



Making a positive difference
for energy consumers

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

Email: solrlevyteam@ofgem.gov.uk

10 October 2025

Recovery of creditor dividends from liquidation of Igloo Energy Supply Limited

On 15 July 2025, we were informed that E.ON Next Energy Limited ('E.ON Next') had received a creditor dividend from the administrator of Igloo Energy Supply Limited ('Igloo Energy') for **£3,575,213.89**.

We appointed E.ON Next as Supplier of Last Resort (SoLR) for Igloo Energy gas¹ and electricity² customers on 3 October 2021 following Igloo Energy's announcement that it had ceased trading. This followed a SoLR appointment process aimed at getting the best deal for consumers. We outlined the material factors behind our decision to appoint E.ON Next as the SoLR to those customers in our decision letter published on 18 March 2022.³ E.ON Next indicated at the time of our SoLR appointment process that it would not waive its right to make a claim for a Last Resort Supply Payment (LRSP). Any LRSP claim would include a claim for customer credit balances (CCBs). The Initial Levy Claim was consented to on 17 December 2021⁴, a Subsequent Levy Claim was consented to on 20 December 2022⁵, with a revision of the Subsequent claim on 14 December 2023⁶, and a final True-up was consented to on 13 December 2024⁷. In our 2024 decision, we made consent to CCB claims conditional on E.ON Next repaying any funds received through the liquidation process of Igloo Energy.

Appointed SoLRs can make LRSP claims, to ensure that customers of the failed supplier are compensated for their CCBs. This applies despite the SoLR being able to recover some of the money through the liquidation process of the failed supplier. We expect that following appointment SoLRs submit subrogated creditor claims to the administrator of the failed supplier for CCBs. However, liquidation of failed suppliers can take a long time,

¹ [Direction to appoint E.ON Next Energy Limited as Gas Supplier of Last Resort for customers of Igloo Energy Supply Limited | Ofgem](#)

² [Direction to appoint E.ON Next Energy Limited as Electricity Supplier of Last Resort for customers of Igloo Energy Supply Limited | Ofgem](#)

³ [Appointment of E.ON Next Energy Limited as Supplier of Last Resort for Igloo Energy Supply Limited | Ofgem](#)

⁴ [Faster SoLR levy process: consents to Last Resort Supply Payments | Ofgem](#)

⁵ [Decision on last resort levy true-up claims 2022 | Ofgem](#)

⁶ [Decisions on Last Resort Supply Payment Claims 2023 | Ofgem](#)

⁷ [Decisions on Last Resort Supply Payment Claims 2024 | Ofgem](#)

and the outcome can be uncertain which is why we allow for CCBs to be claimed via a LRSP. But if a SOLR has claimed a LRSP for CCBs then, as it has already been compensated, any amount recovered from the failed supplier must be repaid to consumers.

As indicated above, E.ON Next has made LRSP claims for CCBs for Igloo Energy and therefore should repay any funds received from its liquidation. As a result, we have issued a Final Repayment Direction for repayment of **£3,575,213.89** plus the relevant amount of interest specified in the Final Repayment Direction. The specific amounts to be paid to each relevant licensed gas and electricity network operators will be set out in the Final Repayment Direction, with repayment commencing from April 2026.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'D Hall', is positioned above the printed name and title.

David Hall
Deputy Director, Financial Resilience and Controls