

Renewable Energy Consumer Code
Annual Activity Report for 11th June 2015 - 10th June 2016
8th July 2016

<p>Please tell us the total number of 'domestic' and 'cross-border' disputes you have received in the last year as well as the types of complaints to which the domestic disputes and cross-border disputes relate (Provide us with data using whatever categorisation system you use for 'types' of dispute. For example, you may have major and sub categories in relation to the 'types' of goods and services in dispute, such as; Electrical goods (Major), with televisions, laptops etc as sub-categories. You may also have multiple categorisations, for example, a goods & services category and also the legal 'type' of dispute, for example, not as described, not fit for purpose. In addition you may have no category system at all if you are very specialist or only deal with a very small number of disputes. If your categorisation system changes during the year let us know the information up to the change and afterwards explaining what has changed and how in a footnote to the data).</p>	<p>Domestic disputes type</p> <p>TECHNOLOGIES Air Source Heat Pump Biomass Ground Source Heat Pump Micro CHP Other (non-MCS technologies) Solar PV Solar thermal Wind turbine Unknown</p> <p>CATEGORIES OF DISPUTES Awareness of RECC / Consumer Protection (including staff training) Microgeneration Certification Scheme Marketing and selling Estimates / quotes, including performance estimates and financial incentives Finance agreements Contracts and cancellation rights Taking and protection of deposits and advanced payments Completing the installation After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service) Complaints (numbers, handling, procedures)</p>	<p>Number received</p> <p style="text-align: center;">756</p>	<p>Cross border dispute type</p> <p>TECHNOLOGIES Wind Turbine</p> <p>CATEGORIES OF DISPUTES After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service) Estimates / quotes, including performance estimates and financial incentives; Microgeneration Certification Scheme</p>	<p>Number received</p> <p style="text-align: center;">4</p>
	<p>Total number of domestic disputes received</p>	<p style="text-align: center;">756</p>	<p>Total number of cross border disputes received</p>	<p style="text-align: center;">4</p>

<p>Please tell us about any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which you have become aware due to your operations. In addition, tell us about any recommendations you may have as to how these problems could be avoided or resolved in future. (Your recommendation should be based on the objective of raising traders' standards and to facilitate the exchange of information and best practices).</p>	<p>Systematic or significant problem(s) occurring frequently</p> <p>The issues are specific to the small-scale renewable energy sector: - Mis-selling the financial benefits of systems paid for via an ancillary finance agreement. - Misinformation / lack of knowledge around changes to financial Government incentives. - Higher running costs than expected for heat generating technologies. - Consumers being cold-called despite being registered with TPS. - Scaffolding left up at consumers' properties.</p>	<p>How can this be problem be avoided or resolved in future</p> <p>RECC tackles each of these issues through its Consumer Code and Bye Laws. In addition RECC encourages members to use its model document templates, guidance, online training resources and also offers training webinars to its members. These resources help to ensure compliance with the Code.</p> <p>RECC recently commissioned a project analysing issues linked to performance estimates for heat technologies and reported its findings to industry working groups to promote changes to current practices. The focus of the work is how to provide consumers with accurate and consistent information up front before a contract is entered into.</p>
<p>Please tell us the total number of disputes which you have refused to deal with. In addition, a breakdown of the percentage share of each of the permitted grounds (see Annex B) on which you have declined to consider such disputes (if any).</p>	<p>Total number of disputes refused to deal with.</p> <p>108 disputes were closed upon receipt as the companies which are the subject of the disputes were not a member of RECC.</p> <p>Grounds for dispute refused</p> <p>(f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.</p>	<p style="text-align: center;">Percentage of total - 100%</p>

<p>Please tell us the percentage of ADR procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation; Operational reasons means, for example, issues with an ADR official and a conflict of interest. It does not include consumers and traders dropping out of the process nor when a consumer has lied to gain access to the process. These occurrences would be part of the numbers of 'refused to deal with' data.</p>	<p>Total number of discontinued ADR procedures for operational reasons /Total number of ADR procedures initiated x 100</p>	<p>zero</p>
<p>Please tell the average time you take to resolve domestic disputes and cross-border disputes (See Appendix A for guidance on how to obtain the 'average time to resolve disputes' calculation).</p>	<p>Average time to resolve domestic disputes</p>	<p>146 days (please note that some of these disputes were resolved via independent arbitration rather than RECC's ADR process)</p>
	<p>Average time to resolve cross-border disputes</p>	<p>146 days (please note that some of these disputes were resolved via independent arbitration rather than RECC's ADR process)</p>
<p>Please tell us the percentage rate of compliance, if known, with the outcomes of the alternative dispute resolution procedure. (Please express compliance as a percentage relative to the number ADR procedures where an outcome has been achieved).</p>	<p>Percentage rate of compliance with ADR procedure outcomes</p>	<p>100%. We would only close a dispute after the mediation process if the outcome had already been complied with.</p>
<p>Please tell us how you have co-operated, if at all, with any network of ADR entities which facilitates the resolution of cross-border disputes.</p>	<p>N/A</p>	