

To: all micro-business energy
customer stakeholders

Date: 7 December 2013

Micro-business back-billing: Publication of supplier data covering April 2012 – March 2013

This letter summarises supplier data relating to their back-billing of micro-business customers between April 2012 and March 2013. The detailed data is attached as annexes 1 and 2 to this letter.

Ofgem is publishing this letter setting out advice and information for the benefit of consumers applying the Gas and Electricity Markets Authority's (GEMA) powers under section 48 of the Electricity Act 1989 and section 35 of the Gas Act 1986. As is required under those provisions Ofgem has consulted with suppliers to whom information included in this advice relates, and has taken responses to such consultation into account in effecting publication.

Suppliers have developed a set of voluntary industry standards¹ to tackle micro-business back-billing. In line with their commitments the data shows that suppliers are moving towards a 1 year limit with the majority of back-bills arising no more than three years from the issue date and of less than £2,000 in value. However, a small minority are worth over £20,000 and/or last over five years. Given the commitments suppliers have made to take action on back-billing, we now expect to see a further improvement.

Additionally, Ofgem have now introduced binding Standards of Conduct licence conditions requiring suppliers to treat micro-business customers fairly in matters relating to billing and we will continue to monitor supplier performance in this area in light of supplier commitments and these provisions.

Background

A back-bill is a request for payment issued to a customer for previously unbilled consumption. During 2011, Ofgem received evidence that businesses were being back-billed for periods going back six years or more and for large sums of money. Following a roundtable held by Ofgem, suppliers developed, and most have signed up to, a set of voluntary industry standards in Spring 2012 to address micro-business back-billing, including limiting the duration which they would back-bill to no more than 3 years in electricity and 4-5 years in gas, where there is supplier fault. At this time, a number of suppliers committed to reducing the duration of a back-bill to no more than one year from the issue date, either with immediate effect or progressively by the end of 2014. Nine suppliers have now committed to a one year limit, by the end of 2013 or as soon as

¹<http://www.energy-uk.org.uk/publication/finish/154-micro-business/967-voluntary-standards-for-back-billing-of-micro-business-energy-customers-november-2013.html>

practical in 2014².

We outlined our view and approach on non-domestic back-billing in an Open Letter³, in October 2012. This included our support for the adoption of the voluntary industry standards and that suppliers should limit the duration of back-bills to no more than one year from the date of issue, where there is supplier fault. Alongside the introduction of Standards of Conduct, which cover amongst other things the timeframes for billing of micro-businesses, in the non-domestic Retail Market Review, we also consider that requesting and publishing data showing the current extent suppliers' back-billing cases would be in consumer's interests.

Back-billing data requested

We issued an Information Request under sections 47A Electricity Act and 34A of the Gas Act to 22 suppliers operating in the micro-business market. Suppliers were asked to provide:

- Their first 25 back-bill cases, consolidated across the relevant licenses, issued each month between 1 April 2012 and 31 March 2013 to customers they treat as micro-businesses.
- Back-bills which relate to previously unbilled consumption (of gas or electricity) by customers of any duration that commenced more than one year prior to the issue date of the back-bill, where the reason for the back-bill is wholly or partly supplier fault. On this basis back-bills issued within one year were excluded from the request.
- The start date of the period covered, and the issue date, for each back-bill provided
- The original back-bill amount issued to the customer for each of the back-bills included in the sample.
- Their total number of micro-business customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013.
- The total number and value of back-bills of any duration issued during the period 1 April 2012 and 31 March 2013, to customers they treat as micro-businesses, relating to consumption (where the consumption commenced more than one year prior to the issue date of the back-bill) and where the reason for the back-bill is both wholly/partly supplier fault, or customer only fault.

Back-billing data received and data quality

We received over 3,600 cases from 21 suppliers (one supplier provided a nil return).

We noted some differences in the format and/or presentation of the data provided from different suppliers:

- Some suppliers were not able to disaggregate an element of normally billed consumption from previously unbilled consumption, leading to some differences in presentation of the values of back-bills, as their billing systems did not allow them

²<http://www.consumerfutures.org.uk/files/2013/06/Suppliers-back-billing-committments-to-micro-business-consumers.pdf>

³ <https://www.ofgem.gov.uk/publications-and-updates/open-letter-non-domestic-customer-back-billing-update-ofgems-position>

to do this;

- Some suppliers effectively treat their whole portfolio of SME customers as micro-businesses. The information request acknowledged this but it may mean that there is some inconsistency when looking across suppliers. There may also be some inconsistency in the interpretation by suppliers of customer numbers by site.

