

DEBT/ SSE/ 1083762-17108

27th May 2025



Cartergate House  
26 Chantry Lane  
Grimsby  
DN31 2LJ  
DX 13511 Grimsby 1  
Tel 01472 262626  
Fax 01472 360198  
wilkinchapmanrollits.co.uk

**When telephoning please ask for  
the SSE Team on 01472 246642**

Dear Sirs

**SSE ENERGY SUPPLY LIMITED  
ACCOUNT NUMBER: 8700272340**

**ACCOUNT TYPE: ELEC**

**SUPPLY ADDRESS: HUNTERS MOON, WESTERLANDS STUD, GRAFFHAM, PETWORTH, WEST  
SUSSEX, GU28 0QJ**

**OUTSTANDING DEBT: £ 4801.96**

We act on behalf of the above client who has instructed us to write to you concerning an outstanding debt due to them in the sum of **£ 4801.96** relating to the above account number. The sum includes an administration charge of £80.00 and contractual interest of 8% per annum above base rate charged in accordance with our client's terms and conditions and as a contribution towards the additional costs they incur when having to pursue legal action to recover an overdue account.

The sum outstanding relates to unpaid energy charges in respect of the above detailed Supply Address. The debt arises from an agreement between our client and you, details of which are available upon request.

We enclose with this letter a reply form, information sheet and financial statement form in accordance with the pre-action protocol for debt claims. If you are unsure about anything, please refer to the enclosed Information Sheet. You should use the enclosed Reply Form and Financial Statement to respond to this letter and return it to the postal address at the top of this letter or by email to [sseteam@wcrlaw.co.uk](mailto:sseteam@wcrlaw.co.uk).

Alternatively, if you would like to complete the Financial Statement online, please visit <https://apps.wilkinchapman.co.uk/iae> or scan the below image:



If we do not receive any reply from you within thirty days of the date of this letter, we are instructed to issue court proceedings without further notice. Details of methods of payment can be found at the foot of this letter. You may contact us to discuss repayment options. Please notify us immediately if you receive a separate letter from us regarding a different account owed to **SSE Energy Supply Limited**, so that we may consolidate your accounts where possible.

Any claim resulting in proceedings will include a claim for interest from the date our client's invoices became due together with Court Fees and Legal Costs from the date of issue of the proceedings.

Please send any correspondence you may have regarding this matter to us. Send any cheques to us, making them payable to Wilkin Chapman LLP.

Yours faithfully

*Wilkin Chapman Rollits*

**WILKIN CHAPMAN ROLLITS**  
SSE Team

Email [sseteam@wcrlaw.co.uk](mailto:sseteam@wcrlaw.co.uk)  
DDI 01472 246642

**\*\*\* Visit [www.paywilkinchapman.co.uk](http://www.paywilkinchapman.co.uk) quoting file number 1083762-17108 to make payment \*\*\***

**OTHER PAYMENT OPTIONS**

<b><u>Cheque</u></b>	<b><u>Bank transfer</u></b>	<b><u>Debit</u></b>
All payments must be sent direct to us ensuring all cheques are made payable to <b>Wilkin Chapman LLP</b>	Our bank details are as follows:-  Sort Code: 53-50-10 National Westminster Bank Plc Bank Account: 04325672	Telephone 01472 246642 and ask for the SSE Team, with your card details and file reference to hand.
<b>Please ensure your file reference 1083762-17108 is detailed on the back of each cheque</b>	<b>Please ensure your file reference 1083762-17108 is quoted on any payment into our account.</b>	



M J &lt;mpjami@gmail.com&gt;

**FW: [EXTERNAL] Urgent: Formal Dispute of Alleged Debt – Cease Collection Activity (Ref: DEBT/SSE/1083762-17108)**

1 message

**SSE Team** <sseteam@wclaw.co.uk>

18 June 2025 at 10:22

To: "mpjami@gmail.com" &lt;mpjami@gmail.com&gt;

Dear Melanie,

We write further to your email.

We have noted your comments, and we will review this matter with our client.

The account will be placed on hold whilst this is reviewed.

Yours faithfully,

**SSE Team****DDI** 01472 246642  
**Email**[wilkinchapmanrollits.co.uk](http://wilkinchapmanrollits.co.uk)**Ranked in** - Lawyer UK 200 • **Top Tier Firm** - Legal 500 UK • **Leading Firm** - Chambers UK**Wilkin Chapman Rollits launched on 1st April 2025.**[Click here for further details.](#)**IMPORTANT PLEASE READ:  
CYBER CRIME ALERT:**

You will be aware from recent press coverage email scams and cybercrime are becoming more prevalent and despite security measures being in place, emails can be hacked and the contents altered. This email has been checked for potential computer viruses using Mimecast technology. You should carry out your own virus check before opening any attachment. We accept no liability for any loss or damage, which may be caused by software viruses or interception or interruption of this email.

**For payments to us:**

Before transferring any money to us electronically, please call the individual who has conduct of the matter on the telephone number

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

**Wilkin Chapman LLP**

Cartergate House  
26 Chantry Lane  
Grimsby  
DN31 2LJ

17<sup>th</sup> June 2025

**Ref: DEBT/ SSE/ 1083762-17108**

Dear Sir or Madam,

Re: SSE Energy Solutions – Disputed Account (Ref: 692186511 / 8700272340)

Thank you for your letter dated 27th May 2025. I am writing to formally dispute the alleged debt, as this matter remains unresolved with SSE due to their 18 year misclassification of my domestic energy supply as a business account.

This has resulted in:

- **Overcharging** (business rates applied unlawfully).
- **Breach of consumer protections** (e.g., back-billing rules).
- **Invalid fees** (admin charges, interest) applied under a contested "business" agreement.

