

Gas and Electricity Suppliers,
Electricity Distribution Network
Operators, Gas Transporters and
all other interested parties

Email: supplier@ofgem.gov.uk

Date: 23 June 2022

Dear colleague,

Last Resort Supply Payment Claim for E.ON Next Energy Limited

On 20 October 2021, E.ON Next Energy Limited ("E.ON") submitted for our approval an initial claim for a Last Resort Supply Payment ("LRSP" or "levy payment"). This claim was resubmitted a number of times,¹ with the final version being submitted on 28 October 2021, and Ofgem consent being granted on 29 October 2021.

This letter sets out our notice of reason to consent to E.ON claiming for a LRSP of up to **£155,432,139**. Our decision will allow E.ON to recover the additional, unrecoverable wholesale costs they face in serving customers of Igloo Energy Supply Limited (Igloo), Symbio Energy Limited (Symbio), and Enstroga Limited (Enstroga).

We are approving this initial claim under the temporary procedures we have implemented in response to the current extreme market conditions² and with due regard to Ofgem's principal objective of protecting the interests of current and future energy consumers³ the relevant provisions of E.ON's gas and electricity supply licences⁴, Ofgem's "Guidance on supplier of last resort and energy supply company administration orders" (our "Guidance"),⁵ the terms of the Last Resort Supply Directions (LRSD)⁶ and the particular circumstances of the case.

Having scrutinised the evidence E.ON has provided (see below), we are satisfied that the amount we have approved is reasonable in all the circumstances of the case. Our approval of E.ON's claim is conditional on:

- a) E.ON, entering into the 'True Up' Agreement with us; and
- b) complying with any directions we make about the instalments by which the approved amount will be repaid.

Under that True Up Agreement, E.ON will submit full details, including any reconciliation of all of its costs once they are fully incurred and known. We expect E.ON to obtain an

¹ E.ON also resubmitted its claim on 26 October.

² On 29 October 2021 we set out our proposals for temporary changes to the SoLR levy process to cater for the current unique market circumstances (see: [Letter to suppliers on faster claims](#)). These changes allow SoLRs to submit more than a single claim per SoLR Direction and set out further details of how we will assess claims under these temporary arrangements.

³ s4AA Gas Act 1986 and s3A Electricity Act 1989

⁴ in particular, SLCs 8 and 9

⁵ [Supplier of Last Resort: Revised Guidance 2016](#)

⁶ [Supplier of Last Resort Directions | Ofgem](#)

independent audit of those full details and board sign off before making any further claim. If there is any reduction in these costs, we will set them off against E.ON's subsequent claim. In the highly unlikely event that the subsequent claim is not sufficient for that set off to be made, E.ON will agree to repay any net overpayment back to consumers.

An overview of E.ON's initial claim together with the reasons for our decisions with respect to this claim are set out in subsequent sections of this letter. This should not be taken as setting a precedent for any future claims, which would also be considered on their merits and on a case-by-case basis, taking into account all relevant circumstances of the particular case.

The SoLR process and the Licensing Framework

Under SLC 9.1 of the Supply Licence, licensed suppliers are entitled, provided the Authority consents, to make a claim for a Last Resort Supply Payment ("LRSP") from each Relevant Gas Transporter and Electricity Distribution Operator.

SLC 9.4 sets out the approach that we adopt when assessing the claim in order to ensure the total amount of the LRSP does not exceed the difference between the total costs incurred by the licensee in supplying customers under the SOLR Direction (taking account any sums paid or debts assumed by the licensee in relation to Customer Credit Balances) and the total amounts recovered by the licensee through Charges for that supply.⁷

SLC 9.6 makes clear that the Authority may determine that an amount other than the one calculated by the licensee is a more accurate calculation of the relevant amount and in such cases, the amount specified by the Authority must be treated as the relevant amount when the licensee submits its claim to each relevant Gas Transporter under SLC 9.8.

Levy claims are paid for by the relevant gas distribution networks (GDN) and electricity distribution network operators (DNOs), who then recover the cost through charges. SLC 38B of the Electricity Distribution Licence and Standard Special Condition A48 of the Gas Transportation Licence set out the details of this. The latter includes a deadline of 31 October for GDNs to receive valid claims if they are to be paid from the following April.

Whilst GDNs confirmed their operational ability to process claims received after the 31 October deadline set out in their licences to support the faster levy process we are following, E.ON was clear when it submitted its SoLR bid that it would make a claim on the levy as soon as possible. They therefore provided us with all of the information we required in order to make a decision by the existing 31 October deadline.

Temporary SOLR process

Under our temporary procedures, more than one claim can be made for costs incurred: an initial claim followed by a true up claim.⁸ To mitigate against the risk of overpayment, we expect the initial claim only to include costs that have actually been incurred and can be fully evidenced in the period immediately after appointment, and so comprise in particular, commodity costs.

⁷ SLC 9.4 provides that: 'The total amount of the LRSP must not exceed the total costs (including interest on working capital) reasonably incurred by the licensee in supplying gas to premises under the SOLR Direction and a reasonable profit, plus any sums paid or debts assumed by the licensee to compensate any Customer in respect of any Customer Credit Balances, are greater than the total amounts recovered by the licensee through Charges for the Supply of Gas to premises under the Last Resort Supply direction (after taking all reasonable steps to recover such Charges'.