In addition a small number of cases (11) across suppliers related to consumption which commenced within one year of the issue date. We have excluded these cases from the sample because these cases are outside the scope of the Information Request.

In line with our request, it should be noted that the figures show a total amount for back-bills on the sample provided, (or total number of cases where less than 25 cases per month) where there is an element of supplier fault, together with a total number all back-bills issued (both supplier and customer fault).

Ofgem's approach to publishing the data

Supplier-wide data

We are publishing consolidated supplier-wide data showing the range of duration of back-bills from the date of issue and their values from the sample received, together with the total number of cases and their total value. The data is shown at annex 1.

Individual supplier data

Given the differences identified in the format and/or presentation of data received from suppliers, we are not able to show individual supplier data in a comparative format.

To publish in this way could potentially be unhelpful or misleading, since the differences in presentation of data provided by suppliers prevents a meaningful like-for-like comparison between across the data fields.

We are, however, publishing the data on an individual supplier basis, with a description provided for each item providing detail of the basis of the information provided as shown at annex 2. The purpose of publishing data in this way is to provide transparency on suppliers' progress in reducing the number, duration and values of back-bills, which alongside the introduction of Standards of Conduct (covering amongst other things the timeframes for billing of micro-businesses), is expected to focus suppliers on the need to continue to improve their performance in this area.

There is significant variation between some suppliers in the number of back-billing cases as a proportion of the total of customers. This could reflect company practices, customer profiles or other operational factors. Our future work in this area will explore the reasons for such differences. Some suppliers who are the subject of this publication may wish to provide additional background to their data and how they are addressing back-billing more generally. We invited suppliers to provide a link to relevant information on their website and this is included alongside the suppliers' data in the annex where it was provided.

Our view on suppliers' performance in addressing back-billing, data quality and Standards of Conduct

The overall picture across suppliers shows the majority back-bills go back no more than three years from the issue date and most are less than £2,000 in value. We note that back-bills of this level are moving to towards a 1 year limit. However, a small minority are worth over £20,000 and/or last over five years. Given the commitments suppliers have made, we now expect to see a significant improvement on the picture shown by this data.

Moreover we are concerned that the data quality issues we identified appear, at least in part, to be as a result of systems which are unable to identify and report back-bills. This is a concern as it may illustrate that suppliers are not focussing as sharply as they should on addressing the causes of back-billing or monitoring their own progress against commitments. We acknowledge suppliers are taking steps to address this, including through the outcomes from the Number 10 Small Business Working Group and Energy UK's published review⁴ of the changes their members' have made to meet their commitments. We expect suppliers to continue address the issues relating to the causes of back-billing so consumers can be confident that the voluntary standards are delivering the expected improvements. Additionally, binding Standards of Conduct requiring suppliers to treat micro-business customers fairly in matters relating to billing have now come into force following our non-domestic Retail Market Review.

We will continue to monitor supplier performance in this area and would expect to see a significant reduction in the value and number of back-bills from any future information we might request from suppliers.

Yours sincerely



Philip Cullum
Partner – Consumer Policy and Demand-side Insight

⁴ <http://www.energy-uk.org.uk/policy/microbusiness-/back-billing.html>

Annex 1

Combined supplier data

Total number of all back-billing cases: 116,454 cases (note these include cases relating to back-billing where the cause is wholly or partly supplier fault or customer only fault.)

Total value of all back-billing cases: £178,446,457.81 (note that this value includes instances of billing for current consumption or the overall value of sums billed for historic consumption, and relates to back-billing where the cause is wholly or partly supplier fault or customer only fault.)

Total number of sample back-billing cases: 3,640 cases

Total value of sample back-billing cases: £7,491,639.83 (note that this value includes instances of billing for current consumption or the overall value of sums billed for historic consumption.)

