

AM10

Notice of administrator's progress report



Companies House

SATURDAY



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28/12/2019

#105

COMPANIES HOUSE

1 Company details

Company number 08053154

Company name in full Extra Energy Supply Limited

→ Filling in this form
Please complete in typescript or in
bold black capitals.

2 Administrator's name

Full forename(s) Michael Thomas

Surname Denny

3 Administrator's address

Building name/number 19

Street Cornwall Street

Post town Birmingham

County/Region West Midlands

Postcode B3 2DT

Country United Kingdom

4 Administrator's name ①

Full forename(s) David Matthew

Surname Hammond

① Other administrator
Use this section to tell us about
another administrator.

5 Administrator's address ②

Building name/number 19

Street Cornwall Street

Post town Birmingham

County/Region West Midlands

Postcode B3 2DT

Country United Kingdom

② Other administrator
Use this section to tell us about
another administrator.

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6 Period of progress report

From date	^d 0	^d 4	^m 0	^m 6	^y 2	^y 0	^y 1	^y 9
To date	^d 0	^d 3	^m 1	^m 2	^y 2	^y 0	^y 1	^y 9

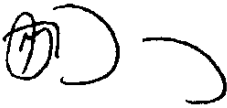
7 Progress report

☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X 

X

Signature date

^d 2	^d 3	^m 1	^m 2	^y 2	^y 0	^y 1	^y 9
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AM10

Notice of administrator's progress report



Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name

Company name

Address

Post town

County/Region

Postcode

Country

DX

Telephone



Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.



Important information

All information on this form will appear on the public record.



Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.



Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

Joint administrators' progress report from 4 June 2019 to 3 December 2019

**Extra Energy Supply Limited and
Utility Professional Business Operations Limited
(both in administration)**

High Court of Justice, Business and Property Courts in Birmingham,
Insolvency & Companies List (ChD)

Case no. 8325 of 2018 and Case no 8340 of 2018

24 December 2019

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Useful Information

Further information can be obtained from the sources below.

General enquiries

<https://www.pwc.co.uk/extraenergy>

Customers

Telephone: 0800 953 4774 / 0800 368 5452

<https://www.pwc.co.uk/extraenergy>

<https://www.scottishpower.co.uk/extra-energy>

<https://www.ofgem.gov.uk/publications-and-updates/extra-energy-customers-your-questions-new-supplier-scottish-power>

Suppliers

<https://www.pwc.co.uk/extraenergy>

extra.suppliers@uk.pwc.com

Employees

<https://www.pwc.co.uk/extraenergy>

extra.employees@uk.pwc.com

Abbreviations and definitions

The following table shows the abbreviations and insolvency terms that may be used in this report:

Abbreviation or definition	Meaning
(the) Administrators/we/us/our	Michael Thomas Denny, David Matthew Hammond and Ian David Green (Ian David Green from 4 December 2018 until 19 December 2019)
CCL	Climate Change Levy – a tax on energy delivered to non-domestic users in the United Kingdom
CDDA	Company Directors' Disqualification Act 1986
(the) Companies	Extra Energy Supply Limited and Utility Professional Business Operations Limited - both in administration
CVL / Liquidation	Creditors' Voluntary Liquidation
DCAs	Debt collection agencies
Director	Mordechay Ben-Moshe
EEG / secured creditor (first ranking)	Extra Energie GmbH
EEHCL / secured creditor (second ranking)	Extra Energy Holding (Cyprus) Limited
EESL	Extra Energy Supply Limited – in administration
FAQs	Frequently Asked Questions
HMRC	HM Revenue & Customs
IA86	Insolvency Act 1986
IR16	Insolvency (England and Wales) Rules 2016
OFGEM	Office of Gas and Electricity Markets
preferential creditors	Claims for unpaid wages earned in the four months before the insolvency up to £800, holiday pay and unpaid pension contributions in certain circumstances
prescribed part	The amount set aside for unsecured creditors from floating charge funds in accordance with section 176A IA86 and the Insolvency Act 1986 (Prescribed Part) Order 2003
PwC	PricewaterhouseCoopers LLP

ROCs	Renewables Obligation Certificates
RPS	Redundancy Payments Service, an executive agency sponsored by the Department for Business, Energy & Industrial Strategy, which authorises and pays the statutory claims of employees of insolvent companies under the Employment Rights Act 1996
Sch B1 IA86	Schedule B1 to the Insolvency Act 1986
secured creditors	Creditors with security in respect of their debt, in accordance with section 248 IA86
SIP	Statement of Insolvency Practice. SIPs are issued to insolvency practitioners under procedures agreed between the insolvency regulatory authorities. SIPs set out principles and key compliance standards with which insolvency practitioners are required to comply.
SIP 2	Statement of Insolvency Practice 2: Investigations by office holders in administrations and insolvent liquidations and the submission of conduct reports by office holders
SIP 13	Statement of Insolvency Practice 13: Disposal of assets to connected parties in an insolvency process
SMEs	Small to medium-sized enterprises
SoLR	Supplier of Last Resort
unsecured creditors	Creditors who are neither secured nor preferential
UPBOL	Utility Professional Business Operations Limited - in administration

Key messages

Why we've sent you this report

I'm writing to update you on the progress of the administration of Extra Energy Supply Limited and Utility Professional Business Operations Limited in the six-month period since our last report dated 3 July 2019.

You can still view our earlier report on our website at <https://www.pwc.co.uk/extraenergy>. Please get in touch with Helena Perevalova on 0113 289 4000 or at helena.perevalova@pwc.com if you need the password to access the report.

How much creditors may receive

Please note that the guidance below on dividends is only an indication and should not be used as the main basis of any bad debt provision or debt trading.

EESL

The following table summarises the possible outcome for creditors, based on what we currently know.

