

PROTECTING CONSUMERS AND PROMOTING RENEWABLES

Welcome to the Winter newsletter

Dear RECC Members,

Welcome to the Winter edition of the Newsletter!

You will find articles on the success of RECC's monitoring in 2024, the positive survey results from consumers taking part in the Electrification of Heat Demonstration Project and information about MCS' update to MCS 031: The heat pump pre-sale information and performance calculation.

You will also find information about a RECC membership milestone and the upcoming shows we will be attending. We hope to see you soon!

I hope you enjoy the Newsletter and I wish you all a successful and busy 2025.

Virginia Graham (Editor).



85% of consumers recommend heat pumps

A recent survey of consumers who took part in the [Electrification of Heat Demonstration Project](#) showed that 85% had, or were likely to, recommend a heat pump to their friends and family. The survey also found that:

- The effectiveness of the 742 heat pumps involved in the survey did not seem to vary whatever the type or age of property they were installed in.
- The project involved four types of heat pumps and the efficiency of the majority of those installed was as high as three times that of a modern gas boiler.
- Consumers highlighted their reliability, easy-to-use nature and low levels of noise.

These results should help encourage a mass roll-out of heat pumps, providing consumers with the confidence that heat pumps, when well designed and installed, can meet their needs for a comfortable home.

Energy Systems Catapult who led the project have estimated that the electrification of heat could represent over 70% of the total heat supply in 2050. However, they also made it clear that there were four common blockers and barriers to any mass roll-out which needed to be overcome:

- the perceived impact of disruption
- the belief that some types of property posed more of a challenge for the installation of a heat pump
- space and noise constraints
- slow grid connection times.

Richard Halsey, Innovation Director at Energy Systems Catapult, stressed that heat pump designers and installers needed to find innovative solutions to these barriers and that the project had shown that they were not insurmountable.

He said: "Innovation in heat pump technology has come a long way over the last decade. Heat pumps are more efficient than they've ever been, they're reliable, they work in cold weather and are suitable for most housing types and ages. Where barriers remain, innovation can help tear these down to help make solutions accessible, desirable and affordable".

The Electrification of Heat Demonstration Project was funded by the Department for Energy Security and Net Zero (DESNZ) and Energy Systems Catapult were supported by LCP Delta and Oxford Computer Consultants.

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MCS advises against using SCOPs to estimate performance

On 18 December 2024, MCS published an update of MCS 031: The heat pump pre-sale information and performance calculation. This update advises installers not to use the Seasonal Coefficient of Performance (SCOP) metric as it tends to overestimate likely outcomes.

We have long called for a better, more accurate performance estimate methodology for heat pumps and have previously published research showing that there is a significant 'performance gap' between the efficiency achieved by 'as designed' systems and the actual outcomes of the installations.

Our RECC consultants have worked with the MCS Heat Pump Working Group over several years to develop a new way of calculating efficiency based on the Heat Emitter Guide (which was used before the SCOP-based methodology was introduced in 2017). When used correctly, the new method will provide consumers with more accurate and realistic estimates for how a heat pump will heat their home.

To ensure that the wider industry understood the limitations of SCOP-based methodology, we have also worked with the Competition and Markets Authority to develop new guidance on marketing green heating and insulation products. This guidance advises businesses about complying with consumer laws and advises that they should avoid making installation performance claims based on the SCOP of a product.

Compliance with the new version of MCS 031 is mandatory from 18 March 2025. To accompany the standard, MCS certified installers will have access to an Excel tool to simplify the calculation and present the information in the required format.



RECC members shine in 2024 monitoring review

In 2024, our Compliance and Monitoring team undertook over 1,000 monitoring activities on RECC members, reviewing over 400 compliance survey responses, undertaking over 500 compliance checks and completing 50 full audits.

Candidates for monitoring are chosen for a wide range of reasons, from random selection to a trigger where a minor or major risk has been identified. Risk triggers are not always indicative of consumer detriment, a member may be identified as a 'risk' where they have, for example, increased installation levels, new directors or are offering new technologies to consumers.

