

**Renewable Energy Consumer Code**  
**Annual Activity Report for 11 June 2019 - 10 June 2020**  
**10 July 2020**

<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 &amp; 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><b>TECHNOLOGIES</b>  <b>Air Source Heat Pump</b>  <b>Biomass, Gas Absorption Heat Pump</b>  <b>Ground Source Heat Pump, Solar Assisted Heat Pump</b>  <b>Other (non-MCS technologies)</b>  <b>Solar PV</b>  <b>Solar thermal</b>  <b>Wind turbine</b>  <b>Battery Storage</b></p> <p><b>CATEGORIES OF DISPUTES</b>  <b>Awareness of RECC / Consumer Protection (including staff training)</b>  <b>Microgeneration Certification Scheme</b>  <b>Marketing and selling</b>  <b>Estimates / quotes, including performance estimates and financial incentives</b>  <b>Finance agreements</b>  <b>Contracts and cancellation rights</b>  <b>Taking and protection of deposits and advanced payments</b>  <b>Completing the installation</b>  <b>After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service)</b>  <b>Complaints (numbers, handling, procedures)</b></p>	<p>Number received</p> <p style="text-align: center;">516</p>	<p>Cross border dispute type</p> <p><b>TECHNOLOGIES</b>  <b>Wind Turbine</b></p> <p><b>CATEGORIES OF DISPUTES</b>  <b>After-sales (guarantees, workmanship warranties and warranty protection, after-sales support: customer service)</b>  <b>Estimates / quotes, including performance estimates and financial incentives</b></p>	<p>Number received</p> <p style="text-align: center;">1</p>
	<p>Total number of domestic disputes received</p>	<p style="text-align: center;"><b>516</b></p>	<p>Total number of cross border disputes received</p>	<p style="text-align: center;"><b>1</b></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><b>The issues are specific to the small-scale renewable energy sector:</b></p> <p>(1) Consumers who are unable to obtain the government's Feed-in Tariff incentive since the scheme closed on 31 March 2019 for various reasons. For example, a) the application was submitted after the end of March 2020 b) the commissioning date on the MCS certificate was after 31 March 2019 although the installation was carried before this date and c) incorrect details on the MCS certificate.</p> <p>(2) Damage caused to the roof of consumers' properties by solar pv systems installed several years ago and the huge expense incurred when arranging rectification work.</p> <p>(3) Warranty/guarantee documents: Companies failing to provide consumers with the workmanship warranty for the installation, the manufacturer's guarantee and insurance backed workmanship warranty.</p> <p>(4) For solar PV system, where the system is not working due to a product fault, there is usually ambiguity in the terms of the warranty on whether the installer will cover the labour costs incurred to install the replacement product.</p> <p>(5) A range of technical issues with air source heat pump installations such as incorrect heat loss calculation, leaks in the system, insufficient heat and hot water provision in the property.</p> <p>(6) For biomass, consumers report issues including poor standard of installation, RHI eligibility issues and incorrectly sized system.</p>	<p><b>How can this problem be avoided or resolved in future:</b></p> <ul style="list-style-type: none"> <li>- Inform consumers who have a valid MCS certificate that they may be eligible for the Smart Export Guarantee launched in January 2020. Their energy provider can be contacted for more details.</li> <li>- RECC is working to ensure that members are aware of the issues reported by consumers and ensure that there is sufficient training and guidance available across all technologies with a particular focus on heat pumps. Furthermore, RECC will liaise with MCS to provide adequate training for installers.</li> <li>- The RECC model warranty document used by some of our members will be updated to ensure that the terms are much clearer for consumers and installer in the event of a warranty claim.</li> <li>- As the requirement to provide warranty and guarantee documents is stipulated in the Consumer Code and MCS standards, RECC will liaise with MCS to raise awareness and develop new ways to ensure that members provide the documents to the consumers shortly after completing the installation.</li> </ul>		
<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><b>14 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.</b></p>			
	<p>Grounds for dispute refused</p> <p><b>(f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.</b></p>	<p style="text-align: right;">Percentage of total - <b>100%</b></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><b>7 weeks</b></p>
	<p>Average time to resolve cross-border disputes</p>	<p><b>1 week</b></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><b>100%. We would only close a dispute at the end of the mediation process once the parties have complied with the resolution.</b></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>