Secured creditors:

<u>What secured creditors are owed:</u>	£	
EEG	103,087,000	(*)
EEHCL	15,000,000	(*)

<u>What we think secured creditors could recover:</u>	<u>% Recovery</u>	<u>Forecast timing</u>
EEG	Uncertain	Up to 12 months
EEHCL	Uncertain	Up to 12 months

() These are the estimated total debts owed to the secured creditors. Subject to a review of its validity, our expectation is that the security will only apply to new credit provided after 1 November 2018, the date when the security was registered. At the time of writing, the Administrators have still not been provided with documentation relating to the granting of security by EEG, EEHCL or their advisors. This has been requested over a period of several months.*

As previously reported, the security position is subject to a review of its validity which remains ongoing. Our expectation is that the security, if valid, will only apply to new credit provided to EESL after 1 November 2018, the date when it was registered. This was understood to be c.£5m. EESL paid c.£4.7m to EEG following the creation of the security but prior to the administration. The net new lending which is secured therefore appears to be approximately £0.3m.

Based on the information currently available, we think the secured creditors will be fully repaid their total outstanding secured lending (if valid) of approximately £0.3m out of their security over EESL's assets. However, to date, no claims have been submitted by EEG or EEHCL.

Preferential and unsecured creditors:

	<u>% Recovery</u>	<u>Forecast timing</u>
For preferential creditors:	N/A	N/A
<hr/>		
For unsecured creditors (*):	Up to 12%	24+ months

() We understand that the principal unsecured creditors are EEG and EEHCL after deduction of any nominal secured debt, together with the Office of Gas and Electricity Markets ("OFGEM") and ScottishPower as a potential subrogated creditor.*

Based on what we currently know, there are no preferential creditors in EESL.

Based on the information currently available we expect that EESL's unsecured creditors will be paid a dividend over and above the prescribed part.

There is, at present, material uncertainty around the level of return to creditors. This is due to two primary factors:

1. Overall level of creditor claims - we have not yet received claims in respect of potential amounts owed to EEG and EEHCL, or to ScottishPower regarding any potential subrogated claim for the refund of customer credit balances. Creditor claims received to date total £28,892,138 but the overall quantity is as yet unknown. We anticipate total claims will significantly exceed those received to date.
2. Final billing – whilst a significant proportion of accounts have been final billed, the overall level of returns is uncertain given the fact that the final billing and associated collections processes remain ongoing.

The amount and timing of any dividend will primarily be dependent upon the final level and timing of book debt and other realisations, as well as the final level of unsecured claims admitted for dividend.

UPBOL

Secured creditors:

There are no registered charges and therefore no secured creditors of UPBOL.

Preferential and unsecured creditors:

The following table summarises the possible outcome for creditors, based on what we currently know.

	<u>% Recovery</u>	<u>Forecast timing</u>
For preferential creditors:	100 %	December 2019
<hr/>		
For unsecured creditors:	Up to 10%	24+ months

Preferential creditors (UPBO)

Based on what we currently know, all the Companies' employees were employed by UPBOL, accordingly, the preferential creditors (mainly employees) fell under UPBOL.

There were no claims for arrears of wages in respect of basic pay. Preferential claims mainly relate to accrued but not taken / paid holiday in respect of former employees who were made redundant on 4 December 2018 following our appointment. Some of the preferential claims have been paid by the RPS.

During the period of this report, we have reviewed and agreed preferential claims from 148 employees totalling £60,261.79, in addition to the RPS claim of £51,175.29. We issued a notice of intended dividend in September 2019 with a final date for proving of 31 October 2019. Since the end of the period covered by this report, we have declared and paid a dividend of 100 p in £ totalling £111,437.08.

Unsecured creditors (UPBOL)

We anticipate that there will be a small dividend to unsecured creditors of UPBOL based on our current estimates of potential asset realisations, level of creditor claims and costs of the administration. Creditor claims received to date total £2,036,725.23 but we are yet to receive claims from the largest unsecured creditors. We anticipate total claims will significantly exceed those received to date.

What you need to do

If you haven't already done so, please send your claim to us so that we can agree it in principle. A claim form can be downloaded from our website at <https://www.pwc.co.uk/extraenergy> or you can get one by contacting Helena Perevalova at helena.perevalova@pwc.com or telephoning 0113 289 4000.

We may decide that some or all creditors who are owed £1,000 or less by either of the Companies won't be required to submit a proof of debt in order to receive the anticipated dividend payment.

A creditor who we decide is not required to submit a proof of debt will be notified when we deliver notice of our intention to pay a dividend of the amount we'll treat as their admitted debt for the purpose of the dividend, unless the creditor advises us that the amount is incorrect (in which case a proof of debt will be required) or not owed.

Progress since we last reported

Book debts and final billing

As previously reported, the key asset of EESL is the book debts, consisting of amounts already billed pre-appointment and further amounts which had not been billed at the date of our appointment.

At the appointment date, EESL's accounts indicated the aged debtor ledger totalled c.£69m inclusive of any VAT but net of provisions. There were significant system and billing issues during the early years of the Companies' trading as management focused on revenue growth. This led to some segments of the debtor ledger being significantly aged, and includes, for instance, deceased debtors of c.£0.5m and insolvent customers of c.£6.7m. These debts were therefore always likely to be more challenging to collect than the unbilled debt, and through collections activity we have become aware of a relatively high level of disputed debt.

We advised in our previous communications that there was significant value in the debt owed by customers but not yet billed, estimated at c.£19m. However, we were faced with several challenges in achieving final billing.

In our previous report, we explained that EEHCL unilaterally and without notice switched off access to the Companies' billing system in February 2019, following unsuccessful attempts to negotiate an acceptable proposal for its continued use.

Using the customer information which we had preserved from system back-ups, we engaged a third party billing provider (known to both PwC and ScottishPower, and also used by a number of other industry participants) to develop and host a new billing system for EESL. This required an extensive level of development and testing work and introduced further delay into the final billing process. However, in the circumstances, this represented the only available route to be able to achieve final billing at all.

Final billing commenced on 23 May 2019, nearly six months following our appointment and approximately three months following the withdrawal of system access. This process continued until 13 October 2019, by which time a total of c.134k final customer statements had been issued with a total debit value of £32.4m.

