



Customer Quote Pack

J-335B99A6
Frank O'Gorman
6 EDDEYS LANE
Headley Down
BORDON
GU35 8HU

Octopus Energy Services
6th Floor, Holborn
London
EC1N 2HT
Company Number: 10434397
VAT Number: GB358672751

Covering Letter for Your Heat Pump Proposal

Hi Frank,

Our Low Carbon heating Surveyors have now completed their assessment and recommended the following solution for you:

Item description

Total Cost before BUS Grant	£11,012.55
Total Boiler Upgrade Scheme Grant	-£5,000.00
Total Amount You'll Pay incl. BUS Grant	£6,012.55
Total Octopus R&D Energy Credit	£250.00

The following document explains the overall offer to you from Octopus Energy Services. The information contained in this pack provides you with the relevant information as set out by the Microgeneration Certification Scheme (MCS).

For ease, we've pulled together some FAQs to help summarise the detail in this pack and give you more information on various aspects of a heat pump installation

Please take the time to read all documents in detail. We'll give you a call on the next working day to answer any questions you may have and confirm if you'd like to proceed. Alternatively, if you'd like to go ahead today, feel free to give us a call immediately!

Once you've given us the thumbs up, we'll connect you to arrange payment and book you in for your heat pump installation.

If you like, we'll also start the process of transferring you to our 'Octopus 12M Fixed E7 January 2022 v2' electricity tariff, so you can also benefit from a £250 R&D energy credit.

Frequently Asked Questions

How is this cost calculated?

Total Cost

This is the total cost for your renewable heating solution, which includes all the material costs, installation costs, accessories, and all other home upgrades required. You can see the full breakdown of this cost in the following quote document.

This quote has been generated by Octopus Energy Services, a Microgeneration Certification Scheme [\(see here for more info\)](#) registered installer and member of the Renewable Energy Consumer Code [\(see here for more info\)](#) so you can be sure it will be a quality and fair price installation.

Boiler Upgrade Scheme

You may also be eligible for a £5,000 Boiler Upgrade Scheme Grant, a government scheme to provide financial support towards the up-front cost of a renewable heating system. [\(see here for more info\)](#)

We will assess your eligibility as part of our survey process, and if you meet their criteria we will claim £5,000 on your behalf and subtract the amount from the total cost of your installation.

The scheme is available from 1st April 2022 and installations must be completed after this date in order for the grant to be claimed.

What is the eligibility criteria?

- You must be the homeowner
- You must have a valid EPC for your building issue in the last 10 years
- Your EPC contains no recommendations for loft or cavity wall insulation, or has an EPC or insulation exemption

Octopus Energy Credit

In addition to this, as a thank you for being one of our first customers to trial this technology, Octopus are offering a £250 R&D Energy Credit. This will be credited to your account after your system has been commissioned by our engineers.

To benefit from this you'll need to be on an Octopus Energy tariff and have a smart meter installed (which we can arrange for you). We're currently recommending our "Octopus 12M Fixed E7 January 2022 v2" tariff as the best option.

Following the installation of your heat pump we'd like your permission to access your heat pump consumption data. This will allow us to assess how well it's running and provide you with hints and tips to help you heat your home as efficiently as possible.

What about my energy costs?

We've done some calculations to estimate what your heat pump energy costs would be using our 'Octopus 12M Fixed E7 January 2022 v2'

Not only is this one of our best value tariffs, prices are lower overnight, which is typically when you'll be running your heat pump, which means you can benefit from these lower prices.

The price of electricity on this tariff is 38 p/kWh during the day (from 07:00am to 12:00am) and 22.65 p/kWh during the night (from 12:00am to 07:00am). It also includes a daily standing charge of 24.2 p/day.

Based on an average heat pump profile, we estimate it will cost you £1386 a year to heat your home & hot water with your electric heat pump. However, you could reduce this to £1252 by being clever about when you run it.

