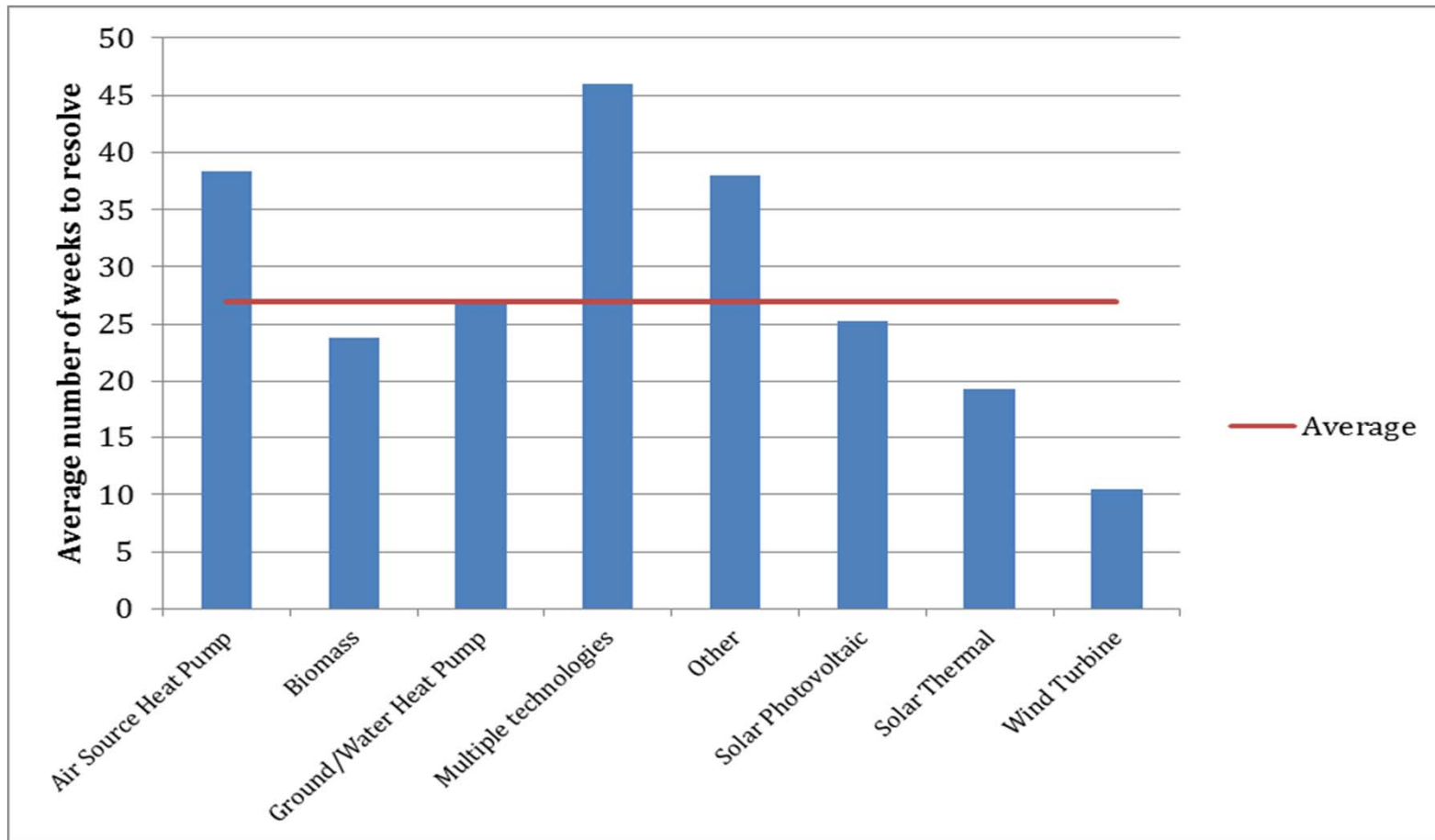
Disputes as % of installations 2015

Technology	Percentage	Disputes registered with RECC	Total domestic installations
ASHP	2.7	108	4,025
Biomass	3.9	160	4,150
GSHP	3.1	28	894
Solar PV	0.7	948	142,250
Solar thermal	4.8	48	997