As at 3 December 2019, there were c.6k customers who had not yet been final billed, and a further c.13k customers with credit balances for whom we were working with ScottishPower to provide the relevant information for them to issue refunds. These numbers have continued to reduce through December 2019 with the significant majority of all domestic customers now having been sent final account statements.

We have committed significant time and resources to support the robustness of the final billing process. In particular, we have taken the following steps:

- We have worked closely with ScottishPower to agree closing meter reads for EESL customers as at the date of transfer to ScottishPower, which are also used as opening meter reads for ScottishPower. Where possible these have involved processing actual meter reads. Where estimated reads have been required, these have been undertaken with reference to industry data and agreed by both EESL and ScottishPower.
- We have retained experienced billing experts within EESL, and also consulted industry experts within PwC. Both were involved in the selection of our third party billing provider and the development and review of the final billing process.

We have continued regular communications with ScottishPower to agree operational and commercial matters, in particular in relation to providing customer credit balance information to assist ScottishPower with refunding the amounts due to EESL's customers.

Collections

With the assistance of a team of retained Company staff, we have continued to contact customers that have outstanding debts relating to unpaid final bills to recover the amounts due, including new final bills issued since our appointment.

This process has involved outbound dialling together with text messages and the issuing of debt letters to c.82k customers (c.37k relate to customers whose debts which had been billed prior to our appointment). These debt collection activities have resulted in c.£13.7m being collected as at 3 December 2019, including c.£4m of debts which had been billed as at our appointment.

Where customers do not pay as a result of our standard debt collection activities, debts are allocated to third party debt collection agencies, and/or to solicitors to commence legal action to recover the amounts due. This is standard industry practice to collect debts that a company's in-house debt collection team have been unable to recover.

As expected, the collections resulting from final billing have more than justified the costs incurred in reaching this position. In the six month period covered by this report, the value collected from customers totals c.£10.2m (including c.£0.6m of historic debt). This equates to a weekly average of c.£392k, and compares to a weekly average of £135k for the period between 4 December 2018 and 22 May 2019, which did not have the benefit of any final billing activity. Billing has also been achieved at a materially lower level of overall cost than the costs which had been proposed to us by EEHCL and EEG.

We have also maintained regular dialogue with other stakeholders such as OFGEM and the Citizens' Advice Bureau regarding final billing progress, debt collection activities and the customer experience, particularly in relation to vulnerable customers. We have provided customers with a fair and reasonable period of time to settle their debt in line with standard industry practice.

Customers

As previously reported, EESL's customers transferred to ScottishPower with effect from 25 November 2018, shortly before the Companies were placed into administration on 4 December 2018.

As stated on the websites of both OFGEM and ScottishPower, ScottishPower will honour outstanding credit balances for both current and past customers of EESL who are still owed money.

<https://www.ofgem.gov.uk/publications-and-updates/extra-energy-customers-your-questions-new-supplier-scottish-power>

<https://www.scottishpower.co.uk/extra-energy>

If customers have queries regarding ongoing supply and outstanding credit balances please contact ScottishPower directly.

We are working closely with Scottish Power to establish processes and communications for the small number of remaining customers who are due a credit and have not yet had their credit balance confirmed to them by Scottish Power. This is unfortunately a difficult and time consuming process. We share customers' frustrations at the delays involved, and are fully focused on completing this process as expeditiously as is possible.

Amounts owed to EESL relating to energy supplies prior to 25 November 2018 are still due and payable to EESL. If customers have queries regarding these outstanding amounts please contact the EESL customer services team on 0800 953 4774 / 0800 368 5452. Customers can also find out more information under the Customer section on our dedicated website at <https://www.pwc.co.uk/extraenergy>.

As explained earlier, we have been reconciling customer accounts since our appointment to produce final statements. This has taken many months and was delayed by the lack of access to the pre-appointment billing system and the need to build a new technology platform to effect the final billing process. We appreciate that this delay has been frustrating to customers, and we have been focused on making this complex process as efficient as possible whilst maintaining appropriate levels of customer service.

We have retained a dedicated customer service team at EESL to support our strategy of addressing customer queries and resolving any complaints within a reasonable period, and have strongly encouraged customers to call this team in order to agree payments or discuss accounts. We are only seeking to recover debts that we believe are validly owed to EESL. In the case of particularly complex disputes, the Administrators' case team have engaged directly with the customers and the EESL customer service team to bring any disputes to a prompt resolution.

We have continued to receive a significant volume of customer calls, emails, letters and website enquiries, not only from customers with outstanding debt but also from those expecting a credit balance refund. We thank customers again for their patience whilst we continue to deal with this volume of enquiries.

Employees

As previously reported, UPBOL employed 418 staff at the date of our appointment. In order to undertake our administration strategy for EESL, it was critical that we retained a certain number of roles and associated staff in order to assist with final billing, debt collection and other administrative matters during the administration period. A total of 107 staff were retained upon appointment to carry out those activities.

Regrettably, it was necessary to make 311 redundancies immediately upon appointment, a further two redundancies on 31 December 2018 and 4 January 2019. We worked with management to develop a skills matrix for the "end state" organisation against which the skills, experience and ability of remaining staff were assessed against the matrix to identify which individuals would be selected for redundancy. As a result 16 individuals were given notice of redundancy with a leave date of 16 November 2019 with a further 3 who have been given notice of redundancy with a leave date of 17 December 2019.

In January 2020, the remaining staff will relocate to smaller premises and we have worked with the Company's management team to address any concerns that the retained staff had in relation to the impact of this move.

We have continued to address employees' queries via the dedicated employee e-mail inbox which we set up upon appointment.

Upon appointment, we paid all arrears of wages to ensure continuity of business. The payment was made by EESL due to cash flow constraints in UPBOL, and due to the retained employees being required to effect EESL's administration strategy. A costs reconciliation will be undertaken in due course and any relevant amounts recharged by EESL to UPBOL where necessary, subject to sufficient asset realisations.

