

Between

Renewable Energy Assurance Ltd (“REAL”)

And

Eco House Solutions Limited (“the Code Member”)

Consent Order

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

Terms of the Consent Order

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

- 1. The Code Member agrees that it will not hold itself out as being MCS certified for any technologies it does not hold MCS certification for; and*
- 2. The Code Member agrees that it will not advertise MCS certified products or services on the basis of access to or eligibility for any Government grants and/or incentives which are linked to MCS certification, where the Code Member is not MCS certified for those products.*

The Code Member further agrees that:

- 3. the RECC Executive shall, within a period of 6 months, carry out a full on-site Audit of the Code Member at the Code Member’s expense to assess its full compliance with the Code, and that the RECC Executive may, at its discretion, invoice the Code Member for this Audit in advance of it taking place.*

If an on-site Audit is not practicable within the 6-month period due to Government restrictions and/or social distancing measures, the RECC Executive may, at its discretion, arrange for a desk-based Audit to be carried out as an alternative; and

- 4. within 14 days of the date of this Consent Order, it will remove all statements identified as being non-compliant, and listed in Appendix 1, from its website and social media pages.*

The Code Member signed the Consent Order on **28 April 2021** 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 / Condition Breaches
1. Code Member failed to comply with the Conditions of the Period of Enhanced Monitoring by making changes to its website without seeking approval from the RECC Executive.	Review of website	Condition 3, letter dated 5 March 2020
2. Code Member advertised its business and services in a way which may mislead a consumer by a) suggesting that it is MCS certified for technologies it is not certified for and b) that its consumers can access relevant Government grants and/or incentives on account of its MCS certification for technologies it is not certified for.	Review of website	Section 5.1

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 section 5.1 of the Code has been breached, along with Condition 3 of the Period of Enhanced Monitoring, and that these breaches are serious.

The request for the Code Member to agree to the Consent Order was made in accordance with clauses 8 and 9.5.2.3 of the Bye-Laws.