The majority of members assessed were able to clearly demonstrate how they meet our standards. Members recognise that these activities are opportunities for improvement and, where any areas of non-compliance were identified, most worked quickly to take the action needed.

Dipesh Vaghela, Head of Compliance at RECC, said:

"In 2024 we achieved a record high in monitoring activities and were impressed with the level of compliance across our membership. The aim of our monitoring strategy is to identify how our members are meeting their obligations, identifying best practice and providing support and guidance where needed to help raise standards."

To improve our feedback processes, the team has worked to identify thematic issues and best practice across all activities and has been sharing this with members. We really hope this helps members better understand our requirements and how they apply to their business model. We will continue to share guidance throughout 2025 to support our members and promote compliance.

We are grateful to our members for their cooperation with all our activities last year and look forward to seeing how they are getting on in 2025.

Come and meet us - Up-coming events at ExCel, London

Futurebuild 4-6 March 2025

Futurebuild's mission is to drive sustainable construction to make a positive impact on the built environment and to help reach our goal of net zero. From 4 to 6 March 2025, Futurebuild will be at the ExCel, London, bringing together all the different parts of the supply chain to showcase innovative solutions, share knowledge and inspire positive change in construction methods to create a more sustainable built environment.

Register for your free Futurebuild ticket [here](#).

Solar & Storage Live 2-3 April 2025

We are delighted to be taking part in Solar & Storage Live 2025 which aims to accelerate the adoption of solar energy and create a world powered by clean, renewable sources of energy. The show, which is taking place at the ExCel, London on 2-3 April 2025, attracts a large audience of installers, commercial and industrial users, property owners, landowners and utility companies.

Get your free ticket to Solar & Storage Live [here](#).



Grand Designs 2-5 May 2025

Taking place at the ExCel, London on 2-5 May 2025, Grand Designs Live is celebrating its 20th anniversary this year. This year we are excited to have partnered with Grand Designs Live, the UK's premier home and garden event, which attracts 45,000 homeowners and trade representatives. To find out more about how you can take part in exhibiting at this year's event, head to granddesignslive.com/exhibit-with-us.



If you want to visit Grand Designs Live, you can apply for trade tickets [here](#).

Keep an eye on our socials for information about where to go to say hello!

RECC proud to reach over 5,000 members!

We are thrilled to announce that RECC has officially reached a milestone of 5,000 members, and now over 5,100 members! This is a testament to the growing trust and interest in renewable energy across the UK. This milestone is a clear reflection of the increasing demand for quality and assurance in the sector.

Why does this matter?

Membership of RECC means consumers are guaranteed protection, transparency and a commitment to the highest standards. By choosing a RECC member, consumers are working with businesses that prioritise their best interests, offering a clear route for redress and peace of mind. Whether it's for a heat pump, solar PV or battery storage, RECC members offer a wide range of solutions for each consumer's home.

Rebecca Robbins, Director of Consumer Codes at REAL, said, "We are incredibly proud to have over 5,000 RECC members, offering consumers confidence as they transition to renewable energy technologies. The strength and size of the RECC community highlights the vital role our members are playing in the UK's journey towards decarbonisation."

As we continue into 2025, we will be celebrating this achievement and driving our mission forward: to protect consumers, promote renewables and ensure the highest standards in the renewable energy industry. We will be sharing success stories from our members, showcasing the real-life impact that adopting renewable energy technologies can have on consumers' homes, enhancing comfort, savings and sustainability.

Stay tuned for our exclusive 2025 Membership Badge – coming soon!

RECC Membership Benefits

A full list of RECC Member Benefits and Affinity Arrangements available to you can be found here:

www.recc.org.uk/join/affinity-arrangements



Renewable Energy Assurance Ltd
York House, 23 Kingsway, WC2B 6UJ

Tel 020 7981 0850

Email info@recc.org.uk | Web www.recc.org.uk