Annual Report 2024/25

We are pleased to share with you the RECC 2024/2025 Annual Report.

Our Annual Report provides detailed information on:

- RECC's Achievements
- Membership
- Compliance and Monitoring
- Dispute Resolution

This report has been produced for our approval body, Chartered Trading Standards Institute (CTSI). RECC is approved by CTSI under its Approved Code Scheme.

Driving consumer confidence in a rapidly growing renewable energy market

Renewable Energy Assurance Limited (REAL) is a leading force in consumer protection and standards within the renewable energy sector.

For more than two decades, REAL has worked alongside industry, government, regulators and consumer bodies to build trust in renewable energy technologies and support the development of a fair, transparent and responsible marketplace. As the sector continues to grow and evolve, REAL plays an important role in ensuring that consumer confidence keeps pace with innovation and market expansion and that consumer protection is of the highest standard.

At the heart of REAL's work is the Renewable Energy Consumer Code (RECC), the largest and longest-established CTSI-approved Consumer Code for the domestic renewable energy sector. RECC provides a recognised framework of consumer protection standards covering the marketing, sale and installation of renewable energy technologies.

For consumers, RECC membership offers confidence that they are dealing with businesses committed to high standards and backed by an independent dispute resolution service. For businesses, RECC membership is more than a mark of compliance; it is a demonstration of commitment to consumer protection, professionalism and quality, helping members build trust, differentiate themselves in a competitive marketplace and access opportunities that support growth.

> With millions of renewable energy installations delivered by RECC members, RECC has become one of the most recognised and trusted consumer protection schemes in the sector.

Through compliance monitoring, dispute resolution, member support, training and industry engagement, REAL and RECC continue to raise standards, support responsible businesses and strengthen confidence in the transition to a low-carbon future. Since 2006, RECC has supported nearly 950,000 consumers through the provision of guidance, support and protection. And since the dispute resolution service was established in 2006, RECC has recovered more than £4 million for consumers.

As demand for renewable energy technologies continues to increase, the role of trusted standards and effective consumer protection has never been more important.

RECC's achievements across 2024 and 2025 alone include:

Membership growth by

20.1%

57%

of members investigated for non-compliance were successfully brought back into compliance through positive engagement and the rapid resolution of compliance concerns

RECC members installed approximately

438,000

renewable energy systems

457 consumer complaints handled and

1,507

consumer queries responded to

More than

2,000

compliance and monitoring activities of members making sure members stayed compliant with the Code

Over

£407,000

was recovered for consumers through dispute resolution

Enhanced due diligence helped prevent high-risk businesses entering the scheme, strengthening protections for consumers

We are proud of our achievements to date in driving growth and consumer confidence in the renewable energy sector and embrace the challenge of continuing to maintain the highest standards of consumer protection throughout the evolution of this rapidly developing sector.

A Word from our Director

Welcome to RECC's 2024/25 Annual Report.

The renewable energy sector continued to grow rapidly throughout 2024 and 2025, driven by increasing consumer demand, rising energy costs, and greater awareness of energy independence and sustainability. As the market expands, maintaining strong consumer protection and high standards across the industry **remains more important for the industry than ever.**

RECC continues to play a business critical role for organisations operating in the sector. In 2024/25 membership remained a requirement for key schemes and opportunities, including the Boiler Upgrade Scheme (BUS) and initiatives such as iChoosr, helping members access funded work, pre-qualified customers, and new routes to market.

Throughout the reporting period, RECC continued supporting responsible businesses through guidance, engagement with government and wider industry stakeholders, compliance monitoring and dispute resolution. RECC also continued helping consumers access practical support and dispute resolution, with the majority of complaints resolved directly by our team.

As competition across the renewable energy market continues to increase, RECC membership provides businesses with more than accreditation alone.

It demonstrates a commitment to high consumer protection standards, helps build consumer confidence, and opens access to commercial opportunities that support business growth.

Looking ahead, RECC remains committed to strengthening standards, supporting members, and helping drive responsible growth across the renewable energy sector.

I would like to thank our members, stakeholders, Supervisory Panel, and the RECC team for their continued support and commitment throughout 2024 and 2025.