SSE has now acknowledged the misclassification (see enclosed: C. Stewart SSE, MJ emails, 02/05/25), yet the debt remains in dispute.

**Request to Suspend Collection Activity**

As this matter is under active complaint with SSE (Ref: CAS0870802) and pending escalation to the Energy Ombudsman, I kindly request that all collection activity be suspended in line with Paragraph 3.3 of the Pre-Action Protocol for Debt Claims. I would appreciate written confirmation of this within 7 days.

**Evidence Required**

You state the debt arises from an "agreement" with SSE. Please provide:

- A copy of the signed contract (I have never agreed to business terms).
- A detailed breakdown of the £4,801.96 (including meter readings and tariff rates).

**Next Steps**

Should collection activity continue despite this dispute, I may have no choice but to escalate this matter to the Solicitors Regulation Authority and seek remedies under the Consumer Protection from Unfair Trading Regulations 2008.

**Enclosed:**

- Formal complaint to SSE (17/06/25).
- Council tax proof (2007–2018).
- SSE's admission of misclassification (02/05/25).
- Proposed Ombudsman Submission (25/06/25)
- Email to SSE Complaints (17/06/25)

Yours faithfully,

Melanie Jamison





**SSE Energy Solutions**  
**No.1 Forbury Place**  
**43 Forbury Road**  
**Reading**  
**RG1 3JH**

**03 January 2025**

02871 001725 0003 E 999999



**MISS MELANIE JAMISON**  
HUNTERS MOON  
westerlands Stud  
GRAFFHAM  
PETWORTH  
West Sussex  
GU28 0QJ

**Invoice structure reference:** 8700272340

## Notice to disconnect your energy supply

Dear Customer,

Despite our repeated attempts to contact you to discuss your late payment, the debt remains unpaid. You've breached your payment terms as stated in the terms and conditions of your energy contract.

### What will happen next

An authorised officer will call at HUNTERS MOON, westerlands Stud, GRAFFHAM, PETWORTH, West Sussex, GU28 0QJ to collect the outstanding balance of £4,230.98 or disconnect the supply.

If we're unable to gain access, we'll apply for a Warrant of Entry. If we visit or disconnect your supply, you'll be charged for any associated costs we incur. Reconnection may take a minimum of six weeks and will involve additional costs.

**We reserve the right to take legal action to recover the outstanding balance. This may impact your credit rating.**

### Pay now to avoid this action

We know your energy supply is a critical service which you rely on to operate as a business. You can resolve this by paying in full now.

### How to pay

#### By bank transfer

Our bank details are:  
Account number: 93874796  
Sort code: 20-00-00

**Your payment reference should be:** 8700272340

#### By card

Pay online at [sseenergysolutions.co.uk/pay](https://sseenergysolutions.co.uk/pay)  
Pay by phone (open 24/7) on **0203 650 4340**  
**Your payment reference should be:** 8700272340

#### By post

Please make your cheque payable to SSE Energy Solutions, write 8700272340 on the back and enclose a completed payment slip.  
Send to: **SSE, PO Box 144, Blyth, NE24 9FT**

#### Avoid late payments in future

Once you've made this payment, you may want to consider setting up a Direct Debit to avoid the risk of late payment in future. It's the easiest way to pay and protects you via the Direct Debit Guarantee.

You can set up a new Direct Debit at [sseenergysolutions.co.uk/how-to-pay](https://sseenergysolutions.co.uk/how-to-pay).

#### Where to send remittance information

To help us avoid delays, please email remittances to [remittanceadvice@sse.com](mailto:remittanceadvice@sse.com) to confirm how we should allocate your payment. Please include your total payment value in the subject line.

#### Help and advice

For more information about how to pay your bill, go to [sseenergysolutions.co.uk/pay-your-bill](https://sseenergysolutions.co.uk/pay-your-bill).



M J &lt;mpjami@gmail.com&gt;

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**Confidential message for MISS MELANIE JAMISON**

1 message

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**Capital Resolve Ltd** <donotreply@capitalresolve.com>  
To: mpjami@gmail.com

17 December 2024 at 15:46

**PRIVATE & CONFIDENTIAL EMAIL FOR MISS MELANIE JAMISON**

Dear MISS MELANIE JAMISON,

**Case Number: SBE3611119**  
**Re: SSE Business Energy**  
**Client Reference: 8700272340**  
**Outstanding balance: £4,230.98**

Would you please call Capital Resolve on 01386 258444\* regarding an outstanding amount due to SSE Business Energy. Please quote case number SBE3611119.

Alternatively, you can go to our customer self-service portal at [www.cr-portal.com](http://www.cr-portal.com) where you can:

- Make a payment without the need to register
- Register for an online account quickly where you can:
  - Easily manage your account 24 hours a day, 7 days a week
  - Set up a proposal to pay
  - Set up an affordable repayment plan
  - Change your payment date
  - Update your card details if you are paying through a CPA (Continuous Payment Authority)
  - Update your address and contact details
  - Raise a dispute on your account
  - Tell us if you've received correspondence and you are not the intended recipient
  - Tell us if you've been made bankrupt or have entered into an IVA
  - Complete an Income & Expenditure form
  - Links to organisations providing free debt advice

In order for us to locate your account and assist you, please ensure you quote your case number on all communications with us.

Yours sincerely

Richard J Edwards  
Collections Manager  
Capital Resolve Ltd  
Telephone: 01386 258444

\* Opening Hours: Monday to Friday, 8am to 6pm. Please note that all calls are recorded for monitoring and training purposes and are charged at a standard or network rate.