



# Consumer Protection for Energy Access in Displacement Settings

Webinar | 17<sup>th</sup> May 2023

GOGLA

 **IOM**  
UN MIGRATION

## Welcome and logistics

- Today's session will be recorded
- Registrants will receive slides
- Please share any questions in the chat box
- We hope you find it useful!



**1** Consumer protection and the off-grid solar industry

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**2** Protecting vulnerable people: Insights from IOMs study in Mozambique

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**3** Panel discussion - How can we better protect OGS consumers in displaced settings?



# Opening Remarks



Leslie Sligh  
Global Platform for Action





# Global Platform for Action on Sustainable Energy in Displacement Settings

Leslie Sligh, Desk Officer

GPA Coordination Unit, United Nations Institute for Training and Research

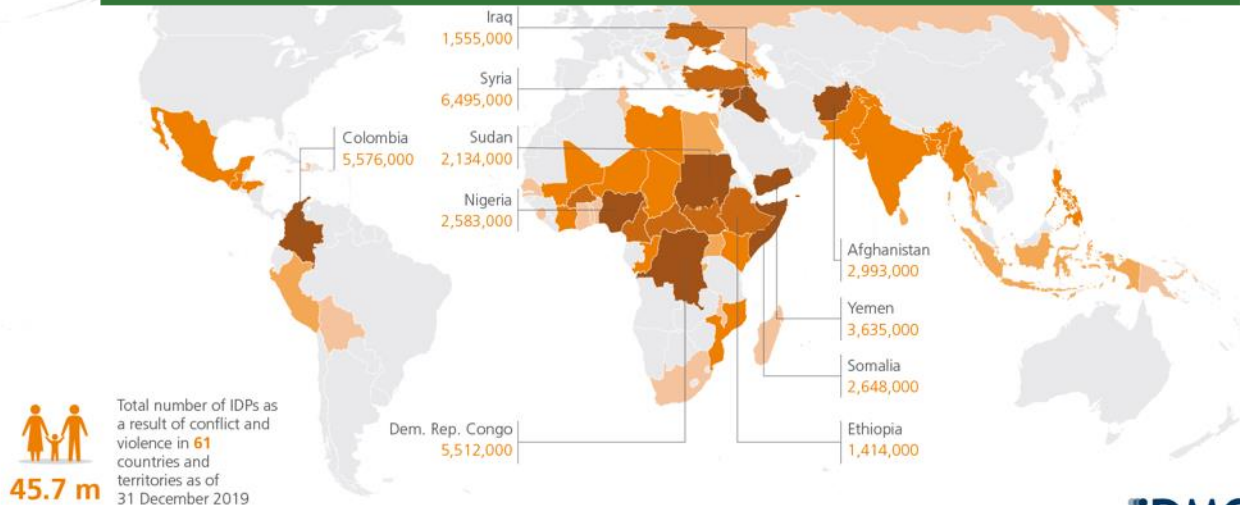
17 May 2023

# Increasing number of displaced people around the world

## 103 million displaced people worldwide in 2022

- 32.5 million people forced over borders as refugees
- 53.2 million people internally displaced within their own countries
- 4.9 million asylum seekers
- At least 10 million stateless people

