

[Detailed guide: CRC Energy Efficiency Scheme: evidence, audits and penalties](#)

Updated: Section: CRC non-compliance: details of civil penalties issued are now published on data.gov.uk.

CRC evidence packs

You must keep records to validate any information you have submitted about your organisation, energy supplies and use. You should keep this in an evidence pack that the regulators can examine during an audit.

You also need to carry out your own internal audit of your records at least once a year. Your evidence pack must include an audit certificate signed by a senior officer.

There is no prescribed format for an evidence pack but you can use the tools the Environment Agency has provided to develop yours. These include workbook calculators, tables, checklists and templates.

Appendix K of [‘CRC guidance for participants in phase 2’](#) will help you develop your evidence pack.

CRC: enforcement and penalties for non-compliance

Our approach to CRC enforcement is explained in annex 2, section C of our [Enforcement and Sanctions policy](#).

The Environment Agency can issue civil penalties to organisations that don't comply with the CRC obligations by the deadlines set. It can also publish the name of the organisation receiving the civil penalty, details of the failure and the penalty amount.

You could incur civil penalties if you don't:

- register
- disclose information on registration
- submit an annual report on time
- provide accurate information or notifications (in relation to registration or designated change)
- provide an accurate annual report
- surrender allowances
- maintain an evidence pack

CRC non-compliance: details of civil penalties

issued

[Details of penalties](#) are usually published for one year, or longer if justified by the seriousness of the failure.

CRC audits

Your regulator may carry out an audit to check you are keeping sufficient records in your evidence pack and reporting your emissions accurately.

The regulator will either carry out the audit itself or use trained and approved contractors.

Organisations are selected for audit based on:

- risk of non-compliance
- complexity of organisational structure
- compliance history

If you are selected for audit, your primary and secondary contact will receive an email requesting to arrange a mutually convenient time to hold a teleconference or meeting with you.

You may be asked to provide information prior to this, including:

- a summary of your evidence pack
- details of your energy usage
- a copy of your most recent audit report

CRC: help and guidance

[‘CRC guidance for participants in phase 2’](#) provides more information about creating an evidence pack and audits.

The [‘Compliance audit need to know guide’](#) and [‘Preparing for the compliance audit’](#) will help you prepare if you are selected for an audit.

Email the Environment Agency CRC helpdesk CRCHelp@environment-agency.gov.uk

Call 03708 506506

Find out about [call charges](#)