



RENEWABLE ENERGY ASSURANCE LISTED

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Consumer Code

for companies selling or leasing micro heat and power generators to domestic community and small business consumers



Consumer Code

- sets out minimum standards for companies to provide high quality service to consumers
- being approved by the Office of Fair Trading under self-regulation scheme
- dovetails with installer and product accreditation schemes being developed by BRE



Consumer Code

- sponsored by Renewable Energy Association
- run by Renewable Energy Assurance Ltd
- 70 members to date listed on website
- eligible REA members obliged to join
- non-REA members welcome



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Pre-sales activities:

- selling techniques
- performance predictions
- estimates and quotes
- planning permission



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Contracts:

- cancellation rights
- deposits and pre-payments
- subcontracting



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After-sales activities:

- guarantees
- maintenance and service
- repair



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Complaints:

- complaints procedure
- conciliation service
- independent arbitration



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Website resources:

- links to all relevant sites
- model contract terms
- guidance on presenting estimates
- helpful advice for consumers
- complaints form
- conciliation form

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Annual compliance checks on sample of members:

- audits
- mystery shopping exercises
- consumer satisfaction surveys

Disciplinary procedure for non-compliance



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www.realassurance.org.uk