Figure 1: Duration of back-bills from issue date based on combined supplier sample

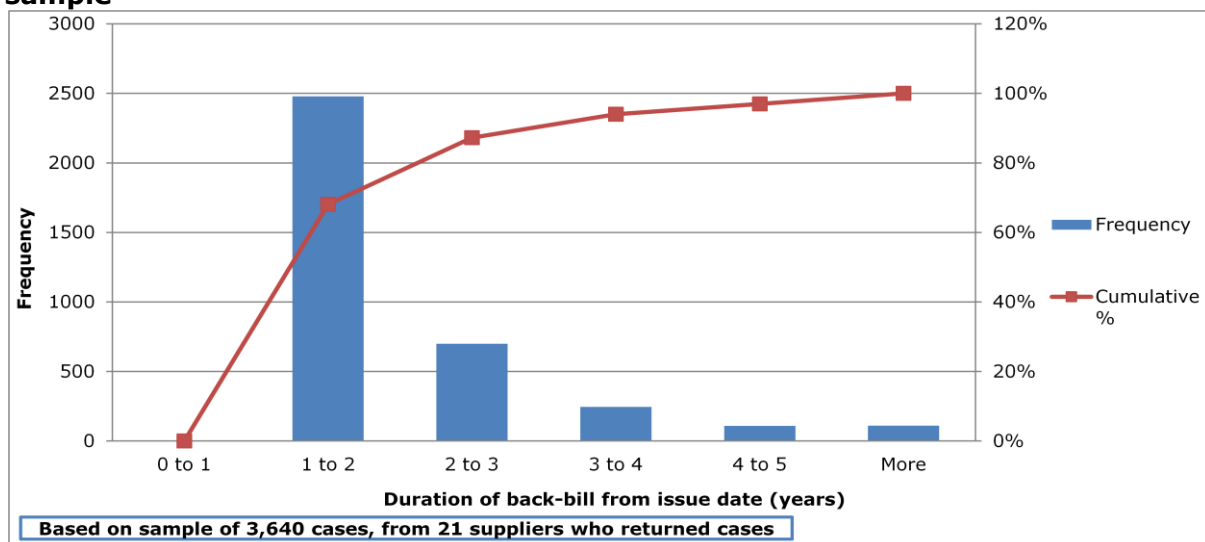
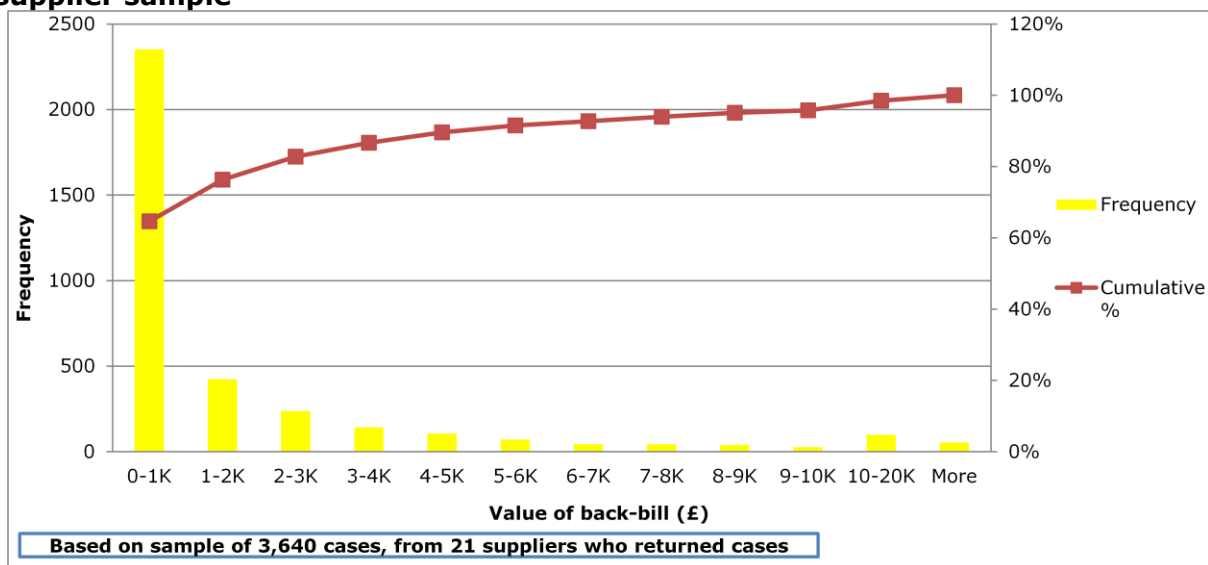


Figure 2: Value of original back-bills issued to customers based on combined supplier sample



Annex 2

Individual Supplier data: British Gas

Total number of sample back-billing cases: 299

British Gas provided 300 cases. One case has been excluded from the sample because the start date of the back-billing commenced within one year of the issue date and is therefore outside the scope of the Information Request.

