

Dear [MP],

Protecting consumers and saving lives by ensuring safe, controlled deployment of domestic energy storage systems

I am writing to you from the **Flexible Energy Oversight Registration Body (Flexi ORB)**. We reduce the consumer risks associated with energy storage by operating the Energy Storage Register of domestic energy storage installations. We want to raise standards and increase confidence in the energy storage market.

We have written and attached a **policy paper** and **white paper** which sets out what we know the problems to be with Electrical Energy Storage Systems (EESS) and solutions for overcoming them. Our solutions are at no cost to the taxpayer.

The interest and use of energy storage systems in the UK is set to gain momentum, with battery storage capacity set to increase by a factor of eight from 2017 to 2022 with 9,000 Megawatt hours of new capacity added.

We want consumers to enjoy this growth through safe, accredited installations carried out by competent installers.

Despite the interest in energy storage solutions and the inherent safety risks associated with batteries in a consumer home, **there is no requirement for an installer to register an installation or fulfil any competency requirements.** As the policy paper explains there have been incidents relating to unsafe batteries.

For the sake of consumer safety, this **must** change. Our system will be able to trace every installation and equipment within that installation meaning that we can easily initiate product recalls and assist Emergency Services.

The risks aren't just around consumer safety, but also fair trading. Consumers should be able to make informed choices and be protected from rogue traders and unaccredited installers.

We will do this by:

- Providing every consumer with access to dispute resolution through a Chartered Trading Standards Institute approved consumer code of practice
- Develop product safety standards to ensure that products perform well and without risk to the consumer or their property
- Integrating a recalls process so that if any faults are found then recalls will be swift and in line with PAS 7100 (managing product recalls)
- Sharing data on installations with the Emergency Services in accordance with the Data Protection Act so that they know if there's an EESS when attending an incident
- Checking pre-estimates of electricity savings provided by installers to stop consumers being mis-sold
- Providing an online hub which records information and energy storage solutions

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We urge Government to protect consumers and raise industry standards in this relatively new industry by enacting regulations stating that an installation must be registered with an oversight body.

Our experienced team consists of technical, policy and consumer protection specialists and have over **80 years** of collective experience in UK home energy and regulatory sectors.

We invite you to look at the policy paper and to contact me directly if you would like to express your support and protect consumers by making it a legal requirement to register EESS installations. We already have the support and interest of major household names such as Duracell and BYD and would like to be able to count on you as a supporter.

I look forward to hearing from you.

Yours sincerely,

Adrian Simpson B.A. (Hons) MCTSI

Director of Policy

Enclosed:

- 1) Protecting consumers and saving lives by ensuring safe, controlled deployment of domestic energy storage systems – Policy Paper
- 2) White Paper Review : Energy Storage