Energy Cost Breakdown

Using your heat pump in the same way you do today:

Your predicted electricity requirement for heating and hot water is 4347 kWh a year¹

The average electricity price is 31.86p/kWh²

The cost of this electricity usage is estimated at £1385 a year

By optimising when you run your heat pump:

Your predicted electricity requirement for heating and hot water is 4347 kWh a year¹

The average electricity price is 28.79p/kWh³

The cost of this electricity usage is estimated at £1252 a year

¹ Based on the total predicted heat pump consumption from your MCS Energy Performance Estimate.

² Based on applying an average heat pump profile to your tariff prices, assuming 60% of your energy is consumed in the day period.

³ Assumes you are able to shift 33% of your daily heat demand to the night period.

You can also stay on your current electricity tariff if you prefer, or another Octopus Energy tariff, but we'll only be able to apply the R&D credit if you're an Octopus Energy customer.

What about my carbon savings?

But it's not just about financial savings. By switching to an electric heat pump, it will reduce your personal heating carbon footprint. Saving carbon is saving the world!

Will I still be able to heat my home just as well?

We have sized and specified the system to meet your home heating and hot water needs, so you should find you're just as comfortable with a heat pump.

The way you set your heating will be slightly different, which they will explain to you as part of the heat pump installation and handover.

How long will it last?

One of the main benefits of an air source heat pump is their long life expectancy.

According to the Energy Saving Trust, you can expect your heat pump to last 20 years or more compared to 10 to 15 years for a gas boiler, which you can find out more about on the Energy Saving Trust website.

[\(Click here for more info\)](#)

What if something goes wrong?

Don't worry, our installers work to the highest standards and will ensure they leave you with a quality heat pump installation.

However, if anything does go wrong, you'll be covered by a **2 year workmanship warranty** and a **5 year manufacturer warranty** for the heat pump.

More questions?

If you have any more questions, please let us know on the call or respond to one of our emails and we should get back to you within 2 working days.

Quotation and Order Form

Frank O'Gorman
6 EDDEYS LANE
Headley Down
BORDON
GU35 8HU

Job reference Number: J-335B99A6

Date: 21/04/2022

Octopus Energy Services are pleased to provide you with a quotation for the supply and installation of your new Renewable Heating system.

We would like to thank you for allowing us to carry out an evaluation and survey of your home to assess your suitability to upgrade to a Renewable Heating System.

The Information provided to you in this document has been set out in accordance with the consumer code under which we operate our services. We advise you to read the offer and supporting documents in full so that you can fully understand the obligation both yourself and Octopus Energy Services are required to meet.

Octopus Energy Services is an MCS accredited installer. Our installations enable you to access funding from the Boiler Upgrade Scheme (BUS). This is a government incentive to allow homeowners to access funding to support the cost of installing the selected renewable technology to their homes.

Your Quotation

1. This quotation has been prepared following a site visit and formal site survey
2. If you request changes that will involve us in additional time or cost, or if unforeseen additional works are required, we will provide you with a revised quote. Any additional charges will be based on our installation hourly rate of £45 per hour
3. You may have additional costs to pay for planning permission, building control fee and /or a Structural Engineers Survey and/or EPC Assessment
4. This quote excludes, but is not limited to, works to box in installed pipework, repair and plastering of walls and ceilings where these surfaces have been interfered with for the purposes of the installation. We will aim to fill external wall penetrations where the external elements are visible. A list of inclusions and exclusions can be found at the back of this document.

5. We enclose a copy of Octopus Energy Services terms of business / contract with this quote.
Please read this carefully
6. This quotation is valid for 30 days