Catherine Cousins
REAL Director of Consumer Codes

Snapshot of the Sector

Growth in renewable energy installations

Over **225,000 certified small-scale renewable installations** were recorded by the Microgeneration Certification Scheme (MCS) in 2024, with growth accelerating further in 2025. Over 140,000 certified installations were recorded in the first half of 2025 alone – **a 27% increase compared to the same period in 2024.**

2024

Over 225,000
Installations

27%
Increase

2025

Solar PV

remained the **fastest-growing technology,** with more than

182,000 certified installations

in 2025, surpassing the previous record set in 2011

Battery storage

saw **significant expansion,** with installations increasing by

130% year-on-year

in the first half of 2025 as increasing numbers of consumers sought greater energy independence by pairing batteries with Solar PV

Heat pump

deployment **continued to accelerate,** with around

30,000 certified installations recorded

in the first half of 2025

Government schemes including the **Boiler Upgrade Scheme (BUS), ECO4, and the introduction of the Clean Heat Market Mechanism (CHMM)** continued to support market growth and low-carbon heating adoption.

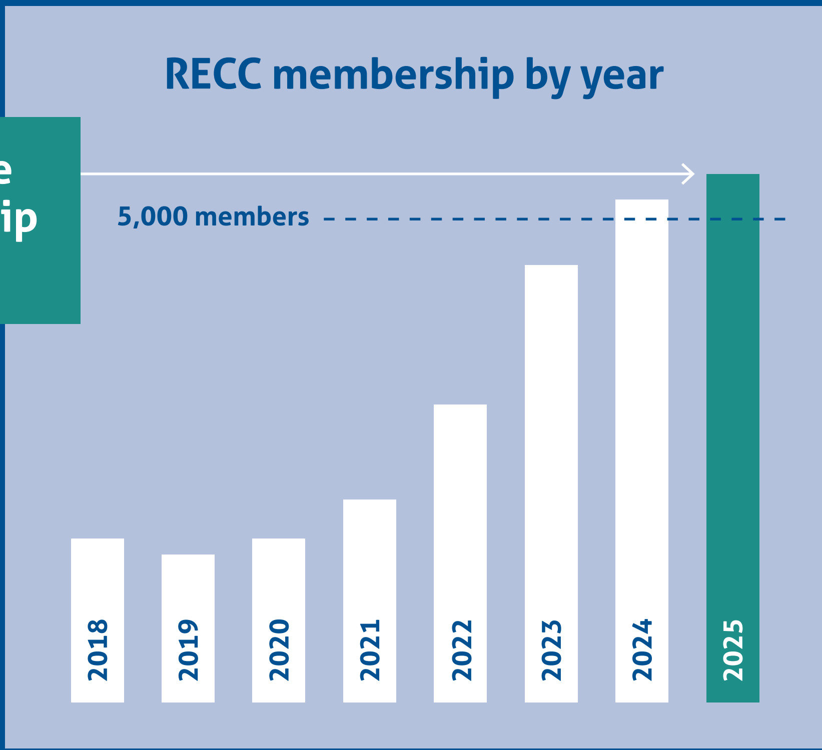
The Government's Solar Roadmap and Clean Power 2030 ambitions signalled continued long-term support for expanding UK solar capacity.

The rapid expansion of the renewable energy sector continues **to create major opportunities for responsible businesses whilst reinforcing the importance of strong consumer protection standards.** Mandating that consumers use an installer who is a member of an approved consumer code like RECC to install their domestic renewable energy system is essential in ensuring that consumers benefit from robust protections, monitored standards, and access to dispute resolution.

Membership

In 2024/2025 RECC was delighted to see our sixth consecutive year of membership growth, reflecting continued confidence in the renewable energy sector and a clear commitment from businesses to high standards, consumer protection, and best practice as the market continues to expand.

Sixth consecutive year of membership growth!



Each new member application received is subject to a strict and in-depth due-diligence check during which we assess whether the business is suitable for RECC membership and in a position to comply with our high standards.

20.1%

RECC saw membership **grow by 20.1%** having welcomed **2,519 members** in 2024/ 25

Total membership reached **5,444 by the end of 2025,** despite some businesses leaving the scheme due to factors such as restructuring, business closure, or exiting the renewable energy sector

5,444

438,000

In 2024/ 25, RECC members **installed approx. 438,000** small-scale renewable and low carbon technologies across the UK

Membership Profile

At the end of this period, a snapshot view shows **% of membership offering:**

75%	44%	15%	4%	57%
PV	Air Source Heat Pump	Ground Source Heat Pumps	Biomass	Batteries

Types of business

4% sole traders

10% large businesses

86% small to medium businesses

Membership Growth

Across 2024 and 2025:

(Some members' applications will have rolled over from the year before).