Data from UNHCR

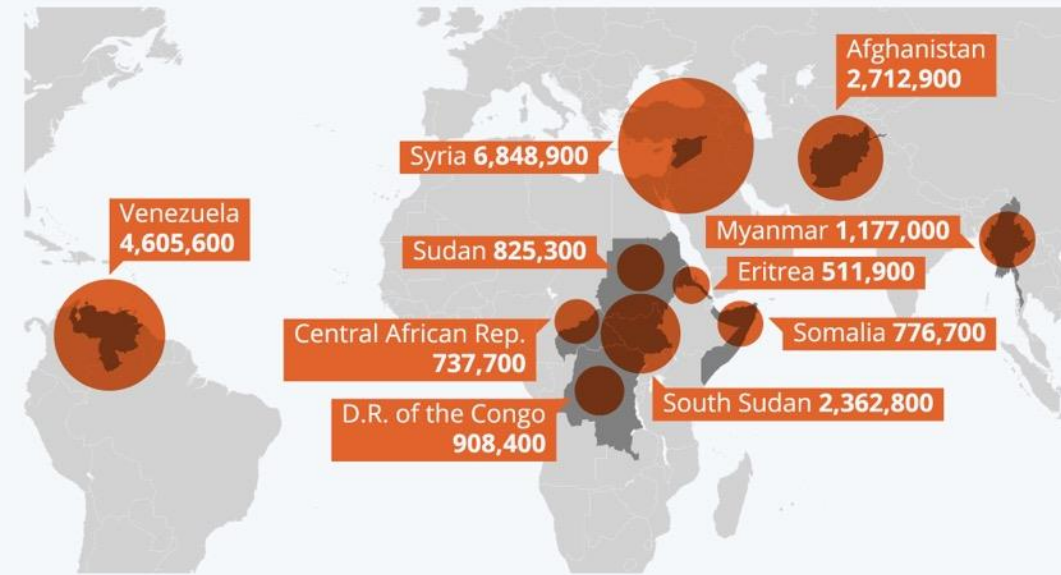


**45.7 m**  
Total number of IDPs as a result of conflict and violence in 61 countries and territories as of 31 December 2019

The boundaries, names and the designations used on this map do not imply official endorsement or acceptance by IDMC.

**IDMC** internal displacement monitoring centre

## Top 10 origin countries of people displaced across borders at the end of 2021



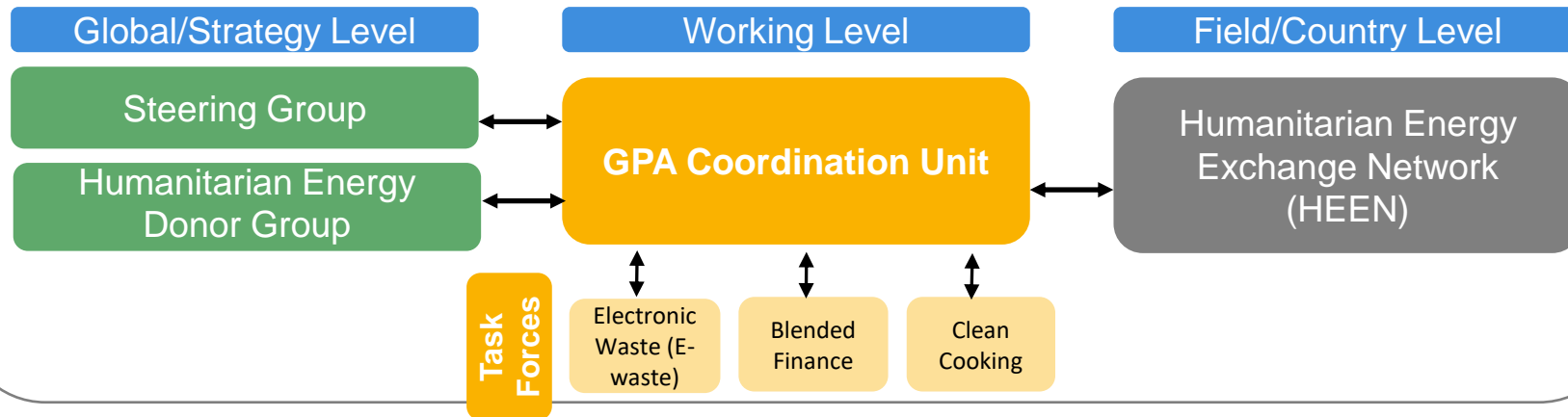
Excludes asylum seekers abroad  
Source: UNHCR



**statista**

# Overview of GPA and Humanitarian Energy Practitioner Support

## Global Platform for Action (GPA) on Sustainable Energy in Displacement Settings



Need Support or want to join the network?



[energy@unitar.org](mailto:energy@unitar.org)



<https://www.humanitarianenergy.org/>



<https://www.linkedin.com/groups/12310695/>

### Key working areas



Planning and Coordination



Innovative Finance and Funding



Data, Research and Evidence



Policy, Advocacy, and Host Community Resilience



Technical Expertise and Capacity Building

### Recent Publications

**The State of the Humanitarian Energy Sector:**  
Challenges, Progress and Issues in 2022



[State of the Humanitarian Energy Sector Report](#)

**Electronic Waste (E-waste) Management** for Off-arid Solar Solutions in Displacement Settings



[Landscaping – E-waste in Displacement Settings](#)

**Blended Finance Solutions for Clean Energy in Humanitarian and Displacement Settings**  
Lessons Learnt – An Initial Overview



[Landscaping and Practitioner Toolkit – Blended Finance](#)

## Poll Question



Are you aware of the GOGLA Consumer Protection Code for off-grid solar?

- Yes, I've heard of it
- Yes, my company/organisation has made a Commitment to the Code
- Come again...





# Consumer Protection and the Off-Grid Solar Industry



# Why Consumer Protection?

The off-grid solar sector is **improving the lives of its consumers** and delivering significant social, economic and environmental impacts.

Consumer protection provides mitigation against consumer exposure to product, finance and service risks. It **protects consumer rights** and **safeguards positive impacts**.

