



Simon Laycock <mrsimonlaycock@gmail.com>

Your final statement from Igloo Energy

2 messages

Igloo Energy <team@igloo.energy>
To: mrsimonlaycock@gmail.com

17 December 2021 at 22:05



Account number: 147117

Your final statement from Igloo Energy Supply Limited in administration ("Igloo")

Hi Simon,

Over the past few weeks we've been working closely with E.ON Next helping them to transfer your energy supply and get your new account set up.

We have now closed your Igloo account.

The great news is you've already paid for all the energy you used up until the point we transferred you to E.ON Next. Any overpayment has been transferred to E.ON Next. A detailed breakdown of your balance can be found below.

Your final statement (this is not a VAT invoice)

Your final balance when Igloo went into administration

This includes all charges to the 2nd October 2021 and payments up to and including the 7th October 2021.

£160.83 Debit

Payments made after Igloo went into administration

This includes any payments made since the 8th of October.

£507.74 Credit

These payments have been used to clear your outstanding balance

Final statement balance with Igloo

£346.91 Credit

This over payment has been transferred to E.ON Next

Frequently Asked Questions

Why is this happening?

Due to extreme market conditions, with the cost of wholesale energy reaching record highs, Igloo took the difficult decision to cease trading. In the early hours of 3 October 2021 all Igloo customers were transferred to E.ON Next, through OFGEMs Supplier of Last Resort ("SoLR") process.

Who do I contact if I have questions about my energy supply?

If you need any information regarding your energy supply, you will need to contact your new energy supplier, E.ON Next.

Their website at <https://www.eonnext.com/igloo-energy> provides useful FAQs and contact details.

What happened to my Direct Debit payments?

All payments that you have made to Igloo before we stopped trading have been protected by OFGEMs Supplier of Last Resort process and your credit balance has been transferred to E.ON Next.

Any payments you have made since we stopped trading have also been transferred to E.ON Next and will appear on your first E.ON Next statement.

Will my Direct Debit be transferred to E.ON Next?

It has not been possible to arrange the transfer of your monthly Direct Debit mandate to E.ON Next. This means that you will have to set up a new Direct Debit payment plan directly with them.

E.ON Next has already emailed you explaining how to do this. E.ON Next offer a discounted tariff to customers that pay by Direct Debit, so setting up a Direct Debit may help to make sure you're on their best deal.

Igloo has now stopped all regular monthly Direct Debits. You will have received an email from our payment provider, GoCardless, confirming your monthly Direct Debit subscription has been cancelled.

Where do I find the meter readings you used to close my account?

Meter readings can be found by logging in to your E.ON Next account and clicking on 'View meter reading history' under meter readings in the main dashboard. If you haven't already registered for an online account, check your emails for a welcome email from E.ON Next.

Who should I contact if I need help?

If you need help in an emergency, if you smell gas or have no electricity. Please visit www.eonnext.com/help/emergencies.

If you need help with your new E.ON Next account, have a question about your balance with them or want to know about your future energy supply, please contact E.ON Next. You can find their details [here](#).

If you have a query about your final bill, please check our FAQ's as your question may have already been answered. If you need to get in touch with Igloo, please be aware that we are now working with a very limited number of support agents, and you should expect long waiting times.

Where can I find independent advice?

The Citizens Advice consumer service can provide free, impartial information and advice. Visit www.citizensadvice.org.uk.

Consumer helpline: 0808 223 1133 (Welsh speakers may call 0808 223 1144)

The helpline is open Monday to Friday 9:00am-5:00pm and is closed on Bank Holidays. Calls are free.

Best regards,
Team Igloo

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Rob Croxen & Jonny Marston were appointed as Joint Administrators of Igloo Energy Supply Limited ("the Company") on 7 October 2021. The Company's affairs, business and property are being managed by the Joint Administrators, who act as agents of the Company without personal liability.

Simon Laycock <mrsimonlaycock@gmail.com>
To: "E.ON Next" <hi@eonnext.com>

22 April 2022 at 19:14

Hi,

As you can see below, when we transferred from Igloo we had £346.91 in credit. This has never appeared in our Eon account. Please could this be added to our account now as we have begun a transfer to Octopus.

Many thanks,

Simon Laycock
[Quoted text hidden]