

## Complaints Log Summary Table – 2016-2025

Date	Issue	SSE Action	My Response
2016	Queried high rates	Request for meter readings	Provided 1 week of meter readings
07/07/2021	Queried high rates; unclear contract offered	SSE offered vague terms; billing remained unclear	Dispute initiated; no contract signed
04/04/2023	Debt collection from Capital Resolve	Case sent back to SSE	Explained no contract and continued payments
24/04/2024	Requested contract proof and payment record	No response to letter	Followed up multiple times
13/10/2024	Queried Notice to Disconnect and contract status	Staff confirmed no contract exists	Requested account hold and resolution
25/02/2025	Hand-delivered Access Notice and fee	Demanded payment under threat of disconnection	Responded in writing with dispute notice
06/03/2025	Ongoing complaint ignored by SSE	Letter from SSE confirming open case	Reasserted Ofgem guidance and rights
07/03/2025	Notice of warrant of entry	Threat of forced disconnection	Emailed and updated EHU; requested intervention
25/03/2025	Case closed by SSE and 'Deadlock' issued	Collections activity to continue. 12 months for Ombudsman	To challenge decision. Conflict of interest
16/04/2025	SSE arrived with 5 staff to disconnect	Left after shown open letter of complaint and meter photo provided	Used as final confirmation of domestic supply
30/04/2025	Asked for fair outcome and usage review	SSE claimed domestic status was never disputed	Inconsistent / partial remedy to challenge
30/04/2025	-	Updated database to confirm domestic status. Backbill from Oct 24 offer	To challenge date of backbill – domestic since 2007
20/05/2025	Asked for full payment history and meter readings	Partial information provided. Request for LOA	LOA provided. Request still open
27/05/25	Collection activity Wilkin Chapman LLP	Involving third party	Letter to challenge. Case 'Held'
24/06/25	Final resolution sought	No response	Escalate to Ombudsman