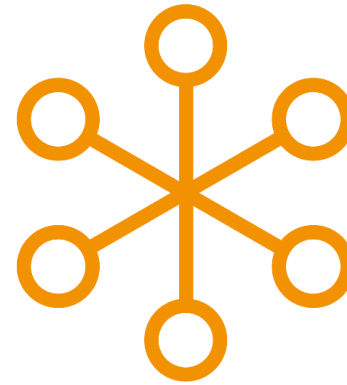
The CP Code ensures that growth objectives remain fully **aligned with consumer interests** to retain the full confidence of consumers, investors, governments and other stakeholders.



## GONGLA Consumer Protection Code

The **Consumer Protection Code** defines the **minimum standards of practice** consumers should expect from an off-grid solar company. It consists of a set of **Principles**, **Indicators** and a **Self-Assessment Tool**.

The CP Code enables companies to **measure**, **monitor and report** their practices, and provide investors and other stakeholders with a framework to promote good practice.



**GONGLA**  
**CONSUMER**  
**PROTECTION**  
**CODE**







## 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.



## CP Survey

Consumer Protection Survey that provides rich, consumer-focused insights to validate performance against the CP Principles.



# 99 Commitments & Endorsements to the Code



60\_\_decibels



Which of the six Consumer Protection Principles do you think is most critical in displacement settings?

- Transparency
- Fair and Respectful Treatment
- Responsible Sales and Pricing
- Data Privacy
- Product Quality
- Good Customer Service



# Consumer Protection in Displacement Settings

## Mozambique

May 2023



# Presentation Summary

- Presentation: Key findings of IOMs consumer survey in displacement settings in Mozambique,
- Project overview (awareness campaign and survey)
- Key findings
- Key opportunities/suggestions for improvement
- Audience Q&A

# Enter Energy Project Overview

Enter Energy: Sustainable Energy for Displaced Communities in Mozambique (focus on resettlement sites in Sofala & Manica - Mozambique)

To strengthen self-reliance of internally displaced people and host community members affected by Cyclones Idai in 2019, through improved access to clean energy solutions. The project to serve as an innovative pilot to test various energy delivery models and clean energy solutions in displacement settings. The lessons learned and best practices will support for learning and upscaling.



Awareness Raising | Energy saving & Lending Groups | Partnerships with Energy Companies & Programmes | Productive Use of Energy for Income generation

# Awareness Campaign and Survey



## Objective

Internally displaced persons at the resettlement sites are informed about energy access

### Key Messages

- Clean energy products & Impact on their lives
- How to acquire clean energy technologies
- Consumer protection



## Approach

IOM employed peer to peer communications through the training of energy ambassadors having 8 in the 7 resettlement sites .



## Reach

More than  
**5000**  
Individuals

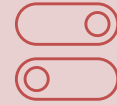


# Consumer Protection survey

- IOM conducted a Consumer Protection Survey in the resettlement sites after realization of a gap on the subject
- IDPs still in need of protection needs and yet to achieve durable solutions
- IDPs rights needs to be respected as consumers of clean energy products
- IOM leveraging on the GOGLA methodology on third party actors to assess how companies performing against consumer protection principles
- A survey conducted in the 7 resettlement sites in Sofala and Manica provinces in Mozambique



# CP Survey: Key Findings



Two types of SHS identified in the RS i.e. SHS under PAYGO, cash and off-the shelf



SHS under PAYGO provided by OGS companies range from 10W, 2 light and phone charging to more than 50W with lighting, phone charging and TV



91% of respondents bought their SHS within the RS through sales agents

# CP Survey: Key Findings

## Transparency

The OGS companies are expected on the bare minimum to share clear and sufficient information on the solar products, service, payment terms and personal data privacy to enable the consumer to make informed decisions

- 96% of the respondents felt that they were *well informed* about the types of SHS on sale and their payment terms while only 4% felt they were not.
- In relations to the *contract T&C*, 93% felt they were well informed while 7% not.
- The same can be said about *contract duration* 92% knew about the duration of the contract, 6% could not remember, and 2% didn't know

# CP Survey: Key Findings

## Transparency

The OGS companies are expected on the bare minimum to share clear and sufficient information on the solar products, service, payment terms and personal data privacy to enable the consumer to make informed decisions

- In relation to the *transaction language* of communication 62% found the language and communication material clear and understandable, 30% was somewhat clear and helpful and 8% did not feel fully satisfied with language and complexity of the communication material.
- In understanding *payment terms and conditions*, 49% were not adequately informed by the sales agents even on the future changes in prices and the consequences for non-payment, 47 % were informed and 4 % do not remember being informed

# CP Survey: Key Findings

## Responsible Sales and Pricing

It is the responsibility of the OGS companies to ensure they take adequate care to ensure the consumers can afford to pay for the SHS products and services without being overburdened. The OGS companies should ensure the characteristics of the consumers are considered when designing price, payment structure and fees of the SHS products and / services.

