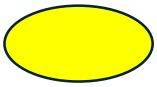
Supporting documents checklist

RECC
RENEWABLE ENERGY CONSUMER CODE

To assess your RECC application, we will ask you to provide supporting documents for review.

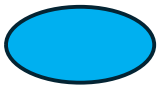
What you need to submit will depend on your business activities, how you work with consumers and the answers you give on your application form. Please note you may be asked to provide additional information or documents later as part of RECC's due diligence checks.

Use this checklist to help you prepare your documents before you apply.



These documents will be requested on the application form (if applicable).

If you take deposits, you must evidence deposit protection. If you have an IBG in place this usually also covers deposits. It is important to check that the amounts that you take upfront are covered. Please see here for further information on deposit protection insurance



If you are contracting with domestic consumers, you must provide evidence that you have workmanship warranty protection in place, usually through an Insurance Backed Guarantee (IBG). Please see here for further information on Insurance Backed Guarantees

Evidence	Notes
Public Liability Insurance (PLI)	Policy document alongside full terms and conditions. Minimum £2 million cover per incident. Please see here if you do not yet have PLI in place.
Consumer contract, Quotation, Performance estimate, Cancellation form, Express request form, Workmanship warranty, Dispute resolution procedure, and Complaints/disputes log.	If you do not choose to use the RECC model documents, you will need to provide your service agreement or paid invoice for a third-party managed Quality Management System (QMS), such as Paperclip, Easy MCS or Spruce.
Telesales script	To be submitted if your business operates telesales.
Marketing materials	To be submitted if you use leaflets, brochures, tables, graphs or scripts when selling to consumers.
Deposit protection evidence (i.e. confirmation of registration from deposit insurance provider)	Applicable only if you take deposits. This must be provided now or within 3 months of application.
Warranty protection evidence (i.e. confirmation of registration from an Insurance Backed Guarantee provider)	Applicable to all businesses contracting directly with domestic consumers. This must be provided now or within 3 months of application.