

Solar Together London Update for the London Assembly: 8/3/23

1. The GLA were informed on the 27 February that our delivery partner, iChoosr, has suspended all installation activity for Green Energy Together UK (GET UK) on Solar Together London with immediate effect due to:
 - a. GET UK's Microgeneration Certification Scheme (MCS) accreditation being suspended by the awarding body the National Inspection Council for Electrical Installation (NICEIC) due to a documentation issue. *MCS accreditation and the ability to issue installed customers with an MCS certificate is a requirement of the Solar Together scheme.*
 - b. GET UK's Home Insulation and Energy Systems Contractors Scheme (HIES) membership being under review. *Membership of either of the consumer bodies Renewable Energy Consumer Code (RECC) or HIES is a requirement for Solar Together schemes.*
2. The installation contracts for Solar Together London exist between the customer and GET UK. It is therefore a decision for the customer whether they want to proceed or choose to cancel. However, we are in conversation with iChoosr daily about how to protect customers, who are the number one priority for the Mayor.
3. iChoosr assure us that any termination of HIES membership would not impact customers who have been issued with insurance-backed guarantees already, or customers who have been issued with deposit protection certificates and have deposit protection in place. The Mayor is clear that the GLA will investigate all options available and take the necessary action to protect the rights of customers.
4. We do not know what the outcome of the MCS suspension and HIES's review will be. We are working through options for customers in different scenarios with iChoosr and will support residents in getting their money back if they no longer want to have the work done or, if appropriate, in getting their installations done by an alternative installer.
5. We have paused correspondence this week and sent holding responses, but have been working urgently with iChoosr on an update to customers which explains their options. This will issue in the coming days.
6. We will keep the Assembly regularly updated on this issue. On behalf of Londoners, the Mayor is determined to hold iChoosr and GET UK to account for the unacceptable performance of this scheme.