



The International Tracking Standard Foundation

Founder of I-REC

Responses to the Registrant Survey included in the I-TRACK Foundation's Quality Assurance of The Green Certificate Company (GCC) as Accredited Issuer within the Electricity Product Code.

General principles

Do you have any concerns regarding the independence of GCC or the accessibility of the market? If yes, please elaborate and provide documentation supporting your concerns.

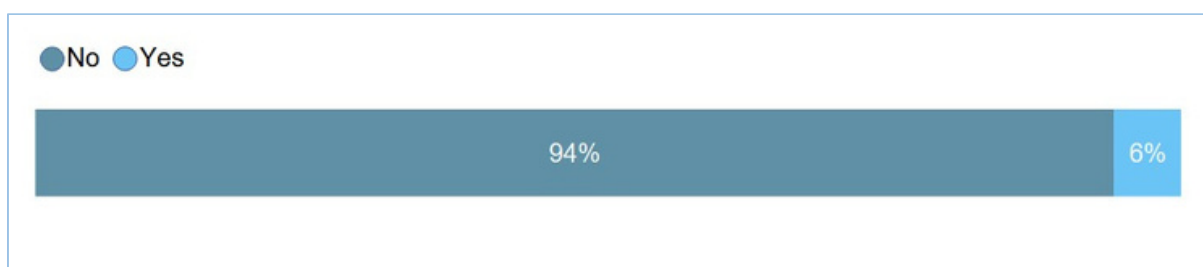


Figure 1 Concerns regarding the independence of Issuer or the accessibility of the market (N=17)

Limited to countries where GCC is the issuer, do you believe the current implementation and overall issuance criteria for I-REC(E) go against national legislation? If so, which one?

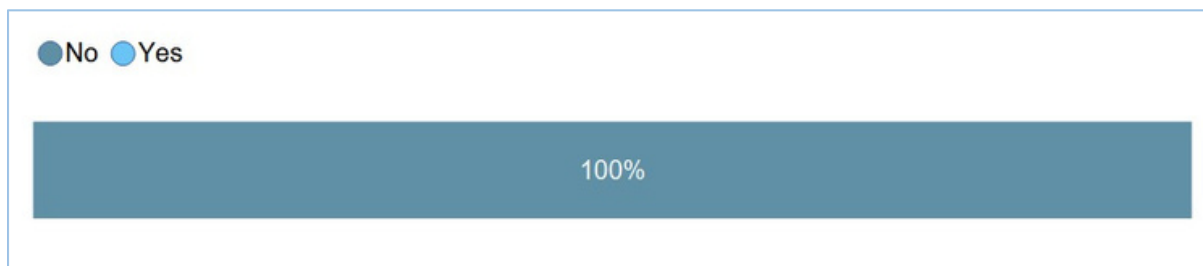


Figure 2 The current implementation and overall issuance criteria for I-REC(E) go against national legislation (N=17)

Principles related to Product Certificates

Have you seen attributes, represented by I-REC(E) in the country that you are active in, simultaneously in i) other tradable instruments, ii) contracts, or iii) being used in any type of public claims?

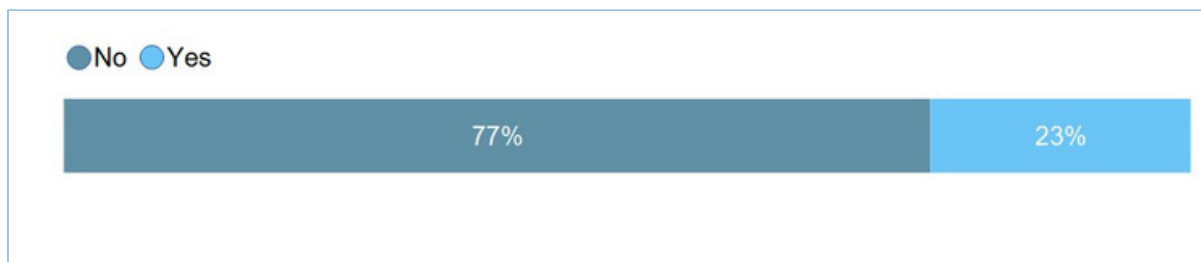


Figure 3 Attributes simultaneously in other tradable instruments, contracts, or being used in any type of public claims (N=13)

Have you ever successfully requested I-REC(E) or I-TRACK(E) from a future vintage?