One member of HR staff has continued to assist with managing the employees. Their work has included legal correspondence, consultancy arrangements, providing support with the payment of wages, answering all ongoing enquiries and continuing to answer questions received from former employees.

Our ongoing work will include communications with legal advisors, payroll and associated employee-related payments, and continuing to work with the Company's HR staff to maintain an appropriate level of support for retained and former employees.

133 former employees have made claims in the Employment Tribunal. Each of the individuals have engaged a solicitor to bring the claims on their behalf. The claims have included statutory redundancy pay, notice pay, unpaid wages, pay in lieu of holiday accrued but not taken as well as for a Protective Award in respect of the Company's failure to enter into meaningful collective consultation prior to their redundancy. We have negotiated terms of a Consent Judgment for a Protective Award ("PA") which will be presented to the Employment Tribunal for consideration. As part of those negotiations, we have sought to have all claim elements other than a Protective Award withdrawn.

Before agreeing to seek instructions to withdraw the non-PA claim elements, we had to satisfy the solicitor that all former employees had been able to make claims to the RPS and to challenge amounts paid by it. This meant that we have had to review each element of each of the 133 claimant's claims made to the Tribunal against their claim made to the RPS and the payment made from the National Insurance Fund. It was necessary for us to do this because these claims may have been incorrectly calculated, have been paid in full by the RPS or because former employees had already been invited to agree preferential claim values and/or submit any residual unsecured claims.

Credit cover

As previously reported, we have recovered £570k and £724k of credit cover funds into EESL and UPBOL, respectively. We can now confirm that this completes credit cover realisations in both Companies.

Pre-appointment cash

In addition to the £3.4m cash which we collected upon our appointment from the Companies' bank accounts, we continue to liaise the pre-appointment bankers regarding any potential contingent liabilities that they may have in respect of the merchant banking facilities. Once these contingent liabilities have crystallised, we anticipate further pre-appointment funds will be released to the Companies, but the amount of such funds is currently unknown.

Leasehold property

As previously reported, we operated from three floors in the Companies' leasehold office premises in central Birmingham, and used the canteen and car parking spaces for the purposes of the administration.

After discussing options with the landlord to return the unused floors for the potential occupation by other tenants, we took the decision to operate from new premises from 18 December 2019 and have now returned the property to the landlord.

The remaining members of staff will be relocating to serviced offices in Birmingham city centre from 18 December 2019. It was not appropriate to relocate offices any sooner given the critical need to retain operational stability whilst dealing with final billing, collections and complaints resolution activity. However, the relocation will have the effect of significantly reducing property costs moving forward by c.£60k per month.

Rates refunds

We have recovered £50.8k into EESL from the local authorities in respect of business rates prepayments. We do not currently anticipate any further rates recoveries.

Fixtures and fittings

As previously advised, we collected £5,175 from the sale of certain office desks and chairs. At the time of issue of this report, we have relocated to new premises. This took place on 18 December 2019 and we returned the property to the landlord the following day on 19th December 2019. John Pye have removed all of the Companies' office equipment and furniture from all floors and have been instructed to prepare for auction. As at December 2019, we're waiting for the auction to be scheduled.

CCL and VAT receivables

We previously explained that the energy sector can generally be complex from a VAT perspective due to different bases on which VAT accounting is typically carried out (cash and invoice basis), different rates applicable and varying de minimis limits. It is also common to face difficulties in insolvent situations due to the potential misalignment between VAT and insolvency law.

An important aspect we had to consider is the tax point for the energy supplies, as there are key discrepancies between the VAT legislation and the insolvency rules. At the time of the previous report we had sought advice from legal Counsel and were beginning to enter discussions with HMRC on this matter.

Since then we have managed to agree an approach with HMRC whereby the VAT returns are prepared and paid on the basis of VAT law principles concerning time of supply and tax point. However, we also submit a breakdown of the amounts attributable to the administration and the amounts considered to be provable debt under insolvency rules. HMRC have agreed to use these additional submissions to process adjustments manually to remove the provable debts element from amounts payable by the Administrators. Following these adjustments, we have agreed that HMRC will refund the amounts attributable to provable debts to the Administrators.

At this time we have not yet received any of the above refunds. We have been in regular contact with HMRC, who still agree to the above approach, but we understand that it has been more difficult than anticipated for HMRC to process these non-standard adjustments within their system.

Similar technical issues regarding the time of supply are applicable to CCL, and we are still in the process of agreeing an approach with HMRC to exclude provable debts from the CCL to be accounted for and paid by us. Due to the technically specialist nature of the matter, it has been difficult to find a contact within HMRC who is familiar enough with both the CCL legislation and the insolvency rules to be able to correspond with us. Currently we understand that the Environment Taxes team at HMRC are in communication with our contact within HMRC VAT insolvency policy for support with their analysis.

We note that due to the loss of access to the billing system, many of the VAT procedures had to be amended to allow meaningful work on the more limited data available. Throughout the period we have had to make various updates to these new procedures as a result of specific anomalies occurring in the VAT reports.

Next steps (CCL and VAT)

We need to continue to progress the above issues, and we remain in regular dialogue with HMRC in order to bring them to a conclusion.

We are awaiting the customer meter readings to be finalised so that we have the information required to submit the final CCL return. The current expectation is that we will be in a position to prepare this return in spring 2020.

We have been submitting monthly VAT returns for EESL, however, we have applied to move to quarterly returns which will take effect from the period 1 January 2020 to 31 March 2020. It is our expectation that there will only be a further two VAT returns following the finalised meter readings.

We de-registered UPBOL from VAT with effect from 31 July 2019.

Connected party transactions

SIP 13 requires us to disclose details regarding any disposal of assets in the administration to a director or other connected party. As at the date of this report, there are no such transactions to report.

