

**Between**

**Renewable Energy Assurance Ltd (“REAL”)**

**And**

**Experience Energy (UK) Ltd (“the Code Member”)**

**Consent Order**

(This document is a summary of the original Consent Order)

**Terms of the Consent Order**

The RECC Executive, on behalf of REAL, invited the Code Member to agree to a Consent Order on the following terms:

- 1. The Code Member agrees that the RECC Executive shall, within a period of 2 months commencing on the date on which this Consent Order is signed, carry out a full on-site Audit of the Code Member at the Code Member’s expense to assess its full compliance with the Code; and*
- 2. The Code Member agrees that the RECC Executive may, at its discretion, invoice the Code Member for this Audit in advance of it taking place.*

*The Code Member further agrees*

- 3. That where it takes a deposit from a domestic consumer, that deposit will not under any circumstances represent more than twenty-five per cent of the total contract value.*

The Code Member signed the Consent Order on **23 October 2018** and agreed to all terms.

### Summary of information received

The Code Member was invited to agree to the Consent Order as the following information had been received from the sources identified below:

Issue	Source	Code breaches
1. Code Member took deposits from consumers at the point of contract that represented more than 25% of their total contract values and failed to provide adequate insurance protection for these deposits	Complaints, audit	Section 6.3
2. Code Member provided consumers with unclear written terms and conditions which failed to give adequate notice of the right to cancel	Complaints, audit	Sections 6.1 and 6.2.1
3. Code Member failed to provide consumers with a handover pack promptly after installation	Complaints	Section 7.3
4. Code Member made misleading statements at the point of contract, including giving consumers unclear performance and financial estimates	Complaints, audit	Sections 5.3.1 and 5.3.3
5. Code Member failed to deal with consumer complaints speedily and effectively	Complaints	Sections 9.1 and 4

The information received gave the RECC Executive reasonable grounds to consider that provisions of the Renewable Energy Consumer Code (“the Code”) had been breached. The RECC Executive considers that sections 5.3.1, 5.3.3, 6.1, 6.2.1, 6.3, 7.3, 9.1 and 4 of the Code have been breached, and that these breaches are serious.

### Review of the Code Member’s response

The Code Member was given the opportunity to respond to the information received. The Code Member’s response indicated that it had taken steps to address the issues identified and provided details of how its business practices would be improved. It accepted that certain practices breached the Code and explained that it had misunderstood certain requirements around deposits and deposit protection.

Following a review of the Code Member’s response, and the other information available to it, the RECC Executive considered that a Consent Order requiring the Code Member to pay for a full on-site audit of its business by the RECC Executive was necessary to ensure the Code Member’s future compliance with the Code. The request for the Code Member to agree to the Consent Order was made in accordance with clauses 9.5.2 and 8 of the Bye-Laws.