

STA Commitments for Domestic Energy Storage

How STA members will protect the interests of storage customers

Energy storage can allow customers to get more value from solar power. The following pledges from STA members demonstrate their commitment to delivering the highest quality energy storage installations, the highest standards of customer care and to ensuring that storage plays a full role in the transition to low carbon energy.

COMMITMENTS TO OUR CUSTOMERS

We commit to:

- 1 Protecting our customers by complying with and being members of relevant consumer protection bodies e.g. The Renewable Energy Consumer Code.
- 2 Communicating the benefits and limitations of energy storage systems accurately and transparently. We will help our customers to maximise those benefits.
- 3 Ensuring our customers are made aware of the whole life performance of storage by communicating the impact of degradation, maintenance and efficiency.
- 4 Empowering our customers to understand and manage their storage installation throughout the life of the storage asset e.g. by providing relevant information on operation, maintenance and disposal.
- 5 Putting consumer health and safety first by informing them of the safety considerations of energy storage systems.

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With support from: The STA Behind the Meter Storage Group

COMMITMENTS FOR SAFETY AND TECHNICAL EXCELLENCE

We will:

- 6 Uphold all relevant safety protocols. Health and safety practices will reflect the unique nature of energy storage.
- 7 Specify, design and install electrical energy storage in accordance with the IET Code of Practice for Electrical Energy Storage Systems where appropriate.
- 8 Undertake product specific and up to date training programmes.
- 9 Promote storage as a key technology for the transition to low carbon energy.
- 10 Work collaboratively to improve industry best practice on areas including but not limited to safety, customer guidance and technical standards.