Other issues

As at the date of this report we have still not received the following:

- Statement of Affairs in relation to both EESL and UPBOL, which is a statutory requirement, in spite of providing several extensions and offering support and information to the Company director to assist with the preparation of the documents. We have yet to receive an acceptable explanation for the failure to submit the documents.
- Supporting documentation regarding the validity of the security granted by EESL to its connected parties EEG and EEHCL. As previously reported, the Companies' director and the relevant counterparties failed to provide the documentation despite being requested to do so on multiple occasions, and we are not aware of any reasonable explanation for this failure.

We are continuing to review conduct matters and fulfilling our other obligations under SIP 2 in respect of the periods prior to and following our appointment, in line with our statutory duties as administrators. It would not be appropriate at this stage to comment in any detail on these matters. Further updates will be provided, where relevant, in our future reports.

Extension of the Administrations

As there remains a significant number of customers to contact in respect of billed as well as yet unbilled debts, which will also result in further customer enquiries, data subject access requests, and future complex litigation matters in relation to disputed debts, we have decided that the Administrations needed to be extended.

This is in addition to further time required to quantify and realise other assets for the Administration estates, conduct a claims agreement process, as well as continue to provide assistance to ScottishPower until all credit refunds have been processed.

As a result, in the beginning of November 2019 we filed an application to Court to extend both Administrations for 18 months. Our request was granted and the Administrations are now extended until 4 June 2021.

Changes of administrator

Ian David Green, one of the appointed joint administrators, has changed responsibilities in PwC and has ceased to take insolvency appointments. An application was made to the Court to remove him. The application was granted by the Court on the 5 December 2019 and so Ian David Green was removed as joint administrator with effect from 19 December 2019.

He will be released from all liability in respect of his conduct as administrator with effect from 28 days from 19 December 2019. Creditors have 28 days from receiving this notice to apply to Court to vary or discharge the Court order.

David Matthew Hammond and I, the remaining administrators of the Companies, do not think it is necessary for a third administrator to be appointed to replace Ian David Green.

Investigations and actions

During the period covered by this report, we continued to fulfil our duties under the Company Directors' Disqualification Act 1986 ("CDDA") and the Statement of Insolvency Practice No 2 ("SIP 2").

The content of any submissions to the Insolvency Service is confidential and therefore we are unable to provide any further information in that regard. We will continue to comply with our statutory duties under the CDDA and SIP2, including responding to any requests from the Insolvency Service or other authorities as and when required.

Our receipts and payments account

We set out in Appendix A accounts of our receipts and payments in the administrations from 4 June 2019 to 3 December 2019.

Our expenses

We set out in Appendix B statements of the expenses we incurred up to 3 December 2019 and estimates of our future expenses.

Our fees

We set out in Appendix C an update on our remuneration which covers our fees, disbursements and other related matters in these administrations. During the period of this report, decision procedures were held with creditors approving our fees to be set on a time cost basis.

Pre-administration costs

You can find in Appendix D information about the approval of the unpaid pre-administration costs detailed in our previous communications.

Creditors' rights

Creditors have the right to ask for more information within 21 days of receiving this report as set out in Rule 18.9 IR16. Any request must be in writing. Creditors can also challenge fees and expenses within eight weeks of receiving this report as set out in Rule 18.34. This information can also be found in the guide to fees at:

<https://www.icaew.com/-/media/corporate/files/technical/insolvency/creditors-guides/2017/administration-creditor-fee-guide-6-april-2017.ashx?la=en>

You can also request a copy free of charge by e-mailing Helena Perevalova at Helena.Perevalova@pwc.com or telephoning 0113 289 4000.

What we still need to do

We are continuing to recover EESL's book debts and are working with Scottish Power to establish processes and communications for remaining customers who are due a credit and have not yet had their credit balance confirmed to them by Scottish Power. We mentioned when we last reported that the final billing process was expected to take at least three months from its commencement in late May 2019, we have made significant progress and have confirmed the positions to c.93% of all customer contracts which required a final bill post administration. We are now processing the final accounts where detailed review and manual intervention is required to produce final account statements. We continue to invest significant resource into finalising this process as quickly as possible.

We are pursuing some outstanding amounts via a debt recovery process, which may lead to legal action in certain cases. The timescales to recover the outstanding debts is unknown but may take several months.

As the debt collections draw to a close, we will need to wind down the operations of the business including termination of undertakings granted to suppliers and the surrender of the lease to the landlord. Extra Energy vacated the Hagley Road Office on the 19th December 2019 and have moved into smaller premises at One Victoria Square, Birmingham.

In addition to this, we will need to take the following action:

- Finalise all other asset realisations and recovery actions;
- Conclude tax and VAT compliance matters;
- Obtain clearance from HMRC;
- Conclude on the validity of the secured creditors' charges;
- Agree unsecured claims and distribute any funds available.

Next steps

We are currently considering the best strategy for ending the administration, and will provide an update on this in our next report.

We expect to send our next report to creditors in approximately six months.

If you have any questions, please get in touch with Nadia Mann at Nadia.Mann@pwc.com or on 0113 289 4000.

Yours faithfully
For and on behalf of the Companies



Michael Denny
Joint Administrator

Michael Thomas Denny and David Matthew Hammond have been appointed as Joint Administrators of Extra Energy Supply Limited and Utility Professional Business Operations Limited to manage their affairs, business and property as its agents without personal liability. Both are licensed in the United Kingdom to act as Insolvency Practitioners by the Institute of Chartered Accountants in England and Wales.

*The Joint Administrators are bound by the Insolvency Code of Ethics which can be found at:
<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>*

The Joint Administrators may act as controllers of personal data as defined by UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP may act as a processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. Further details are available in the privacy statement on the PwC.co.uk website or by contacting the Joint Administrators.

