

Between

Renewable Energy Assurance Ltd (“REAL”)

And

Nationwide Renewables Ltd (“the Code Member”)

Consent Order

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

Terms of Consent Order

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

From the date on which this Consent Order is signed by the Code Member:

1. the Code Member agrees to only undertake installations for consumers and will generate an MCS certificate on its own MCS user account where it directly holds the contract for the sale and installation of the relevant MCS certified Energy Generator with the consumer;
2. the Code Member will co-operate fully with the Code’s dispute resolution team and will ensure all complaints that are currently ongoing are resolved promptly; and
3. the Code Member will respond to communications from the Code’s dispute resolution team within 7 days

The Code Member further agrees that:

4. the Executive shall, within a period of 6 months, carry out a full desk-based audit of the Code Member at the Code Member’s expense to assess its full compliance with the Code, and that the Executive may, at its discretion, invoice the Code Member for this audit in advance of it taking place.

The Code Member signed the Consent Order on **03 October 2023** 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 Breaches |
|---|---------------------|--------------------------------|
| The Code Member has breached this section of the Code as the complainants report that the Code Member failed to provide an adequate response to their complaint and/or failed to consider the details of their complaints in a timely and efficient manner. The | Consumer complaints | Section 9. In case of problems |

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| complaints suggest that the Code Member is not meeting the expectations of the Code with regard to time frames for responding to complaints. | | |
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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 9 of the Code has been breached and that this breach is 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.