



M J <mpjami@gmail.com>

Domestic Supply Melanie Jamison

1 message

Stewart, Christopher <Christopher.Stewart@sse.com>
To: M J <mpjami@gmail.com>

2 May 2025 at 10:47

Dear Miss Jamison,

I can confirm, the national database has been updated, and you are now free to switch your supply to a domestic supplier of your choosing. As agreed, I will be happy to apply a credit for the difference in our business rates and your new domestic tariff from when you first advised SSE you were a domestic supply which our records indicate was from 14 October 2024. Along with any applicable reduction in VAT from this period. No further period, goodwill gesture or covid support etc will be considered prior to this date. For this credit to cover you until your future switch date, we will require the switch to take place within the next 28 days. If the supply has not switched, the period the credit will be considered from will be 14 October 2024 to 30 May 2025.

I trust the above information has been useful and I look forward to hearing from you.

Kind regards

Christopher Stewart || Complaints Management Advisor

Business Energy Solutions
Grampian House
200 Dunkeld Road Perth
PH1 2GH

0345 0729402

sseeenergysolutions.co.uk

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From: Stewart, Christopher
Sent: 30 April 2025 11:55
To: M J <mpjami@gmail.com>
Subject: Domestic Supply Melanie Jamison

Dear Miss Jamison,

Thank you for your email.

For clarity, the issue was never whether you were a commercial or a domestic supply, it was that we required adequate evidence from you that highlighted you were a domestic supply, which you never provided. It may help if I explain, before you can switch to a domestic supplier, the national database must be updated by an external 3rd party called MPAS. MPAS require SSE to provide evidence to them as to why they should go ahead with a reclassification. Without this evidence, they would reject this update. As your Council Tax record has been deleted, they would more than likely reject.

I am more than happy to raise an internal request to the relevant department, explaining that a site visit has determined you are a domestic supply, and can we now ask MPAS to have this reflected on the national database. If this update is successful, you will be free to choose a domestic supplier. As a gesture of goodwill, despite the lack of evidence being presented before now, I will be happy to consider applying a credit for the difference in our business rates and your new domestic tariff from when you first advised SSE you were a domestic supply which our records indicate was from 14 October 2024. Along with any applicable reduction in VAT from this period. No further period, goodwill gesture or covid support etc will be considered prior to this date. Again, this is on the basis MPAS are happy to update the national database. In the event it is rejected, there will be nothing more we can do.

I trust the above information has been helpful and I look forward to hearing from you.

Kind regards

Christopher Stewart || Complaints Management Advisor

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From: M J <mpjami@gmail.com>
Sent: 30 April 2025 11:22
To: Stewart, Christopher <Christopher.Stewart@sse.com>
Subject: [EXTERNAL] Domestic Supply Melanie Jamison

Dear Christopher

The 5 gentlemen who arrived on the 16th April did not turn off my supply as it was clear they were satisfied I am not a business from the evidence they requested, and left. Therefore, before I approach The Energy Ombudsman in a couple of weeks or pursue any other line of query available to me are you now happy to put me onto a domestic tariff and recalculate my bills at least from when affordability became difficult prior to when I first queried the high rates charged, in 2021; taking into consideration any fees or VAT that were not applicable to a domestic user or any Covid support that I did not receive?

I also asked for a list of all payments received as they were made by different means and therefore difficult for me to ascertain and therefore I would be grateful if you could ask your accounts department to provide them for my records.

I see this as an opportunity to move forwards, and only wish to resolve what is fair and return my consumer rights and I look forward to hearing from you.

Kind Regards

Melanie Jamison

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