Appendix A: Receipts and payments

EESL

Company balance sheet at 4 December 2018 (£)		4 December 2018 to 3 June 2019 (£)	3 June 2019 to 3 December 2019 (£)	4 December 2018 to 3 December 2019 (£)
	Floating charge			
	Receipts			
68,779,000	Book debts (*)	3,488,334	7,426,286	10,914,620
4,389,047	Balance at bank	3,347,514	-	3,347,514
	Third party funds (transferred to UPBOL)	58,286	-	58,286
2,038,000	Credit cover refunds (**)	570,839	3,877	574,716
	Sundry debts and refunds	50,815	3,640	54,455
	Third party cost recharges	-	558,395	558,395
1,549,000	Bank interest gross	9,537	17,088	26,625
4,124,920	Fixed assets / fixtures and fittings	5,175	-	5,175
	Software / investments	-	-	-
	Total receipts	7,530,500	8,009,286	15,539,786
	Payments			
	Office holders' fees	-	1,990,156	1,990,156
	Office holders' expenses	-	45,484	45,484
	Wages and salaries	982,261	787,685	1,769,946
	Customer services agent	661,016	589,145	1,250,160
	PAYE/NIC and pension deductions	318,190	524,179	842,369
	Rents and service charge	252,076	296,588	548,665
	Billing fees and expenses	209,146	834,465	1,043,611
	Debt collection fees	168,335	1,039	169,374
	Legal fees and expenses	77,692	149,144	226,836
	Third party funds (transferred to UPBOL)	-	58,286	58,286
	Utilities and rates	38,899	79,032	117,930
	Subcontractors' fees	33,045	151,823	184,868
	Telephone	31,542	21,262	52,804
	Network system fees	18,126	199,620	217,745
	Licences and royalties	-	15,435	15,435
	Employee/subcontractor expenses	11,699	29,005	40,704
	Insurance	-	8,249	8,249
	Office costs, stationery and postage	9,829	11,664	21,493
	Taxation	-	6,750	6,750
	Direct expenses	6,670	17,044	23,714
	Payroll bureau fees and expenses	3,469	2,790	6,258
	Sundry expenses	2,778	875	3,653
	Lease, hire and HP payments	1,475	6,648	8,123
	Overdraft, loans interest, bank charges	703	-	703
	Storage costs	351	279	630
	Professional fees	60	130	190
	Total payments	2,827,362	5,826,776	8,654,138
	Net floating charge realisations	4,703,138	2,182,511	6,885,649
	VAT control account	(278,023)	(1,226,373)	(1,504,396)
	Balance held in interest bearing current account	4,425,115	956,138	5,381,253

(*) In addition to the £10.9m of book debt collections shown in the post-appointment bank accounts (table above) there is c.£2.8m of book debts collected in the pre-appointment bank accounts. All book debts are collected into the pre-appointment bank accounts before being periodically swept across into the post-appointment accounts.

Adjusting for these balances, the total book debt collections as at 3 December 2019 were £13.7m and the net floating charge realisations were £9.7m. At 3 December 2019 a total of c. £65k collected book debts was held by the DCA's, which includes £63.6k held by Credit Style, net of agents' commissions. A small amount was held by other DCAs. These funds will be remitted into the administration estate in due course and are not included within our collection figures, but do represent additional asset realisations.

(**) There will be no further recoveries of credit cover refunds as the funds will be retained by the parties holding them to offset their unsecured creditor positions.

Pre-appointment bank balances

A total of c.£0.9m is still being held in the Companies' pre-appointment bank account with Lloyds Bank Plc at 3 December 2019. This cash balance is subject to contingent claims, the value of which are as yet unconfirmed. We are not currently assuming any recovery from this balance.

UPBOL

Company balance sheet at 4 December 2018 (£)		4 December 2018 to 3 June 2019 (£)	3 June 2019 to 3 December 2019 (£)	4 December 2018 to 3 December 2019 (£)
	Floating charge			
	Receipts			
3,069,597	Credit cover refunds (*)	724,294	-	724,294
	Bank interest gross	1,117	2,372	3,489
138,000	Cash in hand	79,047	58,286	137,333
2,263,800	Intercompany realisations	-	-	-
36,061	Intangible assets	-	-	-
	Total receipts	804,458	60,658	865,116
	Payments			
	Office costs	-	261	261
	Total payments	-	261	261
	Net floating charge realisations	804,458	60,919	864,855
	VAT control account	-	(52)	(52)
	Balance held in interest bearing current account	804,458	60,867	864,803

(*) There will be no further recoveries of credit cover refunds as the funds will be retained by the parties holding them to offset their unsecured creditor positions

Appendix B: Expenses

The following table provides details of our expenses. Expenses are amounts properly payable by us as administrators from the estate and includes our fees, but excludes distributions to creditors. The table also excludes any potential tax liabilities that we may need to pay as an administration expense because amounts becoming due will depend on the position at the end of the tax accounting period.

The table should be read in conjunction with the receipts and payments account at Appendix A, which shows expenses actually paid during the period and the total paid to date.

EESL

The table should be read in conjunction with the receipts and payments account at Appendix A, which shows expenses actually paid during the period and the total paid to date.

