Department of Energy & Climate Change

Independent Review of Consumer Advice, Protection, Standards and Enforcement

Terms of Reference

Purpose

Consumers rely on a Framework of standards to ensure that they get a good quality outcome when choosing to install energy efficiency or renewable energy measures in their homes.

Whilst the majority of installations are successful, there are a number of cases where the Consumer is dissatisfied. This Review will draw together and review evidence about weaknesses in the existing framework of standards and propose how it can be made more robust, with the interests of consumers in mind, to encourage investment, and promote innovation.

The review will be led by Dr Peter Bonfield OBE, FREng and has been jointly commissioned by the Department of Energy and Climate Change and the Department of Communities and Local Government.

Scope

The Review will cover the following issues as a priority:

- **Consumer advice and protection**; what supports Consumers in their decision-making ahead of an installation and what assistance is available when things go wrong?
- **Standards Framework**; what ensures that the right products are fitted to the right properties in the right way during the installation?
- **Monitoring and Enforcement**; are the arrangements for audit and compliance checking (and if necessary sanctions) sufficient to provide assurance that poor quality work can be dealt with effectively?

The Review will focus on the installation of energy efficiency and renewable energy measures in existing properties. It will not cover new build. The Review will not address Building Regulations' requirements themselves but will look at the interfaces between these and the framework of standards and whether this needs to be clarified to help consumers. The review will not seek to duplicate other relevant work being undertaken across Government but will draw on that as appropriate.

The review is expected to provide initial advice to both Secretaries of State by March 2016.