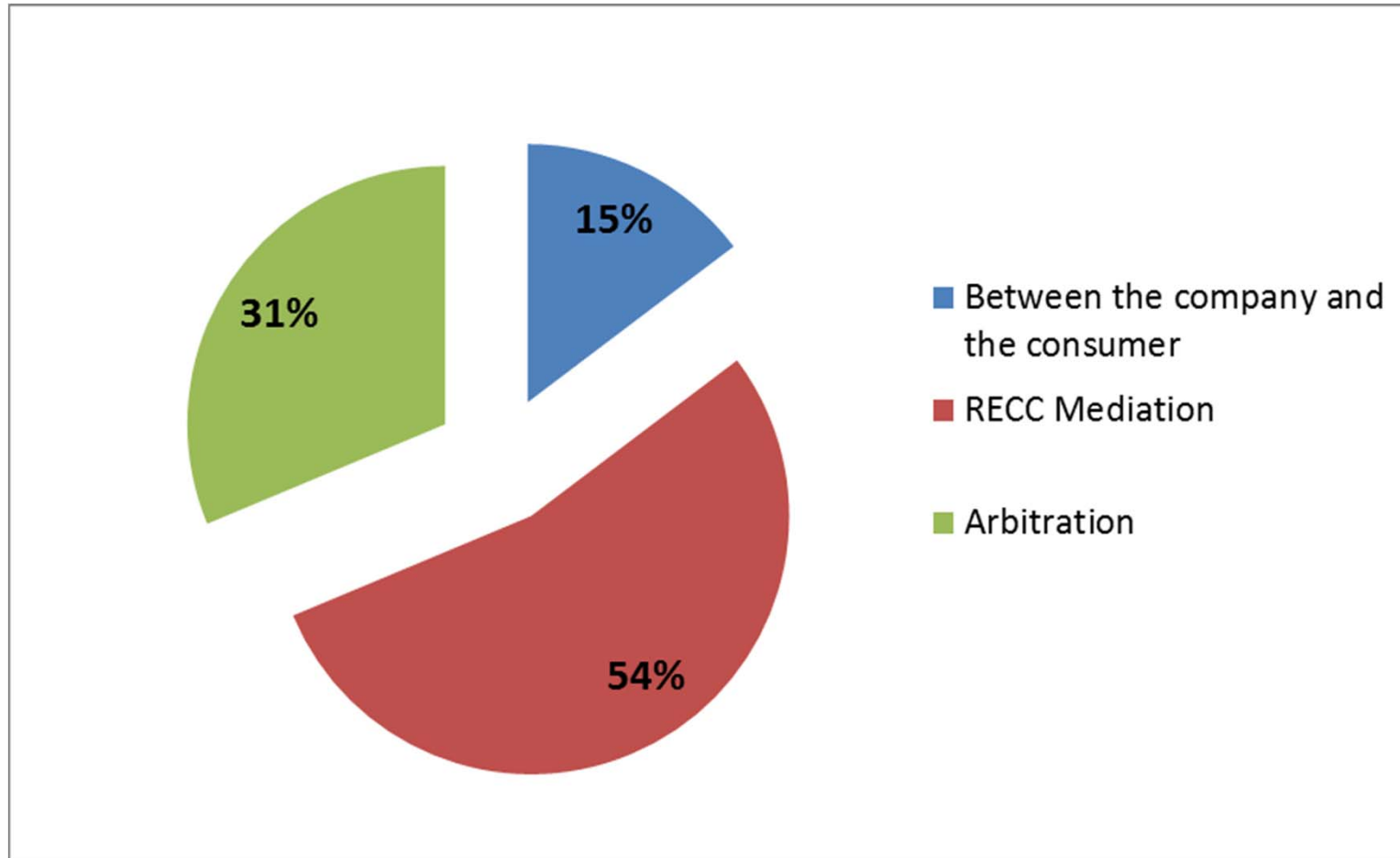
Issues underlying disputes registered 2015



Length of time taken to resolve disputes



Means by which disputes resolved 2015



Independent arbitration service 2015

72 domestic consumers referred cases to the independent arbitration service:

- the total amount awarded to domestic consumers at arbitration in 2015 was £391,963
- the average amount awarded was £6,124, based on an average of the 64 cases in which financial awards were made.

Heat performance estimates

in 2014/2015 RECC analysed 20 heat pump performance estimates, 9 in more detail (4 GSHP & 5 ASHP)*.

MIS 3005– 4.3.1 states:

“An estimate of the annual energy performance shall be calculated or obtained and shall be communicated in writing to the client at or before the point at which the contract is agreed.”

Paragraphs 4.3.2(a)-(g) describe the calculation – *they do not describe what performance information should be given to the consumer.*

* RECC also analysed biomass & solar thermal estimates.

Performance information obligations in MIS 3005

Obligation [1]	MIS 3005 Paragraph	When should this information be given	Comments
Rules on alternative estimates	4.3.4	Applies to pre-contractual information	This warning should be clarified to state that all estimates not based on MCS methodology should be treated with caution.
Overall design and demand and information on supplementary heating	4.2.1, 4.2.2	Unclear	The information requirements in these paragraphs should be clarified.
Hot water demand	4.2.3	Unclear	Installer obligation to discuss predicted hot water demand should be clarified.
Heat Losses and Emitter Design	4.2.12-17	'At or before' contract agreed	This information is vital as it demonstrates that system efficiency depends on emitter choice. Requirements here should be clarified and standardized.
Ground Source Design	4.2.24	Unclear	Standard should define when this information should be provided.
System Performance	4.3	'At or before' contract agreed	The standard should be explicit about what values must be provided pre-contract.
Running Costs	4.2.8	Unclear	Standard should define when this information should be provided.