<i>Nature of expense</i>	<i>Brought forward from preceding period (£)</i>	<i>Incurred in the period under review (£)</i>	<i>Cumulative (£)</i>	<i>Estimated future (£)</i>	<i>Anticipated total (£)</i>	<i>Initial estimate (£)</i>	<i>Variance (£)</i>
Wages and salaries	982,261	787,685	1,769,946	596,000	2,365,946	2,689,943	323,997
Customer services agents	661,016	699,875	1,360,891	144,586	1,505,476	1,748,216	242,740
PAYENIC and pension deductions	318,190	524,179	842,369	328,000	1,170,369	871,309	(299,061)
Rents and service charge	252,076	414,670	666,746	183,243	849,990	726,500	(123,490)
Billing fees and expenses	209,146	834,465	1,043,611	-	1,043,611	929,146	(114,465)
Debt collection fees	168,335	1,039	169,374	85,000	234,374	708,335	473,961
Legal fees and expenses	170,750	85,254	256,004	189,000	445,004	260,750	(184,254)
Utilities and rates	38,899	81,386	120,285	30,963	151,248	128,301	(22,947)
Subcontractors' fees	33,045	166,407	199,452	47,531	246,983	152,564	(94,419)
Telephone	31,542	16,086	47,628	1,599	49,227	49,373	145
Network system fees	18,126	234,820	252,945	85,304	338,250	140,430	(197,820)
Employee / subcontractor expenses	11,703	29,001	40,704	-	40,704	21,703	(19,001)
Office costs, stationery and postage	9,829	11,914	21,743	200	21,943	23,882	1,939
Direct expenses	6,670	17,044	23,714	2,000	25,714	11,670	(14,044)
Licences, trademarks, royalties	-	15,435	15,435	-	15,435	-	(15,435)
Payroll bureau fees and expenses	3,469	3,914	7,383	-	7,383	6,969	(414)
Sundry expenses / contingency	2,778	1,477	4,255	19,523	23,778	23,778	-
Lease/hire/HP payments	1,475	10,248	11,723	-	11,723	2,975	(8,748)
Overdraft / loans interest/bank charges	703	-	703	2,109	2,812	2,812	-
Storage costs	351	379	730	945	1,675	751	(923)
Professional fees	60	690	750	-	750	180	(570)
Taxation advice	-	6,750	6,750	-	6,750	-	(6,750)
Pre-administration costs (*)	251,078	-	251,078	-	251,078	251,078	-
Insurance	2,384	2,401	4,785	7,177	11,962	9,534	(2,427)
Administrators Category 1 disbursements	20,467	15,111	35,578	500	36,078	38,761	2,683
Administrators Category 2 disbursements	1,565	123	1,688	500	2,188	3,165	977
Total expenses	3,195,918	3,960,353	7,156,271	1,704,180	8,860,450	8,802,125	(58,326)

(*) Pre-administration costs have been paid during the period covered by this report

At 3 December 2019 we have incurred total fees of £3,229,091. Of this, £1,808,420 was incurred during the first six months of the administration before the basis of our fees was approved, and £1,420,671 was incurred during the six months covered by this report. Our future fees are currently uncertain and have therefore not been included in the table above.

We think that our expenses will exceed the initial estimate of £8,802,125 provided to all creditors before the basis of our fees was fixed. This is because the collection process has taken longer than previously anticipated.

It should be noted that total collections have also exceeded expectations. We now think that the administrations will now last six months longer than previously anticipated and that it will be necessary to maintain operations for a longer period. If it is necessary to increase our fee and expenses estimate, we will report to creditors with details of our revised estimate.

UPBOL

<i>Nature of expense</i>	<i>Brought forward from previous period</i>	<i>Incurred in the period under review</i>	<i>Cumulative</i>	<i>Estimated future</i>	<i>Anticipated total</i>	<i>Initial estimate</i>	<i>Variance</i>
	(£)	(£)	(£)	(£)	(£)	(£)	(£)
Legal costs and expenses	-	3,651	3,651	-	3,651	-	(3,651)
Insurance	1,732	1,733	3,465	5,197	8,662	6,927	1,734
Office costs, stationery and postage	-	261	261	-	261	-	261
Pre-administration costs	13,215	-	13,215	-	13,215	13,215	-
Office holders' fees	132,269	109,710	241,979	55,910	297,889	297,889	-
Administrators Category 1 disbursements	475	451	926	49	975	975	-
Administrators Category 2 disbursements	-	9	9	13	21	-	21
Total expenses	147,690	115,814	263,504	61,169	324,674	319,006	(1,635)

The pre-administration costs have now been approved by the creditors as an expense of the administration and will be drawn in due course.

Appendix C: Remuneration update

EESL

Our fees were approved on a time cost basis by the general body of creditors on 9 September 2019. To 3 December 2019 we have drawn fees of £1,990,156.30 in line with the approval given, as shown on the enclosed receipts and payments account. This represents fees of £240,156.30 and £1,750,000 for our pre-appointment and post-appointment work, respectively.

In the period covered by this report we incurred time costs of £1,420,671 and in the previous period from 4 December 2018 to 3 June 2019, i.e. before the basis of our fees was approved, we incurred time costs of £1,808,420. These amounts do not necessarily reflect how much we will eventually draw as fees.

We think that our time costs will exceed our initial estimate of £3,419,869. This is because the book debt collection process has taken longer than anticipated, which required us to maintain active operations for longer and therefore incur additional cost. This longer process has also meant that we now anticipate the administrations to last until June 2021 and have extended them accordingly, which is six months longer than our initial estimate of December 2020. We are likely to seek approval to exceed the fees estimate at a later date and will provide revised estimates at that time.

We set out later in this Appendix details of our work to date, anticipated future work, disbursements, subcontracted work and payments to associates.

Our hours and average rates

4 June 2019 to 3 December 2019

Work Type Group	Partner (Hrs)	Director (Hrs)	Senior Manager (Hrs)	Associate (Hrs)	Senior Associate (Hrs)	Support (Hrs)	Total hours (Hrs)	Total Cost (£)	Average Hourly Rate (£ per hr)
Accounting & Treasury	-	-	34	57	73	53	218	62,646	287
Assets	1	115	7	330	23	38	514	220,182	428
Creditors	-	-	27	16	150	62	405	71,430	176
Employees & Pensions	-	1	4	112	1	18	136	55,557	408
Investigations	-	-	0	6	-	12	18	6,265	340
Statutory & Compliance	31	355	25	226	44	165	845	185,067	219
Strategy & Planning	5	40	29	9	10	23	116	40,156	346
Operations	2	-	3	781	10	447	1,242	557,830	449
IT support	-	8	19	-	17	29	73	33,304	456
Tax & VAT	5	2	104	6	7	119	243	188,234	774
Grand Total	43	521	199	1,543	335	966	205	3,811	373

4 December 2018 to 3 June 2019

This is our second progress report, however, it is the first report we're issuing following approval of our fee basis. We therefore provide below a summary of our time costs incurred in the previous period.