Under this agreement you will pay

Description of Goods & Services

Goods & Equipment		Cost	
Heat Pump (Daikin EDLQ07CV3) & Associated Components		£2,234.83	
Hot Water Cylinder Replacement (150 Litres)		£675.40	
Radiator Upgrades as Required		£1,111.84	
Plumbing Components		£706.30	
Electrical Installation Components		£589.18	
Additional Costs (Access Equipment, Scaffold etc.)		£0.00	
Sub Total (ex. VAT)		£5,317.55	
VAT at Zero %		£0.00	
Services		Qty	Cost
End to End Installation Services		1	£5,610.00
Testing & Commissioning		1	£0.00
MCS Registration		1	£30.00
Waste Collection		1	£55.00
Sub Total (ex. VAT)			£5,695.00
VAT at Zero %			£0.00
Total Installation Cost			£11,012.55
Boiler Upgrade Scheme Grant			-£5,000.00
TOTAL INSTALLATION COST			£6,012.55

Performance estimate

We have estimated that this system will produce 8843 kWh of renewable heat per year. Please see the MCS Heat Pump System Performance Estimate which accompanies this quote. That estimate is based on your EPC and a formal site survey.

PAYMENT TERMS

Payment	Amount
Payment 1 : Advance of 10% of the total contract value, payable on confirmation of order	£601.26
Payment 2: Balance payable on commissioning	£5,411.30

You can pay by BACS bank transfer, debit or credit card. Please note that payments are made to our Parent Company, Octopus Energy Limited, taken on behalf of Octopus Energy Services through a payment system called Kraken. Invoices will be sent by Octopus Energy Limited on behalf of Octopus Energy Services. Once you have made payment, we will provide you with written confirmation of our receipt of those payments.

Octopus Energy Ltd & Octopus Energy Services Ltd's VAT Number is GB358672751.

To give you peace of mind, the deposit you pay will be insured through Qualitymark Protection

ACCEPTING THIS QUOTATION

To accept this quotation please sign and return the Order Form to Octopus Energy Services.

We will contact you upon receipt of this to take a deposit payment of 10% of the total quoted value. When we have received your deposit we will contact you to arrange delivery and installation dates.

COMPLAINTS

We hope you won't have any reason to complain about any aspect of our service. But if you do, please contact us in one of the following ways:

Email: heat@octopus.energy

Call: 0808 196 6842

Write: Octopus Energy Services, 1-5 Queens Road Quadrant, Queens Road, BS1 3JX

If we cannot resolve the issue, you can take your complaint to RECC. You can read about this here:

<http://www.recc.org.uk/consumers/how-to-complain>

ORDER FORM

We have attached a copy of our contract and our terms and conditions below. Please read these prior to accepting the quotation. The contract comes into effect following the placement of your order.

Consumer name:	Frank O'Gorman
Site address:	6 EDDEYS LANE
	Headley Down
	BORDON
	GU35 8HU
Reference Number	J-335B99A6
Date of Quote:	21/04/2022

To accept the quotation please sign and return this page to Octopus Energy Services

We / I agree to the quotation and confirm the order for the products and installation services specified.

We / I agree to the total cost and payment terms set out above.

We / I have read and agree to abide by Octopus Energy Services Terms and Conditions provided with the quotation

Name:	
Signature:	
Date:	

Cancellation period and your right to cancel

You have the right to cancel this contract during the 'cancellation period' without giving any reason.

The cancellation period lasts 14 days from the date of signing the contract as detailed in section 1.4 of the contract

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement. in one of the following ways:

Email: heat@octopus.energy

Write: Octopus Energy Services, 1-5 Queens Road Quadrant, Queens Road, BS1 3JX

If you cancel within the cancellation period, we will return any deposit you may have paid in full.

If you cancel after this time, we may have to charge you, based on the actual costs we have incurred by the time you cancel.

Effects of cancellation within the cancellation period

If you cancel this contract within the cancellation period we will reimburse you all payments received from you. If you cancel this contract within the cancellation period but after delivery of some or all of the goods, then we will reimburse you all payments for delivery charges unless you specifically requested an enhanced delivery costing more than our normal service. In which case we will only reimburse the price of our normal delivery charges.

If you cancel this contract within the cancellation period but after delivery of some or all of the goods then:

We will collect the goods from you.

