

Between

Renewable Energy Assurance Ltd ("REAL")

and

PV Solar UK Ltd T/A Warm Home 4 U ("the Code Member")

CONSENT ORDER

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

Terms of 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 the 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 furthers agrees that:

3. *Within a period of 3 weeks commencing on the date on which this Consent Order is signed, the Code Member will provide the RECC Executive with the solar PV contracts signed with domestic consumers for the 5 most recent MCS certificates registered on the MCS installer database, providing in all cases the consumer's contract, quote, performance estimate, financial estimates/ calculations and the MCS certificates.*

The Code Member signed the Consent Order on **14 December 2016** 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 generated MCS certificates for contracts held by another company	Complaints / Feedback	Section 2.4
2. Code Member made misleading statements about the products and services it offers	Complaints / Feedback	Sections 5.1 / 5.2
3. Code Member provided consumers with misleading income and savings figures	Complaints / Feedback	Section 5.3
4. Code Member failed to provide consumers with an adequate response to complaints	Complaints / Feedback	Section 9.1
5. Code Member brought the Code into disrepute	Complaints / Feedback	Section 4

The information received gave the RECC Executive reasonable grounds to consider that provisions of the Code had been breached. The RECC Executive considers a) generating MCS certificates for contracts held another company, b) making misleading statements when contacting domestic consumers, c) providing consumers with misleading income and savings figures, d) failing to provide an adequate response to complaints and e) bringing the Code into disrepute, are serious breaches of the Code.

Review of the Code Member's Response

The Code Member was given an opportunity to respond to the information received. The Code Member's response indicated that it has taken steps to address some of the non-compliances identified and provided details of how its current business practices had improved since a change of management. The Code Member's response set out the procedures it has in place to ensure compliance with the Code but failed to adequately deal with instances where evidence suggests these procedures may not have been followed.

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 take certain action was necessary in order 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 7.5.2 and 8 of the Bye-Laws.