2,647
APPLICATIONS WERE RECEIVED from businesses looking to join RECC

2,519
BUSINESSES WERE ACCEPTED as members

27
BUSINESSES WERE ACCEPTED ON A TEMPORARY BASIS and subject to conditions

13
BUSINESSES HAD THEIR APPLICATIONS REJECTED

509
APPLICATIONS WERE CLOSED

Enhanced due diligence checks identified a range of concerns which resulted in some applicants being placed on temporary membership or having their applications rejected altogether.

Temporary memberships were typically applied where concerns were identified relating to complaint history, financial issues, previous non-compliance, pressure selling practices, MCS certification concerns, or links to businesses with poor consumer outcomes.

Applications were rejected where more serious risks were identified, including alleged fake installations, abuse of government schemes, misleading declarations, lack of MCS certification, criminal associations, repeated non-compliance, or significant consumer protection concerns.

These checks reflect RECC's proactive approach to protecting consumers, maintaining high standards, and preventing high-risk businesses from entering the scheme.

The Value of Membership

The value of RECC membership can be seen through high member retention levels. A snapshot at the end of 2025 shows the proportion of businesses that have been members for:

17% for over 10 years

22% for over 5 years

38% for over 3 years

Monitoring and Compliance

RECC's monitoring and compliance activity plays a critical role in protecting consumers, identifying emerging risks, and raising standards across the renewable energy sector. Compliance work in 2024/25 focused on key areas including financial transparency, certification requirements, insurance-backed guarantees, protections for vulnerable consumers, marketing practices and staff training. Most members engaged positively with the compliance process, taking appropriate action to address identified issues and improve their practices where necessary.

Across 2024 and 2025:

2,072

monitoring activities were carried out

57%

of members who were checked were brought back into compliance

57

memberships were terminated to protect consumers

The work we do allows us to assess whether our members are complying with the high standards we set and to take swift action to correct any issues found. Where serious issues are found, our team will act quickly to bring the member back into compliance or to terminate membership where necessary.

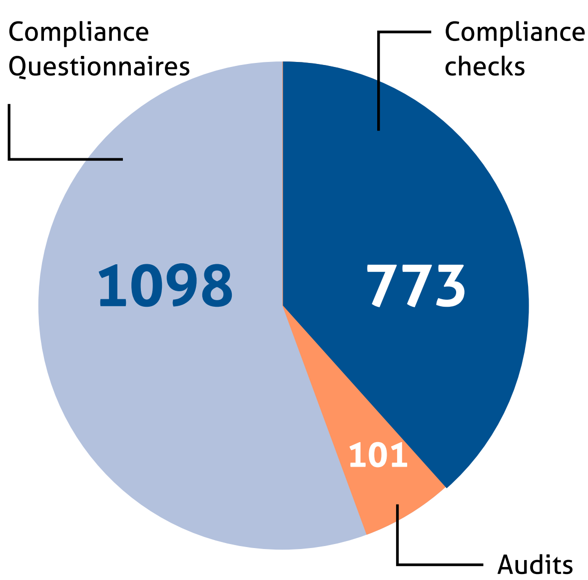
Compliance Scope

We undertake an in-depth review of Code member's compliance and analyse monitoring activity, complaints, consumer queries, and member feedback against 10 key compliance areas to identify good practice, emerging risks, and areas for improvement. These insights help shape our guidance and support for members' through our Knowledge and Learning Strategy.

The 10 Compliance Areas are:

CA1	Awareness of consumer protection/RECC
CA2	Microgeneration Certification Scheme (MCS)
CA3	Marketing and selling
CA4	Estimates/quotes, performance estimates and financial incentives
CA5	Finance agreements
CA6	Contracts and cancellation rights
CA7	Taking and protection of deposits and advanced payments
CA8	Completing the installation
CA9	After-sales (guarantees, workmanship warranties, warranty protection, after sales support and customer service)
CA10	Dispute numbers, handling, procedures

Number of Compliance Activities



During 2024/25 RECC significantly improved resolution times during the reporting period, allowing issues affecting consumers to be resolved more quickly.

Average audit resolution times improved from **53 days in 2024 to 40 days in 2025**

Average non-compliance resolution times **improved from 25 days in 2024 to 17 days in 2025**

Trend Analysis

The findings from monitoring activities, complaints, and consumer feedback across 2024 and 2025 identified key themes of:

Consumer-facing financial clarity remains a key compliance risk

Issues relating to the presentation of financial information continued to increase, highlighting ongoing concerns around clear, accurate, and consistent consumer communications.