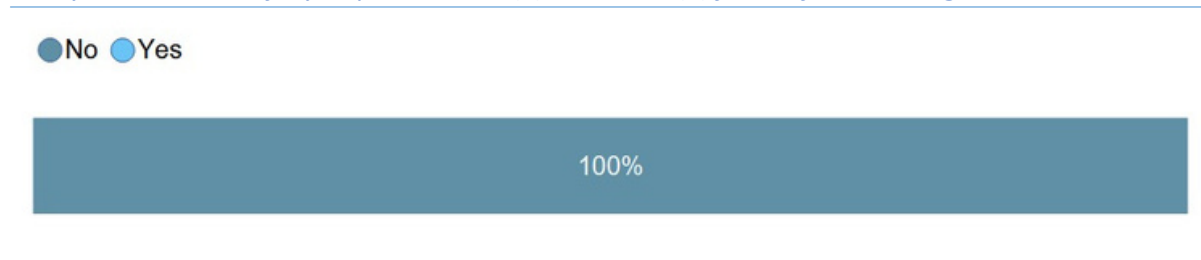


Figure 4 Successfully requested I-REC(E) or I-TRACK(E) from a future vintage (N=13)

Have you ever successfully requested I-REC(E) or I-TRACK(E) based upon information from another energy attribute certificate (EAC) system? If so, which one and what were the requirements?

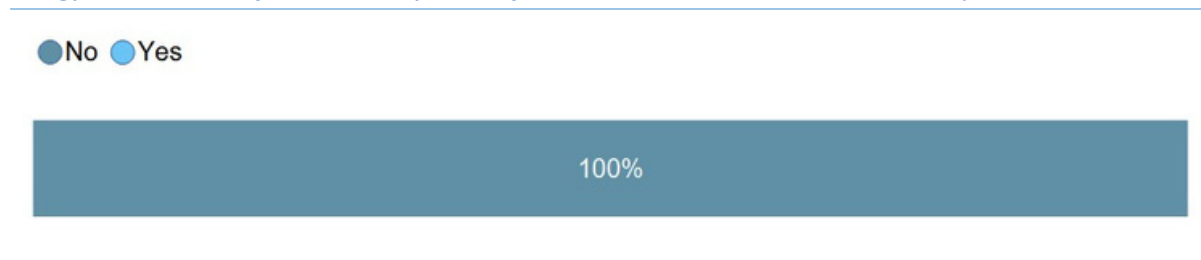


Figure 5 Successfully requested I-REC(E) or I-TRACK(E) based upon information from another energy attribute certificate (EAC) system (N=13)

Have you ever successfully requested I-REC(E) or I-TRACK(E) without providing independently verified evidence?

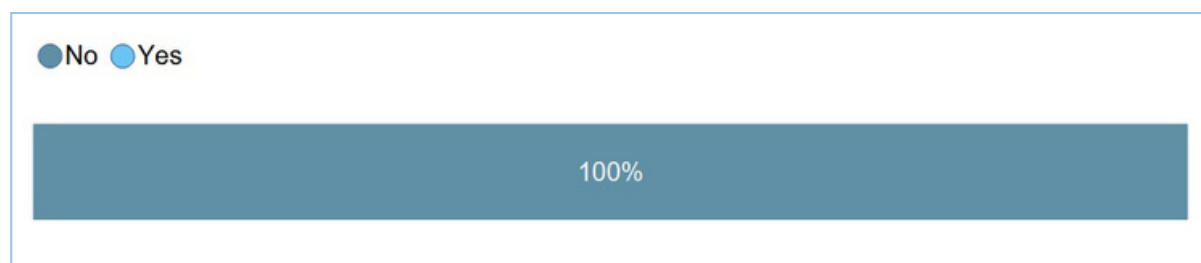


Figure 6 Successfully requested I-REC(E) or I-TRACK(E) without providing independently verified evidence (N=13)

Have you requested I-REC(E) with labels attached? If so, which one and is it clear what type of proof you need to deliver to the Issuer in the request?

