

# Chronological Summary of Events – 2007 - 2025

**\*Please note:**

- Unless otherwise stated, all entries can be substantiated in writing and can be provided upon request. Any errors or omissions are not intentional. This summary is intended only to provide clarification
- A full list of payments and meter readings has not been added - requests for full accounts in progress. My records are insufficient due to differing forms of payment / unclear SSE bank statement refs.
- Any delay in responses – has been due to health matters, missed emails and clarification of Ofgem regulations etc.
- My intention has always been to conclude a fair outcome. Payment has never been refused.

Date	Event Summary
2007	Letter from Southern Electric - inherited business account, failed credit rating, remained on business tariff and offered favourable tariff to remain.
2007-08-23	£62.60 payment made by cheque
2013	Letter showing favourable business tariff over domestic.
2016-09-05	£53.83 payment made by card.
2016-10-27	9312 meter reading
2016	Queried accuracy of meter or fault due to high rates – 1 week of meter readings provided: Mon 9332, Tue 9333, Wed 9333, Thu 9334, Fri 9334, Sat 9335, Sun 9335
2017-03-02	£487.31 payment made by card (Note: possible refund / overpayment)
2017-04-13	£89.71 payment made by cheque
2017-09-14	9464 meter reading
2017-09-15	£41.26 payment made by card
2020-10-21	£85.57 payment made.
2021	Queried high rates; advised of estimated readings and underbilling. Offered contract with unclear annual cost calculation.
2021-02-15	£85.48 payment made.
2021-06-01	16398 meter reading
2021-07-06	16941 meter reading
2021-10-11	£221.00 payment made.
2022-01-28	£200.00 payment made.
2022-02-23	£1,000.00 payment made.
2023-02-14	£100.00 payment made.
2023-03-24	Letter of intent from SSE to hand account to third party. (Unsigned)
2023-03-30	Payment demand letter – Capital Resolve (CR)
2023-04-04	Called CR to explain unresolved SSE query and no contract. Confirmed by CR and case returned to SSE.
2023-05-03	£125.00 payment made.
2023-08-15	£100.00 payment made.
2023-11-03	£100.00 payment made.
2023-2024	24684 meter reading from bill (no date given)
2024-02-15	£100.00 payment made.

2024-02-21	25252 Meter reading
2024-03-27	£100.00 payment made.
2024-04-10	Notice to Disconnect – Carlus Parris, SSE Business Collections – referencing contract.
2024-04-24	Letter to C. Parris SSE requesting proof of contract and payments made; included cheque payment
2024-05-09	£100.00 payment banked (Note: C. Parris SSE cheque – no response to letter).
2024-05-21	25717 meter reading
2024	Debt collection Letters received
2024-08-21	26193 meter reading
2024-10-14	Called SSE - Advised to transfer to domestic account. (Note: Referenced by SSE in SSE email 04/02/25 – no notes taken to substantiate call)
2024-10-14	£200.00 payment made.
2024-10-14	26472 meter reading
2024-10-17	Council Tax Status requested and provided (account handover statement sent to show proof of domestic status from 2007)
2024-11-21	26678 meter reading
2024-11-22	Debt collection agency emails received.
2025-01-03	Notice to Disconnect – Carlus Parris, SSE (Note: no mention of my letter or payment 24/04/24).
2025-01-10	Notice of Intent Letter to SSE - requesting proof of contract and credit checks
2025-01-13	Letter to Capital Resolve referencing open complaint.
2025-01-30	SSE acknowledges complaint. Sarah Cotton, SSE. (Note: SSE Deadlock Letter 25/02/25 also S Cotton)
2025-02-04	26818 Meter reading
2025-02-04	Email from SSE, Sam McMullan, Complaints Manager. Offer to switch to domestic and to send Council Tax letter if possible. 'We have not performed any credit checks due to the fact you are on a variable non-contracted rate.' (Note: Email not seen so not replied to.)
2025-02-10	Email from SSE, Sam McMullan. Awaiting my reply. (Note: Email not seen so not replied to)
2025-02-25	Letter from Sarah McDermott, SSE Customer Service Manager - 'Access Notice' - immediate payment within 48 hours or disconnection of supply, £60 site visit fee. Delivered by hand
2025-02-25	Letter to S McDermott SSE to request credit checks, domestic consumer rights, transfer to domestic account, recalculation of bills (Note: next letter 07/03/25 – application for warrant of entry)
2025-03-04	Text from SSE - "account is now being passed for disconnection after our field team visit."
2025-03-05	Call to CAB (Extra Help Unit – EHU) to request assistance with SSE to stop debt collection activities during complaint and to assist with all aspects of dispute
2025-03-06	Letter from SSE Sarah Cotton, SSE Business Energy Complaints - receipt of my complaint (Note: S Cotton)
2025-03-06	Letter from EHU, Paul Kelly, EHU Caseworker - confirming their request to SSE to address my complaint.
2025-03-06	Provided information of dispute with SSE to EHU and request to advise SSE for communication to be by post to avoid miscommunication /missed emails

