











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





The webinar will begin shortly

#### **Contents**



**1** Strengthening Consumer Protection

Third Party Assessment - MFR

3 Lean Data Consumer Protection Survey – 60 Decibels

4 Q&A











## 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!

## **Poll question**



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





#### **Consumer Protection 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**





Company sends a letter of Commitment to GOGLA.

Demonstrates that a company strives to meet the minimum standards of practice for good CP.



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!**





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# **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.



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.

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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.



60 \_\_decibels



## **Third-Party Assessment**





Lucia Spaggiari

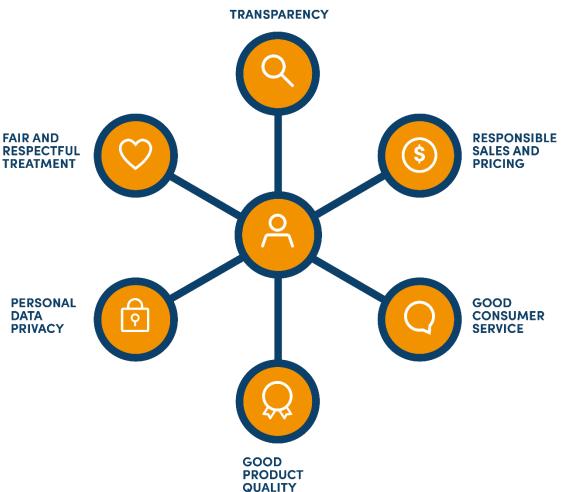
Innovations Director, MFR



## Consumer Protection Assessment

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







## 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

**Eligiblity**: 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** 









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** 



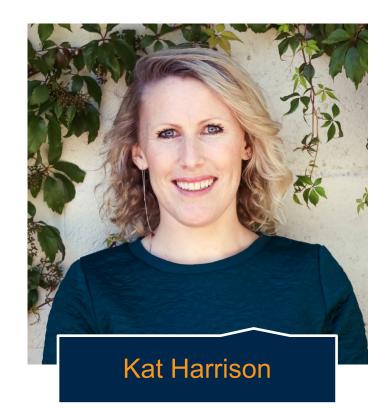




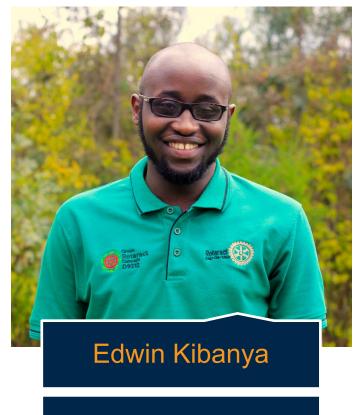
### **Lean Data CP Insights Survey**

### 60\_decibels





Director, 60 Decibels



Senior Associate, 60 Decibels



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 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**

Service cost: €16,800

Co-funding: €7,500

Remaining cost\*: €9,300

(+ travel costs if

applicable)

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

#### **Lean Data Consumer Protection Survey**

Full service cost: \$20,000

Co-funding: \$7,820 (€7,500)

Remaining cost\*: \$12,180

Basic service cost: \$10,000

Co-funding: \$3,130 (€3,000)

Remaining cost\*: \$6,870

#### **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 <u>Expression of interest form</u> for the Lean Data CP Survey here. Submit your <u>Expression of interest form</u> for the Third-Party Assessment here
  - Don't need co-funding? Access the services directly from MFR and 60 Decibels.







## **Get in touch!**

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