● No ● Yes

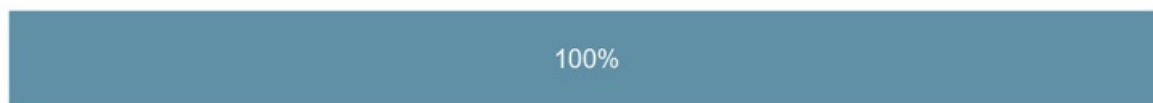


Figure 7 Requested I-REC(E) with labels attached (N=13)

To what extent do you believe that the range of services provided to you by GCC is cost-effective?

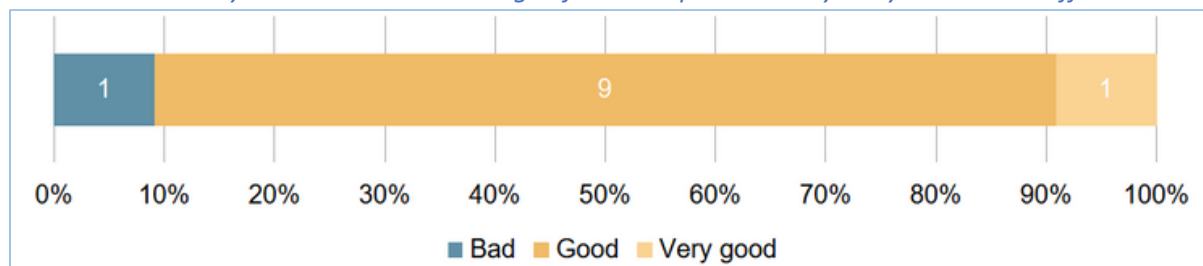


Figure 8 The range of services provided to you by GCC is cost-effective (N=13)

Accreditation and common requirements

Do you have any concerns or comments regarding the KYC (Know Your Customer) procedure for the Registrant onboarding? If answered Yes, please provide more information regarding these concerns or comments and provide emails or documents as supporting documents where possible.

● No ● Yes

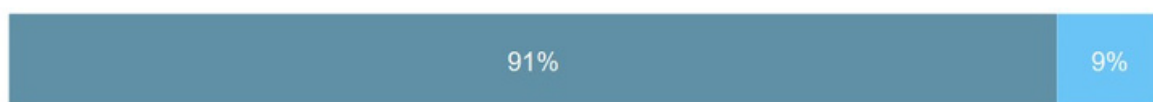


Figure 9 Concerns or comments regarding the KYC (Know Your Customer) procedure (N=11)

To what extent do you feel, in all your interactions with [Issuer], that you have been treated with dignity and respect and not have been discriminated against?

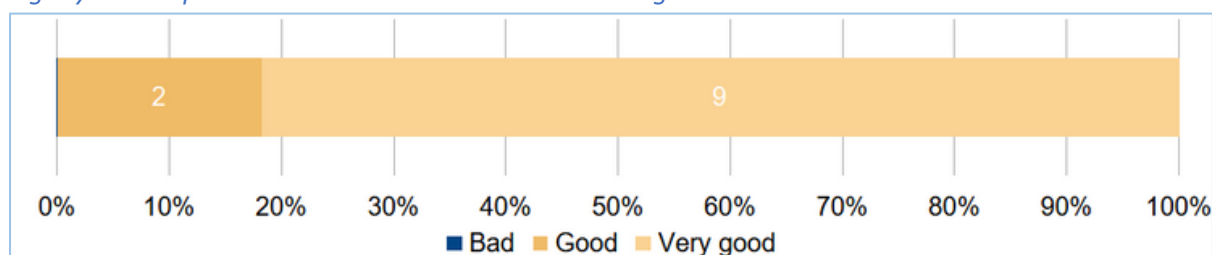


Figure 10 You have been treated with dignity and respect and not have been discriminated against (N=11)

Is the communication through forms and guidance documents sufficiently clear for you? If not, what is missing?