⁸ We recognise there may be some limited instances where a SoLR considers it needs to claim more than twice, and where this occurs, we will consider on a case by case basis, whether this is warranted and appropriate in all the circumstances.

The procedures then provide for a prompt assessment of the initial claim resulting in Ofgem either approving or rejecting it or suggesting an alternative amount.

We will engage with SoLRs in respect of these initial claim assessments, analyse them carefully taking account of all the relevant criteria (see further below) and publish a notice of our decisions.

As E.ON's initial claim is comprised solely of wholesale costs, the relevant details are highly commercially sensitive including details as to the hedging and procurement strategies adopted by E.ON. As such, they are not amenable to consultation. However, through our open letter we have consulted on our approach to assessing those costs including that all costs are fully evidenced and carefully scrutinised and all the relevant criteria are applied to ensure they are subject to a robust assessment. In addition, we will be carrying out a consultation later in the process to further mitigate any risk of overpayment earlier in the process.

We set out in more detail below the process we have followed and the criteria we have applied in assessing this claim.

Overview of E.ON claim

In this initial claim E.ON is seeking to claim solely for their initial additional and unrecoverable wholesale costs incurred in procuring energy to comply the Last Resort Supply Directions we issued in respect of customers for Igloo, Symbio and Enstroga:⁹

E.ON included its calculation of the claim amount and provided us with information to support this calculation. Table 1 below summarises the total amount claimed and approved.

Table 1: summary of E.ON's claim and amounts we have approved

	Amount claimed	Amount approved
Igloo	£135,486,042	£129,423,095
Enstroga	£3,140,684	£2,989,945
Symbio	£24,740,111	£23,019,099
Total	£163,366,837	£155,432,139

Our assessment of the amount to approve: decision process and methodology

To assess E.ON's costs, we followed the process below:

- a quantitative check of E.ON's methodology for the costs claimed. This included determining how those costs were calculated based on the data E.ON sent us and ensuring these costs were in line with commitments E.ON made at the time of its SoLR appointment;
- undertaking validation of assumptions made, with other data sources, where appropriate;
- a qualitative assessment of the claim against our methodology criteria.

We set out below further details on the approach we took to assessing these costs.

Wholesale commodity costs

E.ON requested our consent to recover £135.49m for the cost of purchasing energy on the wholesale market to serve former customers of Igloo; £3.14m for the cost of purchasing

⁹ This is allowed under standard licence condition 8.8.

energy on the wholesale market to serve former customers of Enstroga; and £24.74m for the cost of purchasing energy on the wholesale market to serve former customers of Symbio. E.ON provided evidence that supported the amount claimed. The evidence provided was in line with our expectations and included:

- an outline and justification of the wholesale hedging strategy it pursued, including how this was and would continue to be efficient;
- evidence of all trades executed in implementing its strategy;
- assumptions made underpinning its strategy; and
- methodology to support its calculation of the portion of the costs faced in procuring energy which would be unrecoverable.

We disagreed with elements of the claim put forward by E.ON specifically regarding costs that could be recovered via price cap allowances. As a result, we disallowed, £6.07m in relation to Igloo, £0.15m in relation to Enstroga and £1.73m in relation to Symbio.

Given the highly sensitive and confidential nature of these costs and our statutory duties, we cannot disclose company-specific information relating to those costs. However, we can state that in assessing their wholesale costs we calculated the difference between the total costs and what could be recovered through charges. We were satisfied that E.ON's claim related solely to these unrecoverable costs.

To satisfy ourselves that the costs claimed were economic, we carefully reviewed E.ON's assumptions behind the volumes it procured and compared the costs that E.ON evidenced it faced, with prices that were available in the market at the time, before deciding that we were satisfied that the costs claimed were reasonable in this respect.

To satisfy ourselves that the costs claimed had been incurred, we reviewed the evidence provided in order to confirm that the claim aligned with the expectations we set out in our December letter. This included confirming that E.ON had only claimed for the wholesale costs of energy which would be delivered within 6 months of being appointed SoLR or by 31 March 2022, whichever date was earlier.¹⁰ This also involved checking whether the claim included any forecasted wholesale 'shaping' costs because at the time of the claim such costs would be forecasted and so would not yet constitute "costs incurred".

Recovery of LRSP claim

E.ON will be paid the amounts specified in the gas and electricity consents given on 29 October 2021 and published alongside this letter, by the relevant Distributor and Gas Transporter. This will be recovered by the relevant GDNs and DNOs, allocated in proportion to the total number of nationwide gas and electricity supply points. We consider this apportionment to best enable broad socialisation of the claim costs in line with the intent of the SoLR regime to protect all consumers in the market, for example, through limiting the extent of unpaid industry bills of a failing supplier.

Yours faithfully,



Neil Lawrence
Director of Retail

¹⁰ The level of the price cap beyond 31 March 2022 was not known at the time