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18 September 2026

Recovery of creditor dividends from liquidation of Utility Point Limited

On 4 June 2026, EDF Energy Customers Limited ("EDF") informed us that it had received a creditor dividend from the administrator of Utility Point Limited ("Utility Point") for **£9,492,353.99**.

On 17 September 2021, we appointed EDF as the Supplier of Last Resort ("SoLR")¹ for Utility Point gas² and electricity³ customers, following an announcement that Utility Point had ceased trading. This followed an appointment process aimed at getting the best deal for consumers. We outlined the material factors behind our decision to appoint EDF as the SoLR to those customers in our decision letter published on 23 June 2022⁴.

EDF indicated at the time of our SoLR appointment process that it would not waive its right to make a claim for Last Resort Supply Payment ("LRSP") for credit balances and certain other costs. The initial claim was consented to on 17 December 2021⁵ and subsequent claims were consented to on 20 December 2022⁶ and 14 December 2023⁷. EDF has also submitted a final claim for credit balances for this year, which we have consented to. Further details of this claim can be found in our decision which accompanies this letter.

Appointed SoLRs can make LRSP claims, to ensure that customers of the failed supplier are compensated for their customer credit balances (CCBs). This applies despite the

¹ [Ofgem appoints EDF to take on customers of Utility Point | Ofgem](#)

² [Utility Point - SoLR Direction \(EDF\) - gas.pdf](#)

³ [Direction to appoint EDF Energy Customers Limited as Electricity Supplier of Last Resort for customers of Utility Point Limited | Ofgem](#)

⁴ [Decision Letter - Utility Point.pdf](#)

⁵ [EDF Energy Customer Ltd - LRSP Notice of Reasons - for UtilityPoint Limited.pdf](#)

⁶ [Decision on last resort levy true-up claims 2022 | Ofgem](#)

⁷ [Decisions on Last Resort Supply Payment Claims 2023 | Ofgem](#)

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SoLR being able to recover some of the money through the liquidation process of the failed supplier. Following appointment, we expect SoLRs to 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. 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, EDF has made LRSP claims for CCBs for Utility Point and therefore should repay any funds received from Utility Point's liquidation. As a result, we have issued a Final Repayment Direction for repayment of **£9,492,353.99** 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 operator will be set out in the Final Repayment Direction, with repayment commencing from April 2027.

Yours faithfully,

Elaine Hutcheson
Deputy Director, Financial Resilience and Controls