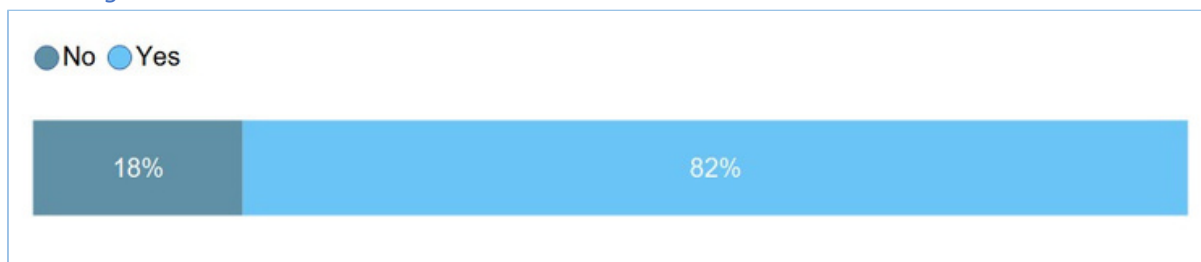


Figure 11 Communication through forms and guidance documents sufficiently clear (N=11)

Is I-REC(E) the only attribute tracking system in the country where you are active? If no, please specify if it is clear to you as Registrant how I-REC(E) co-exists with this system.

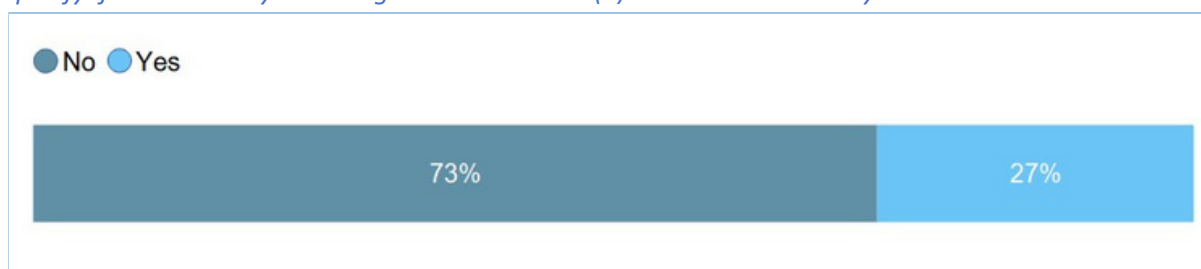


Figure 12 I-REC(E) the only attribute tracking system in the country where you are active (N=11)

How well do you feel the Issuer communicates with Registrants and supports with incoming questions?

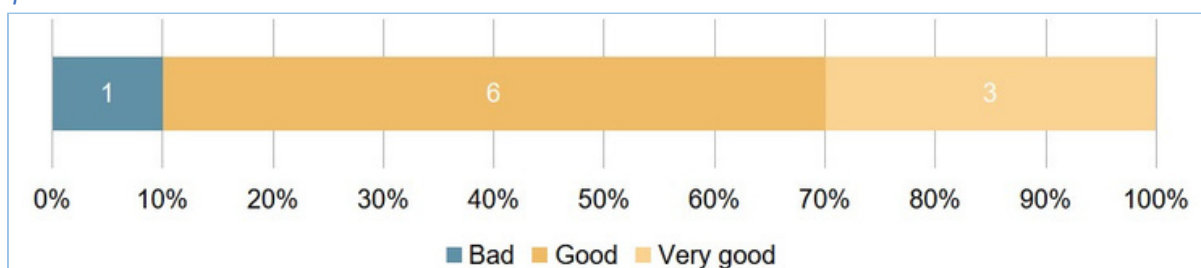


Figure 13 Issuer communicates with Registrants and supports with incoming questions (N=10)

If applicable, are rejections (device registration / Issuance request) consistent and accompanied with a clear and logical explanation?

