

Q. What support will I get in dealing with customer complaints?

A. There will be a change in Complaint Procedure to provide a clearly defined "Conciliation Service". UKLPG will introduce a professional independent arbitration service to enable a final resolution on complaints. The decision of the arbitrator is binding on both parties and is a speedier and cheaper alternative to Court proceedings.

Q. What outside consumer recognized accreditation will be sought?

A. The brand will adopt the UKLPG name to link in with the wider strength of the LPG industry but will include the already well recognized "tick" in the logo. The brand will sit alongside the logo of the independent accredited body (the Office of Fair Trading). This scheme sets out the criteria that consumers expect and can trust and again only UKLPG approved installers will be able to use this mark of quality. Part of this activity involves us undertaking annual visits to installers. It all helps to maintain those standards that we as a group want to operate by.

Q. How will I be advised of the ongoing developments and how it affects me?

A. You will be hearing regularly from Mike Chapman by way of newsletters as key developments unfold in the Scheme and specific details become available. For training ahead of the Register being made available to you, UKLPG will be contacting you directly.



uklpg

approved installers

questions



...answers

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Q. What if I don't contribute now?

A. Only Approved Installers and members who contribute now to the development of the vehicle register will have access to register vehicles they have converted or inspected on the UKLPG vehicle register. The launch of the new register will include new Terms and Conditions that reflect the new aspects of the Scheme.

Q. What if I don't contribute now and want to have access to the UKLPG vehicle register after its developed and running?

A. You will be able to access the vehicle register when signing the new terms and conditions but a contribution of £225 + vat will be charged at that time.

Q. Will the manual LPG Conversion Certificates exist once the facility is ready?

A. No – Following the launch to the whole network, planned for summer 2010, the pads will no longer be sold or their issue authorised. All Approved Installers will be asked to send all copies of certificates they have issued in the past, and insurance companies will be asked to encourage their consumers to send in any certificates they have dated before this to UKLPG for free registration.

Q. What will happen to my unused LPG Conversion Certificates?

A. On sending them to UKLPG, together with your copies of all the certificates you have issued in the past, you will receive re-imbusement for the unused conversion certificates.

Q. Why should I contribute towards the vehicle registration development?

A. The vehicle registration development is only one of many improvements that are being worked on from the feedback from installers. This feedback is telling us this is how you see our future and how we can develop and increase conversion numbers in the market place. Being involved now is being part of this future.

Q. What about all the conversions I have done previously how will they get onto the vehicle register?

A. You will need to send all the copies of the certificates you have issued to UKLPG and these will be put on the database by the Association free of charge.

Q. What features will the UKLPG Vehicle Register have?

A. The vehicle register is currently being designed (do not forget to tick the box on the reply card if you would like to be involved), however, the key features will be that it is a central web based (available online) input facility for vehicles. You will enter details of vehicles that you have either installed with an LPG system or inspected. Once details of compliant vehicles are entered, the vehicle registration number will be made available for other bodies such as Insurance Companies to enquire on. As you can imagine the design will have many automation features to reduce the manual administration of entering data, collecting registration fees and a general reduction in the present manual system. After the initial build further features will be worked on such as a LPG motorist club.

Q. Will the information I put into the system be available for others to get hold of?

A. All registration information will be securely held by UKLPG. Entry of information will be secured by user names and passwords. The only search facility available will be by entering a vehicle registration number or chassis number and the information will be provided for that vehicle only. Only UKLPG will have other access to the information held with security protocols in place to ensure no breach of this confidentiality.

Q. What if I want to keep a record of vehicles I have converted or inspected?

A. You can keep your own records, but UKLPG will be providing reports to installers on the vehicles they have converted, and to equipment suppliers on the vehicles that have been converted with their equipment.

Q. When will the UKLPG Vehicle Register be up and running?

A. The UKLPG Register will be tested and finalized during the summer of 2010, so very soon. It will be designed, developed and tested with volunteers from the autogas installer membership. When it is fit for purpose it will be rolled out to all UKLPG approved installers.

Q. What training will I get?

A. The training package will follow the Register's build and will be designed to minimize work downtime. On completion of the training you will have access to the live system.

Q. How will the consumer get to know about the UKLPG Vehicle Register and the other changes?

A. As part of the programme that the UKLPG is putting together, there will be a public awareness campaign to have vehicles converted or inspected by an approved installer and added to the database if missing. This promotion will help to stimulate inspection work for you and the remedial work that might follow.

Q. How will this support be financed?

A. The fee for registering a vehicle on the database will provide the funds that are required to operate the scheme and promote it to the market. The fee for each registration will be £12.

Q. What will you be doing to ensure stronger enforcement of standards?

A. There will be an increased number of vehicle inspections with a focus on the poor conversions. The inspection regime will focus on where standards of quality are not being met. An installer who is not meeting these standards will have to improve otherwise they will be removed from the approved installer scheme. There will also be annual visits to installers to provide both support and information to installers as well as monitoring of standards for the Office of Fair Trading Approved Consumer Codes.

Q. I was told that the on line registration fee would mean that I wouldn't have to pay a UKLPG annual membership fee anymore?

A. Based on your feedback and comments this initiative goes a lot further than just a vehicle register. Your annual renewal fee will continue for the time being to help with the major investment requirements required. The increased inspection regime, a clear message from your feedback, will be stepped up to give it more "bite" and a small contribution will be sought to help manage this. However, you can be assured that all this will be invested to support the Autogas network development plans.

These proposals will remove the need for re-inspecting every five years and save installers the cost which is currently £325 + vat plus £50 + vat for each additional technician.

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