Main findings of analysis

- NONE of the heat pump estimates analysed gave ALL required key performance values:
 - overall demand
 - renewable heat provided
 - electricity consumed by heat pump
 - combined SPF.
- Three out of the four GSHPs estimates did not give the required technology-specific design information included in MIS 3005 section 4.4.24.

Key recommendation from analysis

MIS 315 should explicitly require that the design and performance information listed below be provided *before* the contract is signed:

- overall design and demand
- hot water demand
- specific room heat loss information and emitter selection
- design for Ground Source Heat Pumps
- system performance
- running costs.

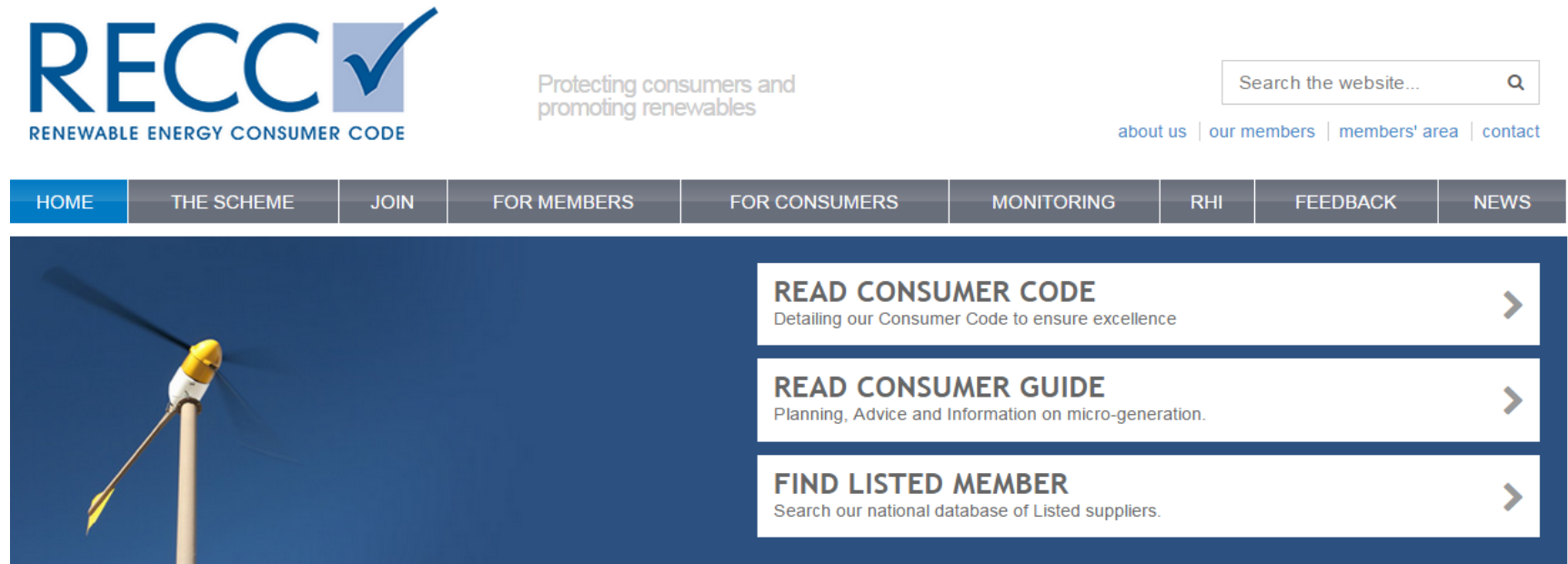
Your feedback would be welcome

RECC is participating in the following:

- MCS working groups for solar thermal, biomass & heat pumps
- MCS heat pump simplification working group
- MCS Certification Body Forum
- BEIS working group on RHI consumer protection issues.

For more information please visit:

<http://www.recc.org.uk>



The screenshot shows the RECC website homepage. At the top left is the RECC logo, which consists of the letters 'RECC' in a bold, blue, sans-serif font, followed by a blue square containing a white checkmark. Below the logo is the text 'RENEWABLE ENERGY CONSUMER CODE'. To the right of the logo is the tagline 'Protecting consumers and promoting renewables'. Further right is a search bar with the placeholder text 'Search the website...' and a magnifying glass icon. Below the search bar are navigation links: 'about us', 'our members', 'members' area', and 'contact'. A dark blue navigation bar contains the following menu items: 'HOME', 'THE SCHEME', 'JOIN', 'FOR MEMBERS', 'FOR CONSUMERS', 'MONITORING', 'RHI', 'FEEDBACK', and 'NEWS'. The main content area features a large blue background image of a wind turbine. On the right side of this area, there are three white boxes with dark blue borders and right-pointing chevrons. The first box is titled 'READ CONSUMER CODE' and has the subtitle 'Detailing our Consumer Code to ensure excellence'. The second box is titled 'READ CONSUMER GUIDE' and has the subtitle 'Planning, Advice and Information on micro-generation.'. The third box is titled 'FIND LISTED MEMBER' and has the subtitle 'Search our national database of Listed suppliers.'.

or contact us on:
info@recc.org.uk