



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 Entice Energy Supply Limited ("Entice Energy")

On 17 February 2025, we were informed that ScottishPower Energy Retail Limited ("ScottishPower") had received a creditor dividend from the administrator of Entice Energy Limited ("Entice Energy") for **£12,492.95**.

We appointed ScottishPower, as Supplier of Last Resort (SoLR) for Entice Energy gas¹ and electricity² customers on 28 November 2021 following Entice 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 ScottishPower as the SoLR to those customers in our decision letter published on 18 March 2022.³

ScottishPower indicated at the time of our SoLR appointment process that it would waive its right to make a claim for a LRSP for certain other costs, but that it would claim for the cost of wholesale, credit balances and working capital costs. An initial LRSP claim was consented to on 17 December 2021,⁴ and a subsequent claim consented to on 20 December 2022 which included a claim for CCBs.⁵ In the 2022 decision, and associated LRSP consents, we stated that the final amount ScottishPower could claim would be subject to any recovered amounts from the liquidation of Entice Energy that had not been recovered at the time the claim was made to Ofgem.⁶

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

¹ [Decision to Appoint ScottishPower Energy Retail Limited as Gas Supplier of Last Resort to Entice Energy Supply Limited | Ofgem](#)

² [Direction to Appoint ScottishPower Energy Retail Limited as Electricity Supplier of Last Resort to Simply Your Energy Limited | Ofgem](#)

³ [Appointment of Scottish Power as Supplier of Last Resort](#)

⁴ [Faster SoLR levy process: Notice of Reasons for Last Resort Supply Payment \(LRSP\) claims | Ofgem](#)

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

⁶ [Last Resort Supply Payment Claim from Scottish Power Energy Retail Limited](#)

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, and the outcome can be uncertain which is why we allow for CCBs to be claimed via a LRSP. Where 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, ScottishPower has made an LRSP claim for CCBs for Entice Energy and therefore should repay any funds received from its liquidation. As a result, we have issued a Final Repayment Direction for repayment of **£12,492.95** 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', written in a cursive style.

David Hall
Deputy Director, Financial Resilience and Controls