

Melanie Jamison
Hunters Moon
Westerlands
Graffham, Petworth
West Sussex
GU28 0QJ

25th June 2025

Energy Ombudsman
P.O. Box 966
Warrington
WA4 9DF

Subject: Formal Complaint Against SSE Energy Solutions – Case Ref: CAS0870802

Name: Melanie Jamison
SSE Account No.: 692186511
SSE Complaint Ref.: CAS0870802
Deadlock Letter Date: 25 March 2025
Case Resumed: 30 April 2025

Dear Energy Ombudsman

Complaint Summary

SSE misclassified my domestic energy supply as a business for 18 years (2007–2025), overcharging me and denying consumer protections. Despite admitting the error through further communications including a site visit to turn off my supply, SSE refuses to fully rectify the harm, including:

- Unlawful back-billing beyond Ofgem's 12-month limit.
- Aggressive debt collection during an unresolved complaint.
- Failure to provide payment histories or recalibrate bills fairly.

Key Evidence

- **SSE's 2007 letter** (failed credit check + business tariff imposition).

- **Council tax statements and letter of transfer** (2007–2018).
- **SSE's 2025 emails** (admitting misclassification but limiting redress, switch or lose).
- **Debt collection, disconnection letters** (Wilkin Chapman LLP, Capital Resolve, SSE).
- **Correspondence to SSE Complaints** (17/06/25) requesting final fair resolution
- **Full timeline** (2007–2025 – supporting evidence available on request).
- **Breaches by SSE**
- **Ofgem's Debt Collection Guidelines:** Continued threats of disconnection and third-party collections (Capital Resolve, Wilkin Chapman LLP) while my complaint was unresolved.

Ofgem Rule	SSE's Failure
SLC 0 (Fair treatment)	18 years of misclassification.
SLC 7A (Accurate billing)	Charged business rates unlawfully.
Back-Billing Code	Demanded payment beyond 12 months.
CPUTR 2008	"Switch or lose credit" ultimatum.

Resolution Sought

1. **Reclassifying of account** to domestic
2. **Full rebilling** under domestic rates (2007–2024).
3. **Refund of overpayments** + removal of unlawful fees (VAT/FIT/CCL).
4. **Halt debt collection activity** and confirm in writing
5. **Compensation** (£1500+) for:
 - 18 years of consumer rights denial (£500).
 - Debt collection harassment (£500).
 - Time and distress spent resolving SSE's errors (£500).

Further Information

SSE ignored repeated evidence of my domestic status. Their demand for 'proof' after 18 years is disingenuous—suppliers must proactively classify customers correctly (Ofgem Guidance 2019).

SSE's offer to backdate only to October 2024 breaches both Ofgem's Back-Billing Code and SLC7A (accurate classification), as their misclassification caused the overcharging. The Code requires corrections for at least 12 months from the date the error was identified (April 2025), not from SSE's arbitrary October 2024 cut-off.

Up until my final resolution letter (17 June 2025), all I have asked for is fair resolution – a recalculation of my account, recognition of domestic status and to return my consumer protections. All of which have been denied. As such I respectfully request the Ombudsman act on my behalf and insist SSE recalculate all charges and refund or amend the difference, plus statutory compensation.

Thank you for your time in reviewing this case.

Yours faithfully

Melanie Jamison

Confidential – Submitted by Melanie Jamison 25 June 2025