



Case study

Renewable Energy Consumer Code (RECC) - Solar PV without a valid MCS Certificate

Summary: Mr A signed a contract with a company for a solar photovoltaic system based on being eligible for the government's financial incentive, the Feed-in Tariff (FiT). On completion of the installation, unfortunately the installer was unable to generate an MCS certificate which meant that Mr A was unable to apply for the FiT. It emerged that the installer was not MCS certified when the installation was completed. Due to loss of income, the Mr A felt that the system had been miss-sold as the contract included certain financial returns from the FiT. Mr A decided to keep the system and sought compensation for the loss suffered.

Mediation Stage: The Dispute Resolution Caseworker (Caseworker) reviewed the supporting documents submitted by the parties, clarified the key issues in dispute, applied the relevant consumer protection legislation as set out in the Renewable Energy Consumer Code and confirmed the outcomes sought with Mr A. Mediation commenced for a set period during which the Caseworker, amongst other actions, managed the expectations around a potential resolution and negotiated with the parties with a view to reaching an amicable resolution in a timely manner.

Resolution Achieved: The parties reached a resolution which entailed a combination of outcomes including an upfront payment and the remaining balance by instalments. Its implementation was overseen by the Caseworker and ultimately, as the resolution was amicable, the professional relationship between the parties was preserved going forward.

Mr A's Feedback:

"Thanks again for all your help with this matter.

Just to confirm that I have now received the [upfront payment].

Without the help of RECC and in particular, [the Caseworker] I don't feel that this would have ever got sorted. After the initial complaint was logged it wasn't very long before I got a reply and then got an agent assigned to the case.

[The Caseworker] has been great at seeing both sides of the problem and coming up with different ideas to sort it out.

So once again a big thanks."

You can find more information about the RECC Scheme here -

<https://www.tradingstandards.uk/commercial-services/code-sponsors/renewable-energy-consumer-code>

ENDS

Notes for Editors:

For press queries, email CTSI Press Office: pressoffice@tsi.org.uk, or call 01268 582240.

The Consumer Codes Approval Scheme is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

Chartered Trading Standards Institute (CTSI)

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