

Melanie Jamison
Hunters Moon
Westerlands
Graffham, Petworth
West Sussex
GU28 0QJ
mpjami@gmail.com
0777 563 7069

17th June 2025

SSE Energy Solutions
Complaints Department
Grampian House
200 Dunkeld Road
Perth, PH1 2GH

Subject: Final Formal Complaint Regarding Misclassification and Billing – Account No. 692186511 / Ref CAS0870802

Dear Sir or Madam,

I write to formally resolve SSE's 18-year misclassification of my domestic energy supply (2007–2025), which has resulted in overcharging and denied consumer protections. This is SSE's final opportunity to act before I escalate to the Energy Ombudsman. Please note, I have sought only a fair resolution throughout this dispute, yet SSE's systemic failures have prolonged it unnecessarily.

Key Facts:

1. Misclassification:

- In 2007, you placed me on a **business tariff** after a failed credit check, despite my being a **domestic consumer** (evidenced by council tax records, personal banking, and absence of business registration and SSE 2007 letter now enclosed).
- This breached **Ofgem's Supply Licence Conditions (SLC 0, 7A)**, which require accurate customer categorisation.

2. Unfair Billing:

- I was charged **business rates** (including VAT, FIT, and CCL) and have been subjected to back-billing beyond Ofgem's 12-month limit for domestic customers, despite my providing meter readings and payments
- You have failed to provide a **transparent breakdown** of meter readings or payments since 2007, despite repeated requests.

3. Inappropriate Debt Collection:

- Threats of disconnection and third-party collections (**Capital Resolve, Wilkin Chapman LLP, Disconnection Engineer Site Visit**) continued despite repeated requests to cease including involving CAB **while my complaint was unresolved**, violating Ofgem's debt collection guidelines.

Resolution Requests

To resolve this fairly, I request SSE:

1. **Formally reclassify** my account as domestic and confirm in writing that all future billing will reflect this.
2. **Recalculate all charges** under domestic rates from **2016** (my first query) or 2021 (reiterated query). At minimum, Ofgem's 12-month back-billing rule requires correction from **April 2024**. This aligns with SSE's duty under SLC 0 to treat customers fairly." with:
 - **Any credit for overpayments and removal of unjust fees** (VAT, CCL, FIT, and debt collection charges).
3. **Provide a full statement** of all meter readings and payments received since 2007.
4. **Immediately halt** all debt collection activity, including Wilkin Chapman LLP's involvement and confirm this in writing
5. **Compensate** for the financial and time costs incurred due to SSE's errors.

Next Steps

If SSE does not provide a **full response within 7 working days**, I will escalate this to:

- The **Energy Ombudsman** (for misclassification, billing, and complaint-handling failures).
- The **Financial Conduct Authority** (for credit-assessment breaches).
- My **local MP** (to highlight systemic consumer protection failures).

I have attached a proposed Ombudsman Submission that outlines SSE's breaches of:

- **SLC 0/7A** - *Refusal to backdate corrections to 2007 breaches SLC 7A (Ofgem)*
- **Back-Billing Code** - *limited redress offer (Ofgem)*.
- **CPUTR 2008** - *"switch or lose credit" demand - unfair credit practices (FCA)*.

And also attached are *council tax statements 2007–2018 (attached again for ease)*, copies of Wilkin Chapman LLP's Debt Collection Letter and SSE's 2007 letter in relation to credit checks for your reference.

I hope SSE will resolve this matter within 7 days to avoid unnecessary escalation. I appreciate your prompt attention.

Yours sincerely,

Melanie Jamison



M J <mpjami@gmail.com>

Final Opportunity to Resolve – 18-Year Misclassification & Refund Demand (Ref: CAS0870802)

1 message

M J <mpjami@gmail.com>

17 June 2025 at 14:01

To: complaints@sse.com

Cc: "Stewart, Christopher" <Christopher.Stewart@sse.com>

Bcc: M J <mpjami@gmail.com>

Dear SSE Complaints Team,

Attached is my final request for resolution of SSE's 18-year misclassification of my domestic supply (ref: CAS0870802), including full rebilling.

I trust SSE will act within 7 days to avoid formal Ombudsman escalation.

Yours sincerely,

Melanie Jamison

10 attachments**CDC Transfer P1 21 12 06 PDF.pdf**
440K**CDC Transfer P2 21 12 06 PDF.pdf**
476K**CDC Statement 15 03 18 PDF.pdf**
954K**CDC Transfer Copy 14 03 06 PDF.pdf**
958K**CDC Statement 11 03 16 PDF.pdf**
963K**Proposed+Energy+Ombudsman+Submission.pdf**
298K**SSE 2007 Letter 29 01 07 PDF.pdf**
743K**WCR 27 05 25 P2 PDF.pdf**
808K**WCR 27 05 25 P1 PDF.pdf**
1118K**SSE Final Resolution 17 06 25.pdf**
253K