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied; or
- if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

Starting the installation before the end of the cancellation period

We do not normally start work until after the end of your cancellation period, but if we do, the 14-day cancellation period starts on the day the last part of the goods relating to the contract is delivered to you. If you want us to start work sooner for any reason, please be aware that you must ask for this in writing and you should describe why you need the work to start within the cancellation period.

Should you later decide to cancel the contract within your 14 day cancellation period, then you will have to pay reasonable charges for goods and services supplied up to the date that you cancel and for making good your property.

Contract for installation services between:

COMPANY NAME	AND	Customer Name:
Octopus Energy Services		Frank O'Gorman
COMPANY ADDRESS		Customer Address:
Octopus Energy Services 6th Floor, Holborn London EC1N 2HT		6 EDDEYS LANE Headley Down BORDON GU35 8HU

Date: 21 April 2022

This contract complies with our obligations as members of both the Renewable Energy Consumer Code (RECC) and the Microgeneration Certification Scheme (MCS).

The Renewable Energy Consumer Code

The aim of the Consumer Code is to guarantee a high quality experience for consumers wishing to buy or lease small-scale energy generation systems for their homes. The Code is backed by the Trading Standards Institute (TSI) as part of a self-regulation initiative: the Consumer Codes Approval Scheme. Members of RECC agree to comply with the Code. See www.recc.org.uk for more information.

The Microgeneration Certification Scheme

MCS membership demonstrates compliance to industry standards that companies strive to meet. Membership highlights to consumers that companies are able to consistently install to the highest quality every time.

1. ACCEPTANCE OF PROPOSAL

1.1 The Quotation is valid for a period of 30 days from the date indicated. If you wish to proceed then you must sign both copies of this Contract, return one of these to our address and keep the other for your records. No contract is in place until we send an acknowledgement of the order to you.

1.2 Please read these terms carefully before signing them. If you need any explanations about them please contact us using the address or telephone number provided.

1.3 This agreement is governed by English law and the English courts or by the law and the courts governing where your property is if this is outside England or Wales.

Your Right to Cancel (See Section 9 below for more on your cancellation rights)

1.4 You have the right to cancel this contract without penalty during the 'cancellation period' without giving any reason. **Your cancellation period will last for 14 after you sign this contract.**

1.5 To cancel this contract you must inform us of your decision by a clear statement by letter sent by post, fax or email. You can also use the attached cancellation form, but this is not obligatory. Any advanced payments you have made will be returned to you. If you want to cancel this contract after the Cancellation Period for any reason then you may have to pay costs and we may retain all or part of your deposit and further advanced payments, if made, as a contribution. See paragraph 9.1.1 for more on this.

2. OUR MAIN OBLIGATION to you is to do the work with all reasonable skill and care according to the standards set by the Microgeneration Certification Scheme (MCS) and according to the timetable set out in the Quote. Under the MCS scheme, only certified companies can enter into a contract with a customer for the sale and installation of a system. Our MCS Certification number is: NAP/65782/21/1

2.1 We agree to carry out the work with all reasonable care and skill in the planning, installation and commissioning of the system described in the Quotation. The goods we supply will:
be of satisfactory quality; be fit for purpose; operate as we described to you; and match the model you have seen or examined.

2.1.1 We will inform you in writing of the name of any contractor engaged by us to undertake the installation of your system and we will take full responsibility for their work and their compliance with the Consumer Code.

The Timetable

2.2 We agree to supply the goods and carry out the installation work as specified in the timetable that we have agreed with you and which is set out in the Quotation. Your acceptance of these terms indicates that you agree to proceed using that timetable.

2.2.1 We will make every effort to complete the work by the time agreed with you. You must appreciate, however, that sometimes delays may occur for reasons beyond our control. Such reasons may include, for example, severe weather. We cannot be held responsible for those delays.

2.2.2 If such delays occur we will tell you as soon as possible and we will adjust the timetable by written agreement.

2.2.3. In the case of a delay to the delivery of goods beyond the time or period we have agreed, or where no time or period has been agreed then beyond a period of 30 days from the date you sign this contract, then you may be offered different products of equivalent specification, value and quality, so long as they are MCS certified. You can either accept that offer, wait for the products you ordered or choose to cancel the contract as detailed in section 9.2 and 9.3 below. This is in line with the Consumer Code and the Consumer Rights Act 2015.

