

Solar Together London Update for the London Assembly Environment Committee and Audit Panel: 30/3/23

1. Further to the note I sent to the Chair of the Environment Committee the 8th March on Solar Together London and GET's suspension, I wanted to send a further update on the situation. Officers have continued daily conversations with iChoosr to try to resolve the situation in a way that protects customers, who are the number one priority for the Mayor. The Deputy Mayor for Environment and Energy has met iChoosr's Founder on several occasions, including most recently this Tuesday 28 March.
2. As of yesterday, GET UK's Microgeneration Certification Scheme (MCS) accreditation has not been reinstated. Yesterday was the last day that this could happen. In addition, GET UK's Home Insulation and Energy Systems Contractors Scheme (HIES) membership has ended. This means no installations of Solar PV have been able to progress since the 27th February when the suspension began. We expect this to be a permanent position.
3. On that basis, iChoosr sent a communication to all GET customers on Tuesday 28th alerting them to the current situation – see below.
4. We expect GET to write to their customers given their MCS is not reinstated to say they are no longer able to fulfil their contract and give people the option to cancel. This will enable iChoosr to issue more tailored communication which sets out for each customer the protections available to them and options for next steps, on which we have been working with iChoosr since the end of February. These include supporting 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 also been doing further work on understanding the numbers of customers affected by this issue, including at what stage of the process they are in their installation. In doing this work we have discovered that some of the numbers that GET UK had previously given to iChoosr, which they had provided to us and we had passed on to the Assembly, were incorrect. I want to use this opportunity to make a correction to that information to the Assembly.
6. At the Audit Committee in December, I suggested that phase 4 should be completing very soon, with a handful of installations slipping into January 2023 and from January phase 5 being full steam ahead. This was based on information presented by iChoosr's Founder to the Deputy Mayor. It has since become clear that many phase 4 installations have still not been completed and I apologise that this information was not accurate. We have asked iChoosr to provide accurate numbers of installations (partially and fully) completed for GET's customers. While we await an accurate update, we already know that the numbers will be below the 1,600 installations predicted for phase 4.
7. At this stage we believe around 1,000 customers across phase 4 and 5 to be affected directly in various ways by GET's loss of accreditation. iChoosr have a support plan in place to help customers in all stages of their customer journey. We should be able to give a more accurate update on numbers following the customer communications this week when

customers contact iChoosr to discuss their status, although we cannot guarantee all residents will respond.

8. 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.

Catherine Barber
Assistant Director, Environment and Energy

Text from iChoosr to GET UK customers of Solar Together London

Dear [Customer],

Solar Together is designed to help people on a journey to solar PV and battery storage systems installations. Part of this is putting in place conditions which our installers must adhere to in order to protect you. And these include industry accreditation for solar PV installations.

At the time of the auction, your installer, Green Energy Together (GET UK) was accredited by the Microgeneration Certification Scheme (MCS).

Unfortunately, as you may be aware, GET UK has had its MCS accreditation suspended due to missing a deadline for providing responses to information requested by MCS.

We have requested GET UK pause all Solar Together PV installations while GET UK's MCS accreditation is suspended. We are aware that some customers have already experienced issues with installation dates being rescheduled and recognise that there are likely to be more delays because of this.

We expect to hear more information about GET UK's accreditation in the coming days and you will be provided with an update as soon as possible after which you will be able to make an informed decision on what your next steps are in the process.

GET UK's customer services can be contacted in the meantime should you have any questions. Otherwise you will be updated in the coming days.

GET UK contact details:

- 0208 167 2206
- [\[region\]@get-uk.com](mailto:[region]@get-uk.com)
- <https://www.get-uk.com>

We appreciate that the suspension of GET UK's accreditation may have caused you to suffer inconvenience, in respect of which we express our regret. If in the event that GET UK is not able to resolve your enquiry, you can also contact Solar Together's customer services via the contact request form on the Helpdesk page of the Solar Together website:

<https://solartogether.co.uk/contact>

Kind regards,