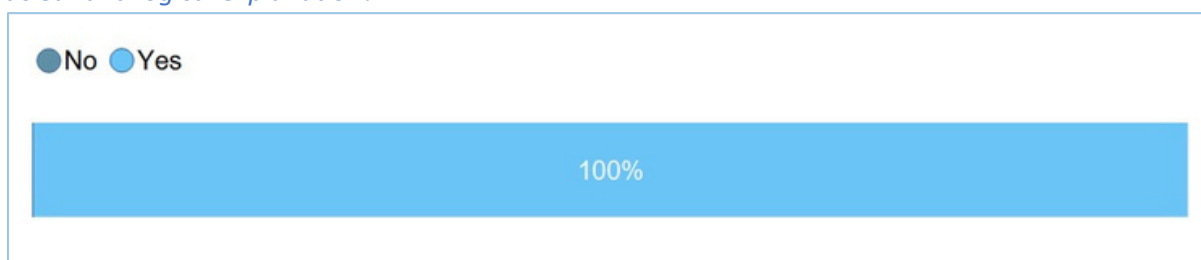


Figure 14 Rejections (device registration / Issuance request) consistent and accompanied with a clear and logical explanation (N=9)

Do you feel that the Issuer's services (e.g., registration, issuance) are delivered in a timely manner?

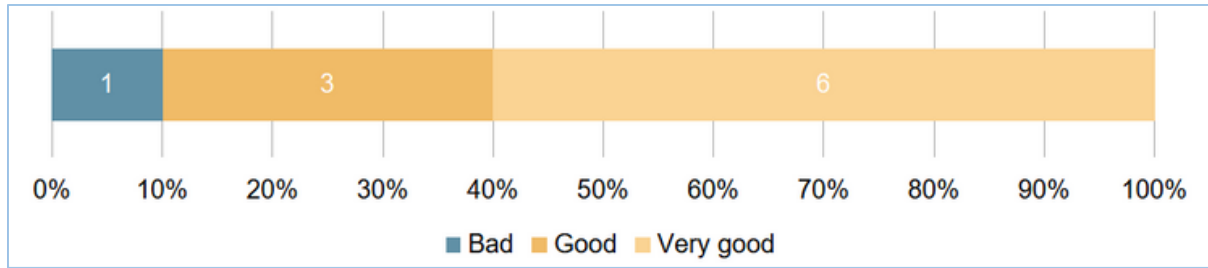


Figure 15 Issuer's services are delivered in a timely manner (N=10)

Are the published fees from the Issuer clearly communicated and implemented in a non-discriminatory way?

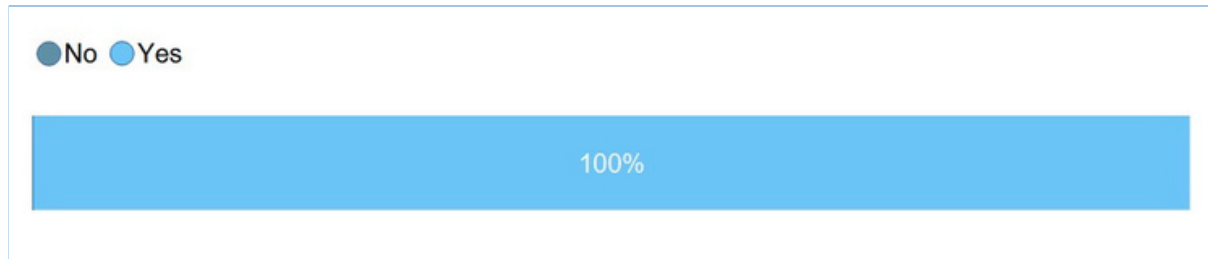


Figure 16 Published fees from the Issuer clearly communicated and implemented in a non-discriminatory way (N=10)

Have you ever been charged an amount other than the published fee? If so, please provide documentation supporting this.

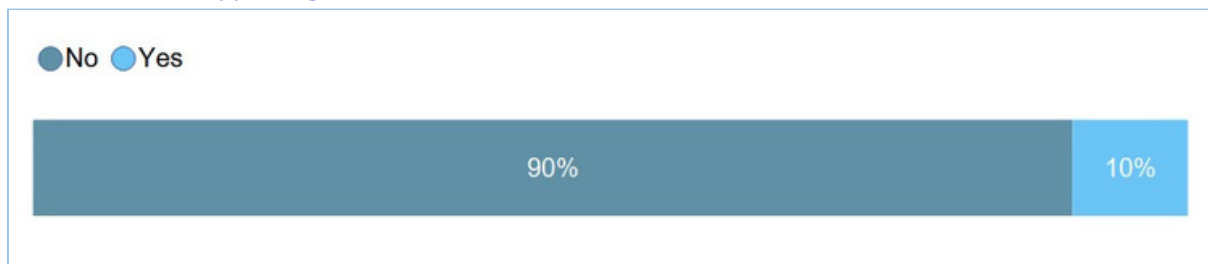


Figure 17 Charged an amount other than the published fee (N=10)

