Webinar: Improving Consumer Protection
Launch of the Third-party Assessment and Lean Data Consumer Protection Survey

The webinar will begin shortly
1. Strengthening Consumer Protection

2. Third Party Assessment - MFR

3. Lean Data Consumer Protection Survey – 60 Decibels

4. Q&A

With thanks to:
Housekeeping

- The session will be recorded.
- Presentation and recording will be shared with attendees afterwards.
- There is allocated time for Q&A during the webinar.
- Please use the chat box for questions or unmute yourself during appointed Q&A.
- We hope you find the next 60 mins informative!
How strongly do you agree with the statement:

"Off-grid solar consumers are well protected from financial, product and service risk"?

- Strongly agree
- Somewhat agree
- Not sure
- Disagree
- Strongly Disagree
1. Strengthening CP

Consumer Protection Code – Assessment framework
The Consumer Protection assessment framework helps companies to **measure, monitor and report** their performance against CP Principles.

Consumers are central to everything a company does, and evaluating how well their interests are met helps to reach financial sustainability and impact goals. The assessment framework helps companies **identify strengths and gaps**, and **focus on improvement**.

The CP assessment framework provides investors and other stakeholders with **standardised method** to **promote good practice**.
Consumer Protection Assessment Framework - Current

Make a Commitment

Company sends a letter of Commitment to GOGLA.
Demonstrates that a company strives to meet the minimum standards of practice for good CP.

Company Self-Assessment

Companies review their performance against 37 CP indicators using self-assessment tool.
An internal assessment undertaken by the company every 12 months.
Consumer Protection Assessment Framework – New!

Make a Commitment

Company sends a letter of Commitment to GOGLA. Demonstrates that a company strives to meet the minimum standards of practice for good CP.

Company Self-Assessment

Companies review their performance against 37 CP indicators using self-assessment tool. An internal assessment undertaken by the company every 12 months.

Third-party Assessment

A robust, independent assessment undertaken by an specially trained accredited agency. Results include an in-depth analysis, a narrative report and action plan for companies.
Consumer Protection Assessment Framework – New!

- **Make a Commitment**
  - Company sends a letter of Commitment to GOGLA.
  - Demonstrates that a company strives to meet the minimum standards of practice for good CP.

- **Company Self-Assessment**
  - Companies review their performance against 37 CP indicators using self-assessment tool.
  - An internal assessment undertaken by the company every 12 months.

- **Third-party Assessment**
  - A robust, independent assessment undertaken by an specially trained accredited agency.
  - Results include an in-depth analysis, a narrative report and action plan for companies.

- Lean Data CP Survey
  - Lean data survey that provides rich, consumer-focused insights to validate performance against the CP Principles.
Available now!

- Both services are now officially launched and available to companies and investors!
- Third-Party Assessment will be delivered by MFR, the accredited agency to provide the service.
- Lean Data CP Survey is made available by 60 Decibels, who are accredited by GOGLA to deliver the service.
2. Third-party assessment

Strengthening the CP assessment framework
Third-Party Assessment

Lucia Spaggiari
Innovations Director, MFR
Third Party Consumer Protection Assessment

July 2022
Consumer Protection Assessment

An objective and independent assessment of an Off-Grid solar company’s implementation of GOGLA’s consumer protection standards.

<table>
<thead>
<tr>
<th>Consumer Protection Assessment Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully Met</td>
</tr>
<tr>
<td>Adequate</td>
</tr>
<tr>
<td>Moderate</td>
</tr>
<tr>
<td>Not Met</td>
</tr>
</tbody>
</table>

Diagram showing assessment areas: Transparency, Fair and Respectful Treatment, Responsible Sales and Pricing, Personal Data Privacy, Good Consumer Service, Good Product Quality.
Why is it important

For companies and investors:

- Public recognition
- Efficient Due Diligence
- Better Consumer Protection

Assessment

- For each indicator:
  - Level of achievement, with criteria on how to improve to the next level
  - Summary of practices, evidence

Action plan

- For each indicator:
  - Recommendations
  - Company feedback
  - Level of Priority
  - Level of Effort
  - Timeline
  - Point person
How does it work

**Eligibility:** Off-grid, 3 years, self-assessment, transparency

**Process** from start to end: about 10 weeks (of which 1 on-site)

**Validity:** 3 years (unless material changes in ownership/model)

Learn more
Thank you

Lucia Spaggiari, Innovation Director  l.spaggiari@mf-rating.com
Marco Bianchi, Access to Energy analyst m.bianchi@mf-rating.com
There are over 20 recommendations that we shall be implementing, for example: maintain a clear personal data register...introduce a sales script...and [improving] installation.

Pilot company
3. Lean Data CP Survey

Validating performance through consumer voices
4. Improving CP in your business

How can you access the new services?
Benefits of going beyond a self-assessment

- Demonstrate commitment and willingness to improve via public recognition on GOGLA's CP Hub
- Focus on improvements, for the benefit of Consumers, Companies and Investors
- Independent information can support DD decisions and better demonstrate company performance.
- Evaluate company performance against an industry benchmark.
Co-funding opportunity

- With thanks to the funders of the GOGLA Consumer Protection programme, we are offering co-funding to support the 'first-adopters' of these new services.
- For each service, there are seven co-funding awards available, of up to €7,500.
- The co-funding will be off-set against the total cost of the service for companies. The remaining cost can be made up by the company, the investor or a combination of both.
## Co-funding illustrative examples

### Third-Party Assessment

<table>
<thead>
<tr>
<th>Service cost:</th>
<th>€16,800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-funding:</td>
<td>€7,500</td>
</tr>
<tr>
<td>Remaining cost*:</td>
<td>€9,300 (+ travel costs if applicable)</td>
</tr>
</tbody>
</table>

*The remaining cost can be paid by the company, the investor or a combination of both.

### Lean Data Consumer Protection Survey

<table>
<thead>
<tr>
<th>Full service cost:</th>
<th>$20,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-funding:</td>
<td>$7,820 (€7,500)</td>
</tr>
<tr>
<td>Remaining cost*:</td>
<td>$12,180</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Basic service cost:</th>
<th>$10,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-funding:</td>
<td>$3,130 (€3,000)</td>
</tr>
<tr>
<td>Remaining cost*:</td>
<td>$6,870</td>
</tr>
</tbody>
</table>
Next steps

- Make sure your self-assessment is up to date.
- Review the full information for each service at the MFR and 60 Decibels websites.
- Ask GOGLA, MFR or 60 Decibels if you have any questions.
- Initiate company/investor discussions (if necessary).
- Interested in the co-funding?
  - Submit your Expression of interest form for the Lean Data CP Survey here.
  - Submit your Expression of interest form for the Third-Party Assessment here.
- Don't need co-funding? Access the services directly from MFR and 60 Decibels.
Get in touch!

Puck van Basten, Jr Project Manager
p.vanbasten@gogla.org

Rebecca Rhodes, Sr Project Manager
r.rhodes@gogla.org

www.gogla.org/consumer-protection