



# Grant Thornton

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22 January 2019

Dear Sirs

**Report of factual findings to the directors of MRA Service Company Limited**

We have performed the procedures agreed with you in relation to the MRA Service Company's ('MRASCo') Green Deal Central Charge Database ('GDCC') Compliance Statements for 2018.

Our engagement was undertaken in accordance with International Standards on Related Services 4400 applicable to agreed-upon procedures engagements.

This report is provided pursuant to, and must be read in conjunction with, our engagement letter dated 9 January 2019 and is subject to the terms and limitations set out therein.

The procedures were performed solely to assist MRASCo in complying with the Clause 7.3 of the GDCC Access Agreement dated 14 January 2015 and are summarised as follows:

1. Check whether the Monthly Service Reports are regularly received by the C&C Group by observing emails sent by C&C Group to MRASCo for each month during 2018
2. Check whether the Monthly Service Reports contained performance for service levels of Daily and Monthly GDCC Availability
3. Check whether MRASCo has used the performance data from the Monthly Service Reports to calculate the 2018 quarterly Service Level Compliance Statements, as available on MRASCo website
4. Re-perform the calculations carried out by MRASCo for the performance reported in the 2018 quarterly Service Level Compliance Statements
5. Provide a written report setting out the results of each of the procedures set out above.

We report our findings below:

Based on the procedures carried out, we identified no errors or discrepancies, to indicate that the service levels reported in the 2018 quarterly Service Level Compliance Statements were inaccurate.

Because the above procedures do not constitute either an audit or a review made in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements (UK and Ireland) 2410, we do not express any assurance.

Had we performed additional work or procedures or had we performed an audit or review of the financial statements in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements (UK and Ireland) 2410, other matters might have come to our attention that would have been reported to you.

Our report is prepared solely for the confidential use of MRASCo and solely for the purpose set forth in the first paragraph of this report. Our report must not be recited or referred to in whole or in part in any other document. Our report must not be made available, copied or recited to any other party without our express written permission. Grant Thornton UK LLP neither owes nor accepts any duty to any other party and shall not be liable for any loss, damage or expense of whatsoever nature which is caused by other parties' reliance on our report.

*Grant Thornton UK LLP*

GRANT THORNTON UK LLP  
CHARTERED ACCOUNTANTS

Cambridge  
**22 January 2019**