Consequence of delay

Consequence of delay caused by us

2.2.4 You will be entitled to compensation if we cause significant or unreasonable delay due to factors within our control.

2.2.5 In the case of an unreasonable delay to the installation for reasons that are within our control then you can cancel the contract as detailed in section 9.2 and 9.3 of this Contract.

Consequences of delay caused by you

2.2.6 We will seek to accommodate small delays without recourse to compensation.

2.2.7 If any delay caused by you means that we incur extra costs then we will adjust the price accordingly. The hourly and daily costs that result from any unexpected work are described in the quote.

3. OUR OTHER OBLIGATIONS

3.1 We will carry out the work and all communication with you according to the Consumer Code.

3.2 We will ensure that the installation complies with the relevant MCS installer standard which in this case is MIS 3005.

3.3 Once the installed system is commissioned we will give to you any guarantees, test certificates and other relevant paperwork related to your goods and installation. We will aim to give you this when the system is commissioned but certainly no later than seven days after commissioning.

3.4 We will also give you all of the documentation required as detailed in the appropriate Microgeneration Installation Standard. If it is a requirement of the appropriate MIS installer standard, this will include the certificate showing that the installation has been registered with the MCS Installation Database.
We will give you this within 10 working days of the commissioning date.

3.5 The guarantees we give you will cover the goods and installation and will comply with the Consumer Code. We will explain to you the terms of the guarantees both in writing and verbally.

3.6 We will ensure that the guarantees will be honoured should we fall into receivership, administration or bankruptcy during the term of the installer's guarantee. Please see Section 8 of this contract for details.

4. YOUR MAIN OBLIGATION to us is to make the payments due to us

The Deposit

4.1 You will pay us the deposit specified in the Quotation when you sign this agreement. Should you decide to cancel the contract within the 'Cancellation Period' (see section 1.3 of this Contract) we will return that deposit to you in full.

4.1.1 If you pay the deposit before we have inspected your house, and if we find during that inspection that the installation cannot proceed, then we will refund that deposit to you in full within two weeks.

Advance payments

4.2 The Quotation we have given to you must explain when invoices will be sent and the amount due for each payment.

4.4 If we fall into receivership, administration or bankruptcy your deposit and advance payment, if any, will be protected as detailed in section 8 of this Contract.

Final Payment

4.5 We will issue you with an invoice for the balance outstanding on the contract price. This will become due only after the installation has been commissioned.

4.5.1 In the event of any alleged minor defect with the goods or installation, then you shall not be entitled to withhold more than a proportionate amount of the sum due. If you do withhold any amount after the due date because of any alleged minor defect, then you must give us as much notice as possible and state the reasons you are withholding the payment.

Consequences of late payment

4.6 If you fail to pay the amount specified in an invoice by the due date then we may:

4.6.3 We may require you to return of goods. Failing this we will take legal proceedings to recover the goods or their outstanding value.

5. YOUR OTHER OBLIGATIONS TO US

5.1 We will advise you on the approvals and permissions that you may need but you must obtain all relevant permissions (such as planning and building consents) that are necessary before we start work on the installation. If we ask to see those permissions (and related drawings and/or specifications) you must make those available.

5.3 You, or a contractor you employ, may need to carry out preparatory work before the installation described in the Quotation can start. If so, we will describe this to you in writing. This work must be finished before the agreed date on which installation work is due to start. This work must be undertaken by competent persons and must be of the necessary quality for the installation. If this preparatory work is not finished before the agreed date on which the installation is due to start, then the conditions described in clause 2.2.7 of this Contract will apply.

Additional charges

5.4 Should you be in breach of conditions set out in 4.1, 4.2 and 4.3 of this Contract you may incur additional costs due to delay and/or provision of additional services. You may be required to pay reasonable compensation to cover those extra costs. If this happens then section 7 (below) of this Contract will apply.