Total number of back-billing cases: 71,773

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 102

British Gas provided its total number of micro-business sites on supply as of 28 June 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 1,056 days

British Gas provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,648.81

British Gas generally provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption, but in some instances has included current consumption or the overall value of the historic consumption by that customer in these amounts.

Further information relating to this data is available at:

www.britishgas.co.uk/business/backbilling

Individual Supplier data: Business Energy Solutions

Total number of case sample back-billing cases: 1

Business Energy Solutions provided 1 case.

Total number of back-billing cases: 1

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 0.04

Business Energy Solutions provided its total numbers of meter points for its gas and electricity portfolio at 31 March 2013 and total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 811 days

Business Energy Solutions provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £25,554.36

Business Energy Solutions provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Contract Natural Gas

Total number of sample back-billing cases: 59

Contract Natural Gas provided 59 cases.

Total number of back-billing cases: 60

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 3

Contract Natural Gas provided its total number of micro-business customers as of 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 683 days

Contract Natural Gas provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,465.06

Contract Natural Gas provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Corona Energy

Total number of sample back-billing cases: 300

Corona Energy provided 300 cases.

Total number of back-billing cases: 1,890

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 370

Corona Energy provided its total number of micro-business sites as of 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 625 days

Corona Energy provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,286.23

Corona Energy generally provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption, but in some instances has included current consumption or the overall value of the historic consumption by that customer in these amounts.

Individual Supplier data: Crown Oil

Crown Oil reported no cases of back-billing during the period 1 April 2012 to March 31 2013.

Individual Supplier data: Dong Energy

Total number of sample back-billing cases: 11

Dong Energy provided 11 cases.

Total number of back-billing cases: 11

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 3

Dong Energy provided its total number of non-domestic customers as of 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 870 days

Dong Energy provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,762.30

Dong Energy provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Dual Energy

Total number of sample back-billing cases: 45

Dual Energy provided 45 cases.

Total number of back-billing cases: 46

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 7

Dual Energy provided its total number of MPANs (Meter Point Administration Number) in supply that has an Estimated Annual Consumption less than 55,000 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 508 days

Dual Energy provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £977.04

Dual Energy provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Ecotricity

Total number of sample back-billing cases: 56

Ecotricity provided 56 cases.

Total number of back-billing cases: 57

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 19

Ecotricity provided its total number total number of micro-business customers and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 580 days

Ecotricity provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,564.23

Ecotricity provided the total energy cost of the bill. This includes the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption and the value of previously billed and paid consumption.

Individual Supplier data: E.ON

Total number of sample back-billing cases: 300

E.ON provided 300 cases.

Total number of back-billing cases: 11,154

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 16

E.ON provided its total number of Micro-Business customers on 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 726 days

E.ON provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,375.91

E.ON provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption, but in some instances has included current consumption.

Individual Supplier data: EDF

Total number of sample back-billing cases: 293

EDF provided 300 cases. Six cases have been excluded from the sample because the start dates of the back-billing commenced within one year of the issue dates and are therefore outside the scope of the Information Request. One case has been excluded because no value was provided for the amount of the original back-bill.

Total number of back-billing cases: 19,989

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 96

EDF provided its total number of Micro Business Customers Live on Supply at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 533 days

EDF provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,662.92

EDF generally provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption, but in some instances has included current consumption.

Further information relating to this data is available at:

<http://www.edfenergy.com/products-services/sme/Documents/B2B-BBI-001-0512.pdf>

Individual Supplier data: First Utility

Total number of sample back-billing cases: 259

First Utility provided 260 cases. One case has been excluded from the sample because the start date of the back-billing commenced within one year of the issue date and is therefore outside the scope of the Information Request.

Total number of back-billing cases: 845

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 352

First Utility provided its total number of micro-business customers as at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 834 days

First Utility provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,243.07

First Utility provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Further information relating to this data is available at:

<http://www.first-utility.com/microbusinessBB>

Individual Supplier data: Gazprom

Total number of sample back-billing cases: 142

Gazprom provided 142 cases.