RECC Response: Provision of targeted guidance to members on presenting financial information, including clearer explanations of finance terms, total costs, and repayment structures.

Training and knowledge gaps continue to drive non-compliance

Issues relating to staff training on the Code and wider consumer protection legislation highlighted the need for greater awareness, education, and ongoing support across the sector.

RECC Response: Expansion of RECC's training and guidance offer, issuing updated learning materials, reminders of key Code obligations, and targeted communications to support members in improving staff knowledge and competency.

Support for vulnerable consumers requires improvement

Inadequate processes, or in some cases no processes at all, were identified for supporting consumers in vulnerable circumstances.

RECC Response: Highlighting of good practice, updating guidance on identifying and supporting vulnerable consumers, and engaging directly with affected members to help them put appropriate policies and procedures in place.

Branding and administrative compliance remain recurring issues

Incorrect logo usage continued to be a common issue, including misuse of the CTSI Approved Code logo and wider non-compliance with branding requirements.

RECC Response: Updated branding guidance issued, clarifying logo usage rules, and introducing a combined RECC and CTSI logo to support members in meeting branding requirements more effectively.

Financial protection arrangements continue to show significant weaknesses

RECC identified ongoing issues relating to insurance-backed guarantees and deposit protection arrangements across a range of compliance activities.

RECC Response: Action taken to remind members of their obligations in this area, signposting appropriate financial protection products, and working with individual businesses to regularise their arrangements where gaps were identified.

MCS certification compliance remains a growing concern

Certification issues continued to increase throughout the reporting period, including cases where businesses were operating without the required MCS certification.

RECC Response: Issue of a sector wide compliance communication reminding members of their obligations under the Code and wider certification requirements, and by intervening directly with non compliant members. This resulted in improved engagement and a reduction in new cases identified.

These interventions form part of RECC's wider Knowledge and Learning Strategy, helping members improve compliance and strengthen consumer protection standards across the sector.

Maintaining High Standards

Monitoring activities which highlighted major non-compliances were handled through our disciplinary process:

35 members were investigated through the disciplinary process

20 of these members returned to compliance

7 memberships were formally terminated through investigations

8 investigations remained ongoing at the reporting period end

In total in 2024/25, 57 members had their membership terminated.

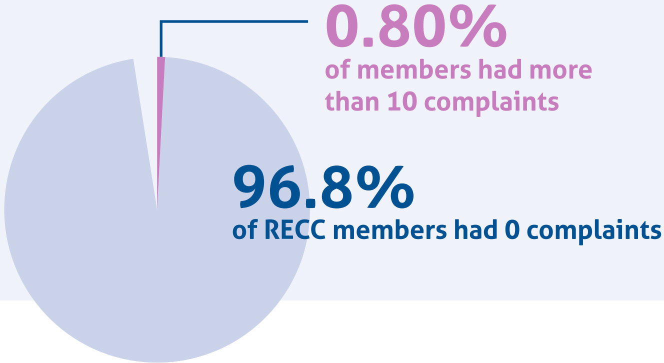
Reasons for termination included:

- Failure to respond to compliance requests
- Failure to cooperate with audits
- Failure to comply with adjudication decisions
- Not holding MCS certification
- Breach of temporary membership conditions

Where we consider it necessary in the interests of consumer protection, a notice relating to a member's termination is published on the RECC website: www.recc.org.uk

Complaints and Dispute Resolution

The high standards set by Code membership means that consumer complaints against RECC members are low. In 2024/25:



In 2024/ 2025, RECC resolved 1,507 queries and received 856 complaints. Of these 856 complaints:

457
COMPLAINTS WERE for RECC to handle

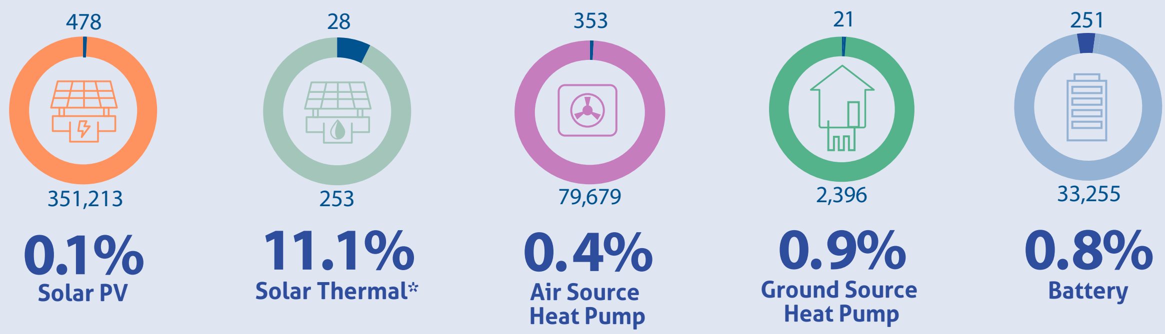
262
WERE FEEDBACK ONLY

129
WERE NOT IN RECC'S REMIT as they were technical in nature and so referred to MCS Certification Bodies

8
WERE NON-DOMESTIC COMPLAINTS, again falling outside of RECC's remit

242
COMPLAINTS WERE RESOLVED BY RECC'S CASEWORKERS

The remaining cases were closed either because consumers chose not to pursue the matter further, ceased engagement with the process or resolved their concerns through alternative routes such as finance providers, or pursued court action instead. In other cases, businesses ceased trading at the end of the mediation process.



Number of complaints registered with RECC by technology, compared to total installations.

Complaints as % of installations – please note, any complaints regarding multiple technologies have been counted once for each technology.

*Traditionally, the number of solar thermal installations has been significantly lower than that of other technologies. As a result, when the number of complaints is measured against the relatively small number of installations, the resulting percentage appears much higher.

Complaints by Issue

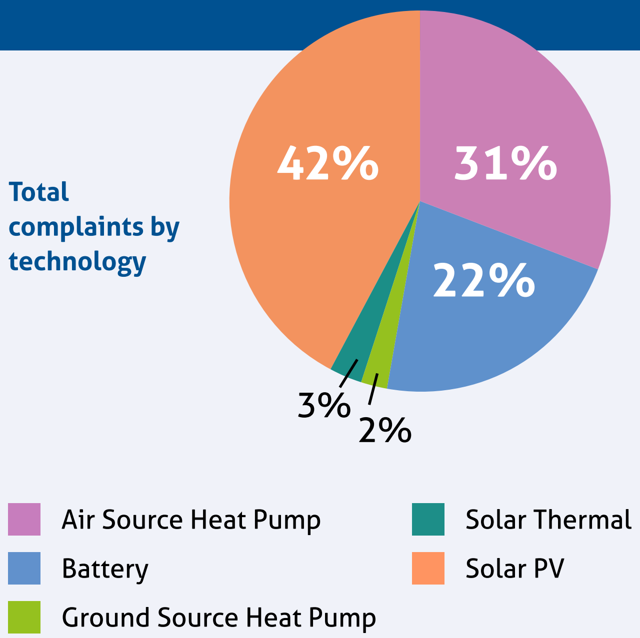
Solar PV, solar thermal, and **battery storage** systems complaints largely concerned installation quality and system performance. Issues ranged from:

- Roof damage and water leaks
- Incomplete or unsafe installations, and delays in completing works
- Underperforming system
- Inverter and battery compatibility problems
- Failures to correctly commission systems or connect them to the grid
- Consumers also raised concerns about poor customer service, pressure selling, delays in receiving documentation, and failures to honour guarantees or refund deposits

Heat pump complaints were often more complex and focused on system performance and suitability. Issues ranged from:

- Systems failing to provide adequate heating or hot water
- High running costs
- Noise concerns and pressure loss
- Incorrect system sizing
- Faulty surveys
- Commissioning failures
- Installations not fit for purpose
- Consumers also reported delays, poor workmanship, incorrect financial estimates, and issues linked to grant funding, contracts, and after-sales support

Total complaints by technology



Across all technologies, the complaints and compliance issues identified during the reporting period reinforced the critical importance of robust consumer protection measures, high-quality installation practices, clear and accurate consumer information, effective commissioning processes, and consistent customer service throughout the consumer journey. **These findings demonstrate RECC's vital role in monitoring compliance, identifying emerging risks, and driving continuous improvement across the renewable energy sector.**

Resolving Complaints – Dispute Resolution

The 242 complaints resolved in 2024/25 were resolved through our expert dispute resolution process. When there are issues, consumers who have signed contracts with a RECC member have access to this process, giving us an opportunity to help resolve their issues speedily and effectively.