2025-03-06	Email from Christopher Stewart SSE – aware of EHU involvement, confirms collection activity to continue, no credit checks performed and request further proof of CT status
2025-03-07	Email to C Stewart SSE including CT statement 2013, ref. 2007 CT statement sent previously. Request to perform credit check to establish domestic status, transfer to domestic account, offer to settle account at domestic rate, request of payments made.
2025-03-07	Email from C Stewart SSE – request for further CT proof and for me to provide him with list of payments
2025-03-07	Letter from Sarah McDermott, SSE Credit Management Notification of Application of Letter for a warrant of entry inc. £72 fee. (Note – letters 25/02/25)
2025-03-07	Call to EHU to update and inform again of Consumer Rights being ignored
2025-03-11	Emails EHU / SSE / Me – clarification of call - CDC responsible for CT status – domestic status remains same from 2007
2025-03-11	Email from C Stewart – requesting proof that credit check required
2025-03-13	Email to EHU - update and continued request for assistance – raised Ofgem regulations as query to consumer rights / domestic status burden of proof / credit checks
2025-03-17	Email from EHU – requesting further proof on SSE behalf re CT status
2025-03-17	Email to EHU – sent CDC statement re status to EHU to act on my behalf, for SSE to act on ‘own regulatory framework’ and further request to help stop debt collection during complaint process
2025-03-18	Email from C Stewart SSE – will close complaint 25/03/25 if not heard from me
2025-03-24	Email to SSE – case not closed until resolution found, provided Ofgem regulations as sent to EHU, relating to credit checks, debt collection and consumer rights. Request again for list of payments made, suggested referring to Companies House for domestic status and included last Personal Banking Letter to confirm. Requested communication in writing.
2025-03-24	Email from EHU – SSE not accepting EHU confirmation ref. CDC document
2025-03-25	Email from C Stewart SSE - passing case to senior management
2025-03-25	Email from Sarah Cotton SSE - Deadlock and collection activity to continue. Right to contact Energy Ombudsman within 12 months. (Note S Cotton prior involvement and speed of decision)
2025-03-25	Email from EHU - reiterating ‘deadlock’ and end of their involvement
2025-04-16	5 SSE representatives to my door - claim warrant of entry and intent to turn off my supply. Provided letter of open complaint. Accepted photo of meter and fuse box – they confirm domestic supply and leave.
2025-04-30	Email to SSE – to give opportunity now domestic status confirmed to discuss fair outcome
2025-04-30	Email from SSE – ‘domestic status was never under dispute’. Refusal to review billing prior to Oct 24
2025-05-02	Email from SSE - database updated. Free to change supplier. If supply not changed in 28 days credit will only be from Oct 2024 – (Note: confusing email no change of date and I never requested to change supplier only domestic status, fair rate and consumer rights)
2025-05-20	Call made to SSE to obtain list of meter readings and payments made. Gave current meter reading.

2025-05-20	27054 meter reading provided
2025-05-21	Email to SSE requesting list of meter readings and payments made as per call instructions
2025-05-23	Email from (Leah Williams Customer Service ) SSE providing business portal link to access information
2025-05-23	Email to SSE explaining I'm unable to access the business portal without business credentials. Request again payments made and meter readings.
2025-05-27	Letter from Wilkin Chapman LLP – Debt collection, fees, court proceedings 30 days
2025-05-28	Email from (Jess Customer Service) SSE request refused and requiring LOA 'There is currently no record of authority for yourselves on the account'
2025-05-28	Email to SSE providing LOA to provide information as only account holder since 2007
2025-05-28	Email from SSE requesting a LOA from their own template
2025-05-30	Email from SSE giving emails (already used) to make request
2025-05-30	Email to SSE repeating request to emails supplied – LOA provided
2025-06-05	Email from (Kerry Anderson Income Analyst) SSE to say meter supplied 2018
2025-06-05	Email to SSE requesting meter readings available
2025-06-06	Email from (Ellie Bainbridge Customer Service) SSE providing list of payments made from 2020 – unable to provide prior to this date suggesting different supplier prior 16th February 2018
2025-06-06	Email to SSE requesting meter readings and confirming account from 2007 and where to access all information
2025-06-12	Email from (Dozie Nwoye Customer Service) SSE – 'this data not on their system'
2025-06-12	Email to SSE – requesting why information not on their system and where to access it. Asked why also unable to provide current meter readings 2025.
2025 June	Preparation of final letter to SSE
2025 June	Preparation of letter to Wilkin Chapman LLP