Complaint Management

Do you have any concerns regarding the complaint handling process of the Issuer? If Yes, the concerns include:

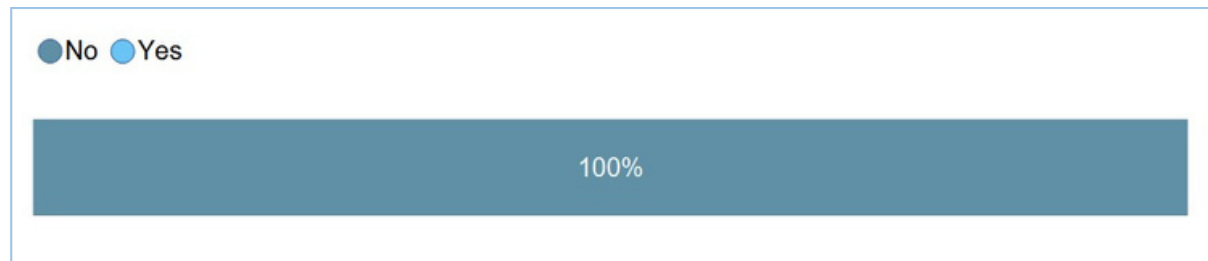


Figure 18 Concerns regarding the complaint handling process of the Issuer (N=11)

CODE

Are the requirements and possible restrictions for registering a Production Facility clear?

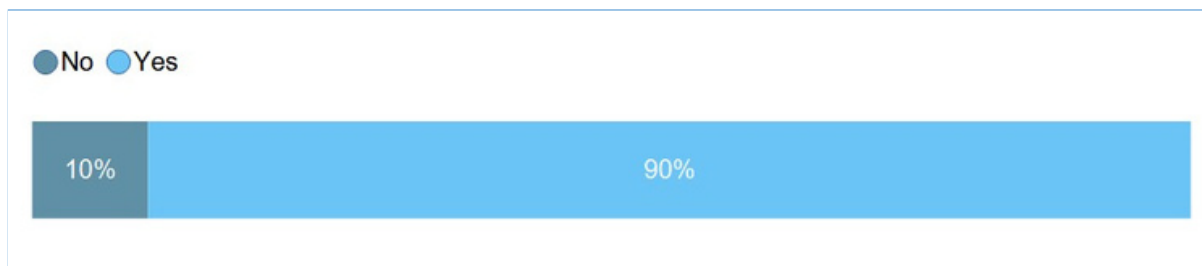


Figure 19 Requirements and possible restrictions for registering a Production Facility clear (N=10)

Have you ever encountered problems with a production facility renewal? If so, please elaborate.

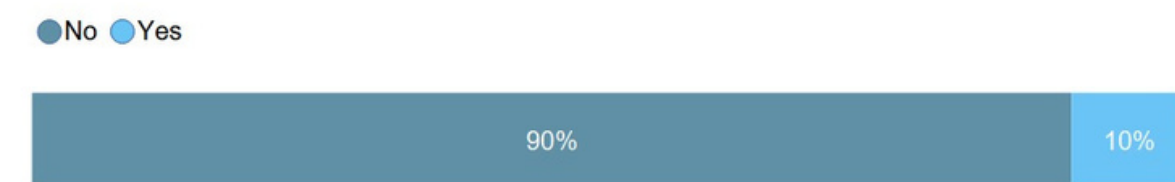


Figure 20 Encountered problems with a production facility renewal (N=10)

Have you registered a device under GCC in addition to another tracking system or carbon registry? If so, what information did the Issuer request regarding this registration to avoid issuance of more than one certificate per MWh?

