

REAL Assurance Scheme

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Microgeneration –
The Key to Unlocking Consumer Power in Tackling Climate Change
All-Energy – Aberdeen - 2006



A Consumer Code for Micro-Renewables

Unlocking consumer power means first winning over customers' confidence

- REAL Assurance Scheme establishes a Code to help members achieve high standards when selling or leasing micro heat and power generators
- REAL aims to:
 - Increase consumer confidence
 - Increase rational utilisation of renewable energy
 - Increase prospects of future business for scheme members



Core Components

A 'High Standard'
for Conduct of
Business

Dealing with
Problems

Performance
Monitoring

- Pre-sale activities
- Contracts
- Completing the order
- After-sales activities
- Consumer complaints procedure
- Conciliation service
- Independent arbitration
- Disciplinary procedures
- Consumer feedback
- Regular audits
- Analysis of complaints, conciliation & arbitration cases



Scope

Compatibility

Applies to:

Eligibility

Code to be used alongside:

- Installer accreditation standards for installers
- Certification standards for products suitable for domestic, community and small-business use.
- Companies selling or leasing micro heat and power generators to domestic, community and small-business consumers
- Renewable and non-renewable sources
- Relevant REA members required to join
- Open to non-REA members
- Modest charge to cover administrative costs



Process

- Extensive consultation now completed
- Subject to the OFT Approval Scheme for Self-Regulation
 - Will be subject to an initial ‘probation period’ prior to approval
- To be launched by Malcolm Wicks on 14 June 2006
- Goes ‘live’ on 1 July 2006





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