6 CHANGE OF WORK

6.1 If, after signing the contract, you want to change the work, you must consult with us first. We may be able to incorporate your changes into the installation provided that:

- it is technically possible;
- we have the necessary resources;
- the necessary permissions are in place.

6.2 If we agree to this change of work you must

- confirm your request in writing; and,
- do so within 14 days of when you first tell us.

6.3 We will then adjust the price:

- by written agreement beforehand, if possible; or if not then
- by later written agreement; or if not then
- by referring to any priced documents, if this applies; or if not then
- by a reasonable amount for the work done or goods supplied.

6.4 Every change that means extra or revised work (as opposed to changes that leave something out) may mean extra costs. We will try to keep those costs to a minimum.

6.5 If, in the final design we present to you, the installation differs significantly from what we have described to you, we will draw this to your attention in writing and you will be able to cancel the contract as detailed in clause 9.4.

7 UNEXPECTED WORK

7.1 The Quotation given to you details the hourly or daily costs that would result from any unexpected work due to site conditions or special circumstances beyond the control of the member.

7.2 Where unexpected work arises, we will tell you and ask how you want us to proceed. If you want us to continue then section 6.3 of this Contract will apply.

8. DELIVERY, TITLE AND RISK and WORKMANSHIP WARRANTY

8.1 We will deliver the goods to the location detailed in the Quotation.

8.2 In case we fall into receivership, administration or bankruptcy before we deliver the goods to you we will insure the money you pay us in advance. We will also ensure that our guarantees will be honoured should we fall into receivership, administration or bankruptcy during the term of the installer's guarantee. We may do this through RECC's Deposit and Workmanship Warranty Insurance (DAWWI) scheme or an equivalent scheme.

8.3 We will provide you with details of the insurance scheme we use and you will receive a policy directly from the provider once you have signed the Contract.

The Client Account

8.4 We may place your deposit and any advance payment made before the goods have been delivered to your property in a special 'client' or other third party account or use the protected payment scheme which the Code administrator has arranged. This money can only be used for work carried out under this Contract.

8.4.1 If we should fall into receivership, administration or bankruptcy then the money in that dedicated bank account (or held within the protected payment scheme) will be returned to you or passed to another supplier who will complete the work.

8.5 Where your money has been used to make specific purchases on your behalf, then legal title to those goods, or the proportion of them you have paid for, will pass to you. We must either deliver them to you or label them as belonging to you. Where we store the goods then we must keep them separate from our own goods and those of third parties. We must also keep the goods stored, protected, insured and identified as your property until they are delivered to you. You must be able to inspect the goods and/or repossess them.

8.6 Goods belonging to us may be delivered to the site. If the contract is terminated early for reasons detailed in section 9.3 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens then we will reimburse you if any of your money was used to purchase a proportion of the goods. If you do not return the goods to us, we retain the right to take legal proceedings to recover the goods or their value.

8.6.1 If the Contract is terminated early for reasons detailed under section 9.4 of this Contract then, with reasonable notice, you must return and deliver the goods to us. If this happens you may have to pay compensation for reasonable costs or losses reasonably incurred. This may be deducted from any deposit or further advance payment you have already made.

8.7 Until ownership of the goods passes to you, you must:

- store the goods separately in such a way that they remain readily identifiable as our property;
- not destroy, deface or obscure any identifying mark or packaging on or relating to the goods; and,
- maintain the goods in a satisfactory condition.

9 CONTRACT CANCELLATION

Your rights

9.1 Your rights to a cancellation period are detailed in sections 1.4 and 1.5 of this contract.

9.1.1 If you cancel this Contract after the period referred to in sections 1.4 of this Contract then you may have to pay compensation for costs or losses reasonably incurred. We will try to keep those costs to a minimum. We have a right to retain all or part of your deposit and further advance payment, if made, as a contribution.