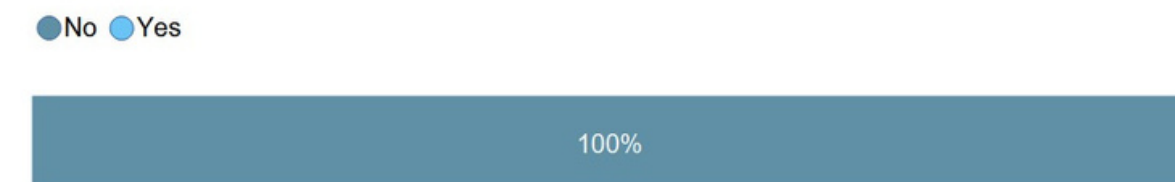


Figure 21 Registered a device under GCC in addition to another tracking system (N=10)

Have you ever registered devices smaller than 250 kW as stand-alone or as part of a group? If so, what process was followed? Please provide feedback.

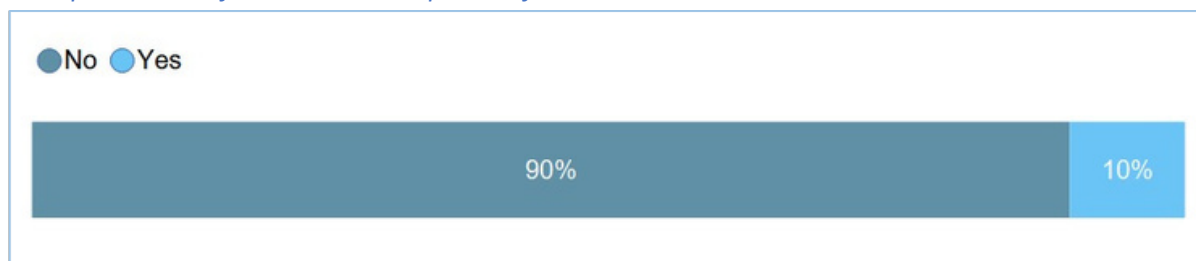


Figure 22 Registered devices smaller than 250 kW as stand-alone or as part of a group (N=10)

At what frequency do you generally request issuance per production device?

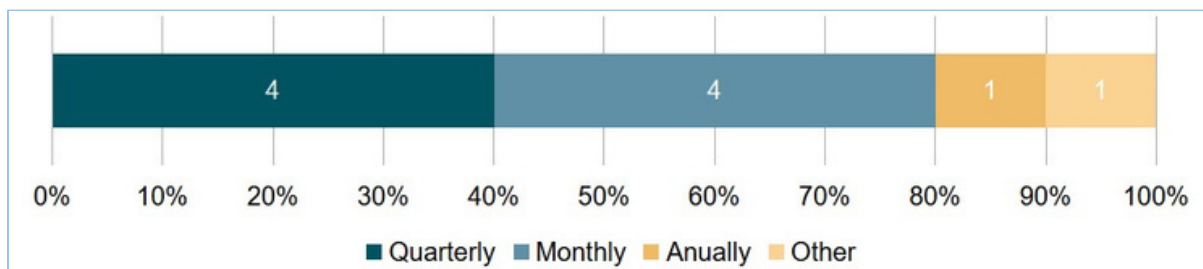


Figure 23 Frequency of request for issuance per production device (N=10)

Is the current residual mix deadline too restrictive?

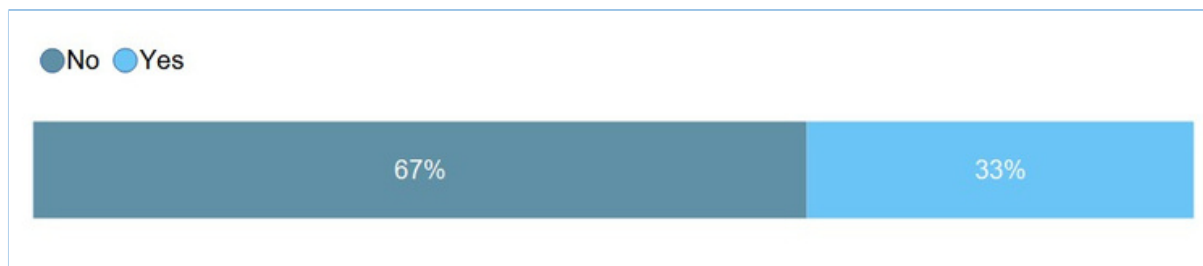


Figure 24 Current residual mix deadline too restrictive (N=9)

Does the current residual mix give too much time for issuance? If yes, what residual mix deadline would you suggest and why?