The 242 resolved complaints were resolved by these methods:

26% **62** **By adjudication**

74% **180** **By mediation**

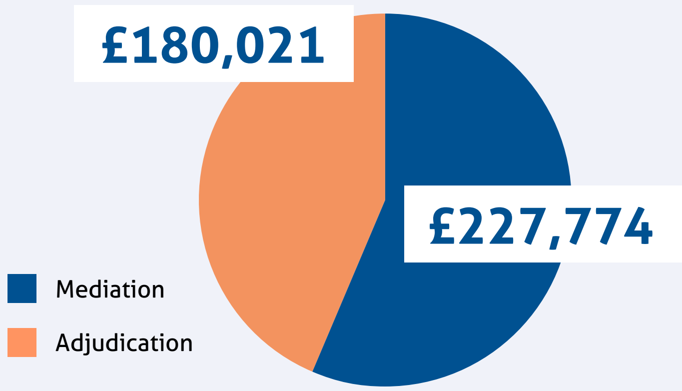
Mediation was the most successful method of resolving consumer disputes, **74% were resolved via this method.** A total of **£407,795 was recovered in 2024/25** and of this **£180,021 was recovered directly by RECC through mediation.** On average it took 4 weeks to resolve a complaint through mediation. A third of complaints were resolved in 2 weeks or less.

Adjudication - In 2024/25, **26% of disputes were resolved by adjudication.** Through this process a total of **£227,774 was awarded to consumers with successful claims.**

The highest amount awarded to a consumer was:

Mediation
£16,568

Adjudication
£28,172



Total recovered for consumers through RECC's Dispute Resolution Process

Most disputes were resolved without requiring formal adjudication, enabling quicker and less adversarial outcomes for consumers and businesses.

A range of non-financial resolutions were also secured for consumers including:

- **Replacement goods installed such as a heat pump, battery, inverter and tank**
- **Removal of panels and completion of remedial work on roof**
- **Installation of bird protection equipment on roof**
- **Provision of handover documents**
- **Completion of decorative work**
- **Removal of goods**
- **Written apology**
- **Installation of radiators**
- **Completion of remedial work**
- **Provision of annual service**

These outcomes demonstrate the important role RECC plays in helping consumers explore and access the most appropriate route to resolution, whether through RECC's own dispute resolution service or alternative mechanisms better suited to the circumstances of the case.

Governing the Code

RECC is run by Renewable Energy Assurance Ltd, the commercial arm of the Association for Renewable Energy and Clean Technology (REA). RECC is approved by CTSI under its Approved Code Scheme and our running of the Code is overseen by CTSI and the RECC Supervisory Panel.

The Supervisory Panel meets quarterly and oversees the development of the Code, which reflects developments in the policy, legal and industry context within which it operates.

The Supervisory Panel and CTSI require us to reflect the lessons drawn from our monitoring activities, any feedback we receive and the disputes we register. In doing so we can identify any systemic issues and provide feedback to help raise standards across our membership. In addition, we take account of guidance and specific suggestions we receive from CTSI and the Supervisory Panel.

The Supervisory Panel was chaired during this period by Steve Lisseter. Steve is an independent consultant specialising in consumer and competition law issues. He has previously overseen the approval of a wide range of consumer codes to assure consumers of good practices by member businesses. Panel members are drawn from a wide range of stakeholder organisations and most are independent of the sector.

Looking Ahead

As we look ahead to 2026 and beyond, RECC remains committed to supporting a growing and increasingly complex renewable energy sector through robust consumer protection, high standards of compliance and meaningful support for our members.

Our focus will be on strengthening and growing our membership base, supporting an increase in renewable energy installations, and continuing to drive improvements in compliance and consumer outcomes. Through enhanced member benefits and process improvements, we aim to ensure that members receive greater value from their RECC membership and are supported in meeting the high standards expected by their customers.

We will continue to develop strategic partnerships across the sector, enabling greater collaboration and helping to promote best practice throughout the consumer journey. Building on our expertise, we will also explore opportunities to provide consultancy and advisory services that support industry stakeholders and contribute to the development and maintenance of consumer protection standards in an evolving sector. In addition, we will continue to grow our Green Homes Dispute Resolution scheme, available to all RECC members, providing access to high quality, independent dispute resolution for consumers and businesses alike.

Through these initiatives, RECC will continue to evolve as a trusted, highly experienced and authoritative voice within the renewable energy sector, supporting consumers, members and industry partners in delivering a fair, compliant and thriving market.

REAL's Quality Management System is certified to the ISO 9001:2015 standard.

The ISO 9001:2015 standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, which in turn brings many business benefits.

The seven quality management principles are:

- customer focus
- leadership
- engagement of people
- process approach
- improvement
- evidence-based decision making
- relationship management.

Renewable Energy Consumer Code (RECC) is administered by Renewable Energy Assurance Limited.

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