- *Monthly payments-* 50% of the HHs reported that the monthly payments had an influence on their monthly budget.
- 14% of the HHs reported that the monthly payment was considered a heavy burden, 44 % somewhat a burden and 42% do not consider it as a burden.
- Assessing *ability to pay* can be a way to reduce the impact of products monthly payment to other household expenses. 65% of the HHs reported not assessed on their ability to pay , 28% were assessed and 7% were not.



# CP Survey: Key Findings

## Good Consumer Service

The OGS companies are expected to ensure the availability of the after-sale services support including warranty and post warranty service for a reasonable period of time, an effective consumer complaint feedback mechanism that is accessible with short turnaround time for problem resolution and provides proper instructions on the use and care, safety risks relate.

- On *warranty*: 90% of the HHs reported receiving a warranty on their products they purchased , 5 % reported did not and 5% do not know
- On solving of *reported issues*, out of 23 respondents that experienced challenges , 9 had open issues at the time of the assessment with 5 with less than 10 days and 4 with unresolved issues up to 30 days.
- On *e-waste management*, 93% were not provided with information about electronic waste disposal and don't know the best practice to dispose of the SHS kits once they reach end of life. Only 6% of the respondents were informed on how to dispose of their products when they break down.

# Key Opportunities/Suggestions for Improvement



Humanitarian actors working on energy access being sensitized on consumer protection codes & ensure OGS companies in displacement settings commitment to CP codes



OGS companies being transparent on information of the products, price, payment plans, conditions for warranty, after sale services, duration of support etc. This is especially important for payment T&C as 49% of the respondents were not adequately informed by the sales agents on the potential of future changes in prices and the consequences for non-payment.



Awareness campaigns on clean energy technologies in displacement setting should include education on consumer protection principles to ensure the displaced communities understand their rights as consumers of clean energy products



OGS encouraged to develop brochures and information using local languages to ensure potential consumers understand



Having well trained sales agents is important as they act as the bridge between the OGS and consumers



Sensitization of OGS companies on CP codes and more so those working in the displacement settings as they are dealing with customers that still have protection needs

# Thank You

## Contact Details

Name: Isaac Mwangi

Project Manager-Energy

E-mail: [imwangi@iom.int](mailto:imwangi@iom.int)

# Panel Discussion



Luca Giacobelli  
ENGIE Energy Access



Isaac Mwangi  
IOM



Rebecca Rhodes  
GOGLA



# A growing library of resources



An introductory guide to the GOGLA Consumer Protection Code



Empowering consumers through better communication, information and support



Consumer Protection Briefing Note: Transparency



Building trust with off-grid solar consumers through better data practices



Consumer Protection Briefing Note: Personal Data Privacy



## Key Facts Statement for Off-Grid Solar PAYGo Purchases (Example)



### The Basics

- You are buying: **GOGLA SolarHome Kit2021**
- The total amount you will pay is: **KES 49,500**
- You will pay by: **Mobile Money (#####) or via cash with a GOGLASolar-Agents only**



### Your Repayments

- You have paid a down-payment of **KES 5,000** on **02/07/2021**
- You will pay: **KES 2,750** every **Month** for **18 Months**
- Your next payment is due on: **02 August 2021**



### Late Payment Penalties and Fees

- If you do not pay in time, after **0** days, your product will be **locked so that you cannot use it**. It will be unlocked when you next pay a minimum of **KES 2,750**.
- If you do not pay for **180** consecutive days, your product will be **repossessed**.



### Your Warranty

- The warranty on your **GOGLA SolarHome Kit2021** is valid for **3 years** and ends on **02/07/2024**
- To claim your warranty, Call Freephone **0800 123 456 789**



### Data Sharing and privacy

- Your personal details will only be used for **our internal use** and will not be shared with other parties.
- We **[will/may]** report your data with a Credit Reference Bureau (CRB). If you fall behind on your payments, this may negatively affect your credit profile and affect your ability to obtain further credit.



**Would you like to know more?**



**Check out GOGLA's  
Consumer Protection Hub**

**Or get in touch!**

[r.rhodes@gogla.org](mailto:r.rhodes@gogla.org)

[p.vanbasten@gogla.org](mailto:p.vanbasten@gogla.org)

[imwangi@iom.int](mailto:imwangi@iom.int)