9.1.2 If you want the work to start during the cancellation period referred to in section 1.4 then you must request this in writing and sign the request. If we start the work on the installation and you later decide to cancel the contract within the cancellation period described in section 1.4 then you may be responsible for the costs of the goods and services already supplied and for making good the property.

9.2 If there is a serious delay to the delivery of goods or installation for reasons that are outside your control then you will be entitled to cancel the contract and receive a full refund. This is in line with the Consumer Code and the [Supply of Goods and Services Act 1982].

9.3 Additionally, if we are in breach of our obligations as detailed in this Contract then you have a range of remedies that will apply depending on the circumstances. If we breach the contract for the supply of services, then you are entitled to:

- a repeat performance of the service; or
- a price reduction.

If any of the goods that we supply are faulty, incorrectly installed, incorrectly described, or not fit for purpose, you can:

- request a repair or a replacement; or,
- reject the goods and claim a refund or claim compensation.

You cannot seek the remedies described in 9.2 and 9.3 if you change your mind about the contract or you decide you no longer want some or all of the components.

Our rights

9.4 As detailed in 6.5 above, you will be able to cancel the contract (and have any deposit or advance payment refunded) if, in the final design we present to you, the installation differs significantly from what we have described to you.

9.5 If you are in serious breach of your obligations as set out in this Contract and you fail to remedy that breach within 14 days of receiving written notice from us about that breach, then we have a right to cancel the contract. We must give you reasonable opportunity to put right the alleged breach.

9.6 If we suffer a loss as a result of your breach of contract, we will take reasonable steps to prevent the loss from getting worse. If your breach of contract leads to a cancellation then you may have to pay compensation for reasonable costs or losses reasonably incurred

10 DISPUTE RESOLUTION

10.1 If at any time a dispute arises between you and us that cannot be resolved you can refer the matter to be handled through RECC's dispute resolution procedure provided it falls within their remit, which is disputes relating to the sale and installation of domestic renewable energy systems. We must agree to follow this procedure if that is your wish. RECC is certified through the Chartered Trading Standards Institute as an Alternative Dispute Resolution provider. You can find further information on the RECC website www.recc.org.uk/consumers/how-to-complain

10.2 If you register a dispute with RECC it will be allocated to a caseworker, who will mediate between both parties in an attempt to resolve the dispute. Mediation aims to reach a non-legal solution to the dispute in a reasonable timescale.

10.3 If an agreement is not reached through mediation for any reason, you can refer the matter to RECC's independent arbitration service and we must agree to arbitration if that is your wish. You would have to pay a small fee directly to the arbitration provider, which may be refunded to you if the arbitrator finds in your favour.

10.4 An award made under the independent arbitration service will be final and legally binding on you and us. You and we may only challenge the award on certain limited grounds under the Arbitration Act 1996.

10.5 Disputes that relate to the MCS Installer Standards can be referred to our MCS Certification Body.

Inclusions & Exclusions

The table below shows responsibility for various elements of the end to end installation process

(OES = Octopus Energy Services)

Pre Installation Phase	OES	Customer	Notes
Supply upgrade prior to installation (mains fuse)	X	✓	Upgrade of the incoming fuse by your District Network Operator from 60amp to 100amp fuse
Energy supplier to fit isolator	✓	X	OES if an Octopus customer
Supply, erection and removal of scaffolding	✓	X	
Supply and operation of lifting equipment	✓	X	

Installation Phase	OES	Customer	Notes
Clearance of work areas	X	✓	Ensure areas are cleared for access and the work to take place
Plumbing Work	✓	X	
Electrical Work	✓	X	
System Commissioning	✓	X	
Gas Isolation	✓	X	Gas Safe certification issued on completion
Flue Removal	✓	X	Including blocking up flue hole
Pipework and cable penetrations sealed	✓	X	

Redecoration of Surfaces	X	✓	
Customer handover	✓	X	
Boiler flue removal	✓	X	Only up to last section where flue exits roof
Acceptable water quality	✓	X	Excluding hard water (scale)