

SCHEDULE 2

Regulation 24(1)

Annual reports by green deal providers

1. The information to be included in a report provided under regulation 24(1)(d)(ii) is—
 - (a) the number of—
 - (i) green deal plans that the green deal provider has entered into during the reporting period;
 - (ii) energy plans that the green deal provider has entered into during the reporting period;
 - (iii) customer complaints received during the reporting period and the issues that these complaints related to;
 - (iv) unresolved customer complaints at the start of the reporting period;
 - (v) customer complaints that were resolved during the reporting period, and how they were resolved;
 - (b) in relation to any customer complaint that has not been resolved at the end of the reporting period, the steps being taken to resolve it;
 - (c) in relation to green deal plans made by the provider during the reporting period, how many qualifying assessments were carried out by green deal assessors who were not—
 - (i) employed by; or
 - (ii) acting on behalf of,
the green deal provider;
 - (d) in relation to improvements installed during the reporting period under green deal plans made by the green deal provider, whether the installers of those improvements were employed by the green deal provider;
 - (e) details of whether the green deal provider has been party during the reporting period to any partnership arrangements with other organisations.
2. In this Schedule—
 - (a) “customer complaint” is a complaint made by an improver or a bill payer in relation to a green deal plan;
 - (b) “partnership arrangement” is an arrangement in which organisations agree to work together in relation to—
 - (i) green deal plans;
 - (ii) energy plans; or
 - (iii) proposed green deal plans or energy plans,but does not include an arrangement with another green deal participant, a supplier of energy efficiency improvements or materials or products for such improvements or a person engaged as an adviser to the green deal provider.