

Renewable Energy Consumer Code
Annual Activity Report for 11 June 2017 - 10 June 2018
18 July 2018

<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, Exhaust Air Heat Pump Biomass, Gas Absorption Heat Pump Ground Source Heat Pump, Solar Assisted Heat Pump Micro CHP Other (non-MCS technologies) Solar PV Solar thermal Wind turbine Battery Storage</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;">977</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) Awareness of RECC / Consumer Protection (including staff training) Completing the installation Contracts and cancellation rights Microgeneration Certification Scheme</p>	<p>Number received</p> <p style="text-align: center;">5</p>
	<p>Total number of domestic disputes received</p>	<p style="text-align: center;">977</p>	<p>Total number of cross border disputes received</p>	<p style="text-align: center;">5</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:</p> <ul style="list-style-type: none"> - Mis-selling the financial benefits of energy generators where consumers have either paid upfront or via an ancillary finance agreement or personal loan. - Consumers not qualifying for the government financial incentives for various reasons including missing application deadlines and lack of information provided about the procedures. - Mis-selling of energy generators (e.g. system not fit for purpose). - Significantly higher running costs for heat energy generators than figures stated in contract. - Mis-selling of battery storage systems and related products (voltage optimisers, smart pv system, solar boost) in relation to savings and financial benefit. - Mis-selling of services, including manufacturer's warranties, workmanship warranties and maintenance agreements. - Technical problems with battery storage systems and other related products. 	<p>How can this problem be avoided or resolved in future</p> <p>RECC address these issues through the standards set out in the Consumer Code and Bye-Laws. To ensure that the information members provide to consumers when signing contracts is correct and complies with the Code, we have prepared a range of resources including model documents (e.g. contracts and installer workmanship warranty) and various guidance documents (e.g. performance predictions, consumer protection legislation and Consumer Rights Act 2015); these are all updated in accordance with any new legislative changes. Furthermore, we have interactive online training guidance covering all areas of the Code, which members can access in their own time, and we arrange regular webinar training where members have the opportunity to ask questions about problems encountered.</p> <p>In relation to the increase in the number of disputes about battery storage and related products, RECC has prepared specific guidance for consumers about the factors to take into consideration before signing a contract for these products. The guidance covers all the issues that consumers should be aware of including how the products work, potential savings on electricity and the product's cost effectiveness.</p> <p>RECC also has clearly defined guidance documents for members who market or sell battery storage systems to consumers. The guidance extends to important areas such as pre-sales information, presentation of financial benefits and preparation of quotations for consumers. We recommend that members follow the guidance to avoid mis-selling products and misleading consumers.</p> <p>Furthermore, we have guidance for consumers, which addresses frequently asked questions regarding what they should do in the event that they experience a problem with their system. Also, we offer guidance by telephone and email to consumer's regarding their issues to consumers seeking further advice.</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>113 disputes were closed upon receipt as the companies which were the subject of the disputes were either a non member, had ceased trading or were no longer a Code Member.</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>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>None</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>12 weeks</p>
	<p>Average time to resolve cross-border disputes</p>	<p><i>N/A. All the cross-border disputes received for this period were not suitable for handling through mediation or independent arbitration.</i></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>