Total number of back-billing cases: 142

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 43

Gazprom provided its total number of micro-business customers and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 636 days

Gazprom provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £888.49

Gazprom has applied a pro-rata to its values to reflect the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: GDF Suez

Total number of sample back-billing cases: 103

GDF Suez provided 104 cases. One case has been excluded from the sample because the start date of the back-billing commenced within one year of the issue date and is therefore outside the scope of the Information Request.

Total number of back-billing cases: 104

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 904

GDF Suez provided its total number of micro-business customers on its portfolio as of 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 765 days

GDF Suez provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,456.35

GDF Suez provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Good Energy

Total number of sample back-billing cases: 86

Good Energy provided 86 cases.

Total number of back-bill cases: 86

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 36

Good Energy provided its total number of micro-business customers as at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 727 days

Good Energy is not able to establish the end date of the back-bill and thus the data includes the time until the next routine bill was issued.

Average (mean) value of the original back-bill issued to the customer of sample cases: £3,034.14

Good Energy's correction of back-billing takes place on the next routine bill and, as such, the above figure includes an element of current consumption.

Individual Supplier data: Haven Power

Total number of sample back-billing cases: 300

Haven Power provided 300 cases.

Total number of back-billing cases: 2,127

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 59

Haven Power provided its total number of SME Metering Point Administration Numbers (MPANs) on supply at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 673 days

Haven Power provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,005.34

Haven Power provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption, but in some instances has included current consumption or the overall value of the historic consumption by that customer in these amounts.

Individual Supplier data: npower

Total number of sample back-billing cases: 300

npower provided 300 cases.

Total number of back-billing cases: 5,934

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 23

npower provided its total number of micro business customers and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 779 days

npower provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,303.20

npower provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Opus

Total number of sample back-billing cases: 289

Opus provided 289 cases.

Total number of back-billing cases: 472

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 5

Opus provided its total number of micro business customers as at 31st March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 581 days

Opus provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £1,225.14

Opus provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Regent Gas

Total number of sample back-billing cases: 3

Regent Gas provided 3 cases.

Total number of back-billing cases: 3

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 48

Regent Gas provided its total number of micro business customers at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 1,080 days

Regent Gas provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,674.95

Regent Gas provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Scottish Power

Total number of sample back-billing cases: 300

Scottish Power provided 300 cases.

Total number of back-billing cases: 1,104

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 6

Scottish Power provided its total number of micro-business customers based on a snapshot at Site Level of Micro-Business customers on 31st March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 676 days

Scottish Power provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £2,070.30

Scottish Power provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Further information relating to this data is available at:

<http://www.scottishpower.co.uk/your-business/small-business/support/billing>

Individual Supplier data: SSE

Total number of sample back-bills: 185

SSE provided 186 cases. One case has been excluded from the sample because the start date of the back-billing commenced within one year of the issue date and is therefore outside the scope of the Information Request.

Total number of back-bill cases: 210

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 2

SSE provided its total number of Micro Business customers on 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 676 days

SSE provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £3,204.60

SSE provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Further information relating to this data is available at:

<http://www.ssebusiness.co.uk/Public/MicroBusiness/Default.aspx>

Individual Supplier data: Total Gas & Power Limited

Total number of case sample back-bills: 267

Total Gas & Power Limited provided 267 cases.

Total number of back-bill cases: 403

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 14

Total Gas & Power Limited provided its total number of micro-business customers and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 734 days

Total Gas & Power Limited provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £4,225.60

Total Gas & Power Limited provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.

Individual Supplier data: Utility Warehouse

Total number of sample back-bills: 42

Utility Warehouse provided 43 cases. One case has been excluded from the sample because the start date of the back-billing commenced within one year of the issue date and is therefore outside the scope of the Information Request.

Total number of back-bill cases: 43

Number of back-bills issued during this period for every 1,000 customers based on a snapshot at Site Level of Micro-Business customers on 31 March 2013: 2

Utility Warehouse provided its total number of micro business customers at 31 March 2013 and its total number of back-bills issued between 1 April 2012 and 31 March 2013.

Average (mean) duration of back-bills from issue date of sample cases: 781 days

Utility Warehouse provided start dates for the periods actually covered by back-bills issued to customers and the issue dates of these back-bills. The duration of back-bills from issue date is the difference between the start date and the issue date.

Average (mean) value of the original back-bill issued to the customer of sample cases: £6,736.59

Utility Warehouse provided only the value of the original back-bill that relates specifically to back-billing for previously unbilled consumption.