

Between

Renewable Energy Assurance Ltd (“REAL”)

And

UK Energi Ltd (“the Code Member”)

Consent Order

(This document is a summary of the original Consent Order)

Terms of Consent Order

The RECC Executive, on behalf of REAL, invited the Code Member to agree to a Consent Order on the following terms:

From the date on which this Consent Order is signed by the Code Member:

1. It agrees to provide Consumers with a written workmanship guarantee against any faults that might arise from the installation process and workmanship applied, valid for a minimum of 2 years;
2. It will ensure that the full term of every workmanship guarantee is honoured through an insurance-backed workmanship guarantee; and
3. It will provide Executive with evidence at the end of each month, for 4 months, starting from the end of November 2024 with the number of back dated IBG policies it has issued for those installations that had previously not been provided with one. The evidence needs to be in the form of a paid invoice from the IBG provider and a random sample of 10 polices to evidence they have been issued. The Code Member to continue to provide this information until all installations have an IBG issued.

The Code Member further agrees that:

4. The Executive shall, within a period of 6 months, carry out a full desk-based audit of the Code Member at the Code Member’s expense to assess its full compliance with the Code, and the Executive may, at its discretion, invoice the Code Member for this audit in advance of it taking place.

The Code Member signed the Consent Order on **5 November 2024** and agreed to all terms.

Summary of information received

The Code Member was invited to agree to the Consent Order as the following information had been received from the sources identified below:

| Issue | Source | Code Breaches |
|---|------------------|--------------------------------------|
| The Code Member has breached this section of the Code by making a monetary offer to consumers that went beyond the limits of the Code, and making | Compliance Check | Section 5.1 Advertising and sales |

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| financial claims that were not backed by a reputable source. | | promotion and 5.2.2 Pressure selling |
| The Code Member has breached this section of the Code by withholding handover documentation until final payment is made. | Compliance Check and Code Member | Section 7.3. Testing and commissioning |
| The Code Member has breached this section of the Code by failing to provide consumers with a workmanship guarantee for work it has completed and provide insurance backing for those guarantees where required. | Compliance Check and Code Member | Section 8.1.2. Workmanship guarantees |

The information received gave the RECC Executive reasonable grounds to consider that provisions of the Renewable Energy Consumer Code (“the Code”) had been breached. The RECC Executive considers that sections 7.3 and 8.1.2 of the Code has been breached and that these breaches are serious.

The request for the Code Member to agree to the Consent Order was made in accordance with clauses 7.4.2 and 8 of the Bye-Laws.