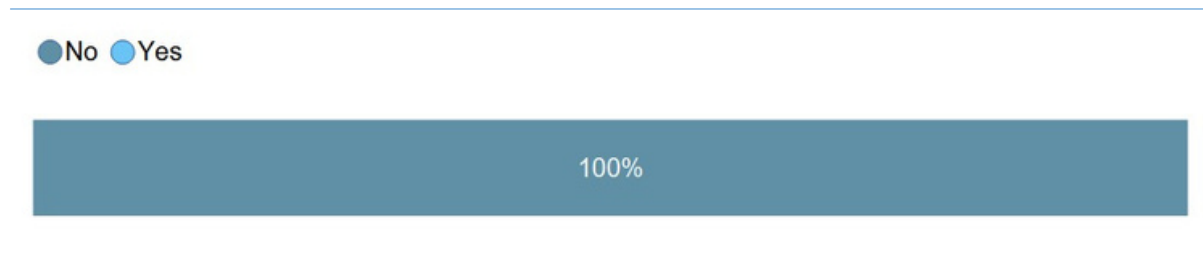


Figure 25 Current residual mix gives too much time for issuance (N=9)

Have you used self-consumption of I-REC(E) in the country that you are active in? If yes, do you have feedback on the process?

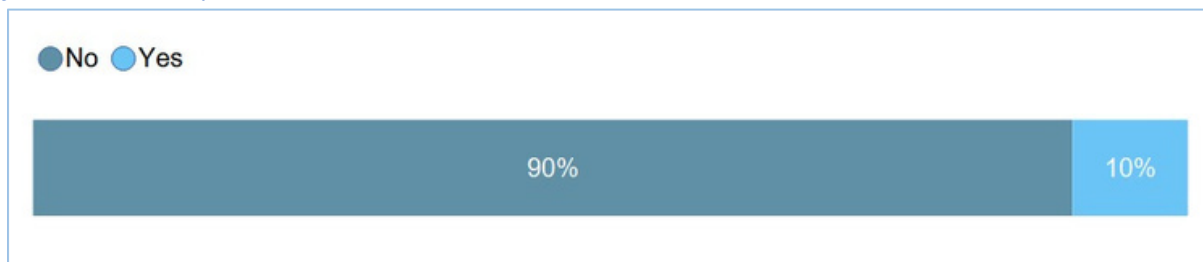


Figure 26 Used self-consumption of I-REC(E) in their country (N=10)

Have you requested issuance of I-REC(E) / I-TRACK(E) for multiple fuels? If so, please provide feedback on the process?

☒ No
 ☐ Yes

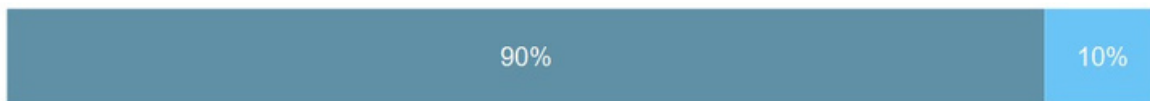


Figure 27 Requested issuance of I-REC(E) / I-TRACK(E) for multiple fuels (N=10)

Is your issuance request always processed within 5 working days?

☒ No
 ☐ Yes



Figure 28 Issuance request always processed within 5 working days (N=10)

Have you ever had an on-site inspection? If so, please indicate the aspects being checked during the inspection and whether you have feedback regarding the process.

☒ No
 ☐ Yes

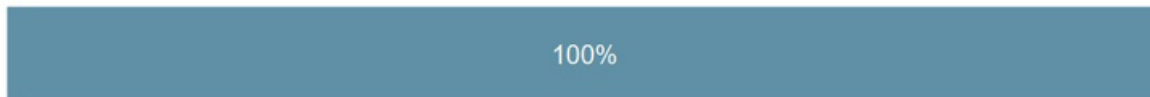


Figure 29 Have you had an on-site inspection (N=10)