

Thinking of generating  
heat or power in your  
own home?



Don't get taken for a ride -  
follow our Top Tips overleaf



## Follow our Top Tips:

- ✓ Only approach companies that are members of the REAL Assurance Scheme; members are listed on our website  
[www.realassurance.org.uk/scheme/members](http://www.realassurance.org.uk/scheme/members)
- ✓ Only sign a contract with a company that is certified under the Microgeneration Certification Scheme (MCS) for the relevant technology  
[www.microgenerationcertification.org/mcs-consumer/installer-search.php](http://www.microgenerationcertification.org/mcs-consumer/installer-search.php)
- ✓ Check the Energy Saving Trust website for objective information and target prices  
[www.energysavingtrust.org.uk/Generate-your-own-energy](http://www.energysavingtrust.org.uk/Generate-your-own-energy)
- ✓ Read our guidance carefully before you sign a contract or pay a deposit  
[www.realassurance.org.uk/consumers](http://www.realassurance.org.uk/consumers)
- ✓ Get at least three quotes before you decide which company to contract with
- ✓ Make sure any testimonials you rely on are genuine and were not paid for; contact the people yourself
- ✓ Before you sign a contract or pay a deposit make sure the company gives you in writing a quote including a standard performance estimate specific to your property and a full breakdown of what will be supplied; make sure it's all-inclusive
- ✓ Before you sign a contract or pay a deposit make sure the company gives you in writing the standard terms and conditions
- ✓ Before you sign a contract or pay a deposit make sure you read all the information carefully and you understand it
- ✓ Never pay more than 25% of the contract price up front; check it will be protected
- ✓ Remember you have the right to cancel the contract within 7 days with no penalty; make sure you don't waive this right by signing a waiver
- ✓ If you make any changes to the contract make sure these are agreed in writing and added to the contract
- ✓ If the company makes any changes to the contract make sure you agree them in writing; remember if you are not happy with them you have the right to cancel the contract within 7 days with no penalty
- ✓ Remember to send us your feedback once the job has been completed  
[www.realassurance.org.uk/consumers/feedback](http://www.realassurance.org.uk/consumers/feedback)

**More details about the REAL Assurance Scheme can be found on our website:**  
[www.realassurance.org.uk](http://www.realassurance.org.uk)