Work Type Group	Senior						Grand Total	Total Cost (£)	Average Hourly Rate (£)
	Partner (Hrs)	Director (Hrs)	Manager (Hrs)	Manager Associate (Hrs)	Associate (Hrs)	Support (Hrs)			
Accounting & Treasury			9	28	14	58	108	30,566	282
Assets	2	176	401	420	90	87	1,176	482,684	411
Creditors			52	71	35	42	200	73,790	369
Employees & Pensions		18	69	96	13	16	211	85,512	405
Investigations		2	7	33		24	65	22,599	349
Statutory & Compliance	8	42	35	70	17	95	267	83,408	313
Strategy & Planning	18	138	47	53	11	22	290	123,909	427
Operations	6	3	107	752	188	697	26	1,779	288
IT support		9	17	173	78	281		558	243
Tax & VAT	3	28	150	31	2	117	3	334	772
Grand Total	37	416	893	1,726	449	1,437	30	4,988	363

Total from appointment to 3 December 2019 and comparison to our initial estimate

Work Type Group	Incurred			Initial estimate			Variance		
	Hours (Hrs)	Cost (£)	Average Hourly Rate (£)	Hours (Hrs)	Cost (£)	Average Hourly Rate (£)	Hours (Hrs)	Cost (£)	Average Hourly Rate (£)
Accounting & Treasury	326	93,212	286	238	68,690	289	(88)	(24,522)	3
Assets	1,690	702,866	416	2,312	913,158	395	622	210,292	(21)
Creditors	605	145,220	240	543	177,576	327	(62)	32,356	87
Employees & Pensions	347	141,069	407	229	92,112	403	(118)	(48,957)	(4)
Investigations	83	28,864	346	134	52,398	391	51	23,534	45
Statutory & Compliance	1,112	268,475	241	611	204,054	334	(501)	(64,421)	93
Strategy & Planning	406	164,065	404	494	192,210	389	88	28,145	(15)
Operations	3,021	1,069,702	354	3,112	995,788	320	91	(73,914)	(34)
IT Support	632	169,128	268	558	135,824	243	(74)	(33,304)	(25)
Tax & VAT	577	446,490	774	804	588,059	731	227	141,569	(43)
Grand Total	8,799	3,229,091	367	9,034	3,419,869	379	235	190,778	12

Our time costs have exceeded our initial estimate in respect of certain categories of work. This is due to the following factors:

- Complexities around the final billing process
- Large volume of customer queries and complaints
- Significant amount of data analysis and review in finalising customer account balances
- Complex VAT and CCL matters due to the nature of the Companies' business
- Reviewing and resolving a range of employee matters including protective award claims
- Large number of creditor enquiries and claims submitted
- Addressing requests from the Insolvency Service for a large volume of company information

UPBOL

Our fees were approved on a time cost basis by the general body of creditors on 30 September 2019. We have not yet drawn fees in respect of our work on UPBOL and will do so in the next few months.

In the period covered by this report we incurred time costs of £109,710 and in the previous period from 4 December 2018 to 3 June 2019, i.e. before the basis of our fees was approved, we incurred time costs of £132,269. These amounts do not necessarily reflect how much we will eventually draw as fees.

We set out later in this Appendix details of our work to date, anticipated future work, disbursements, subcontracted work and payments to associates.

Our hours and average rates

4 June 2019 to 3 December 2019

Work Type Group	Partner (Hrs)	Director (Hrs)	Senior Manager (Hrs)	Manager (Hrs)	Associate (Hrs)	Senior Associate (Hrs)	Support (Hrs)	Grand Total (Hrs)	Total Cost (£)	Average Hourly Rate (£)
Accounting & Treasury	-	-	-	0	1	5	-	6	1,267	200
Assets	-	-	-	1	-	4	-	5	2,738	570
Creditors	-	-	5	9	8	49	-	72	28,278	392
Employees & Pensions	-	6	13	10	2	24	-	65	28,736	440
Investigations	-	-	-	-	-	4	-	4	1,427	352
Statutory & Compliance	1	19	3	11	5	44	-	84	21,843	261
Strategy & Planning	1	8	2	13	2	36	2	64	18,672	294
Operations	-	-	-	2	6	11	-	9	2,497	285
Tax & VAT	-	-	1	0	1	5	-	8	4,252	556
Grand Total	2	33	24	47	25	183	2	316	109,710	347

4 December 2018 to 3 June 2019

Work Type Group	Partner (Hrs)	Director (Hrs)	Senior Manager (Hrs)	Manager (Hrs)	Associate (Hrs)	Senior Associate (Hrs)	Support (Hrs)	Grand Total (Hrs)	Total Cost (£)	Average Hourly Rate (£)
Accounting & Treasury	-	-	-	0	1	6	-	8	2,051	273
Assets	-	-	-	6	-	34	-	39	8,861	226
Creditors	-	-	-	0	5	4	-	9	1,758	186
Employees & Pensions	0	5	0	59	24	174	-	263	74,426	283
Investigations	-	-	0	2	-	11	-	13	3,748	286
Statutory & Compliance	2	21	3	25	1	42	-	93	26,123	280
Strategy & Planning	1	7	-	2	0	8	2	20	5,457	269
Operations	-	-	-	0	5	22	-	26	5,307	202
Tax & VAT	-	-	2	-	-	5	0	7	4,538	622
Grand Total	3	33	5	95	37	304	3	479	132,269	276

Total from appointment to 3 December 2019 and comparison to our initial estimate

Work Type Group	Incurred			Initial estimate			Variance		
	Grand total (Hrs)	Total cost (£)	Average hourly rate (Hrs)	Grand total (Hrs)	Total cost (£)	Average hourly rate (Hrs)	Grand total (Hrs)	Total cost (£)	Average hourly rate (Hrs)
Accounting & Treasury	14	3,318	240	39	11,051	285	25	7,733	45
Assets	44	11,599	264	41	9,861	240	(3)	(1,738)	(24)
Creditors	82	30,036	369	122	33,528	275	41	3,492	(94)
Employees & Pensions	328	103,162	315	314	90,356	288	(14)	(12,806)	(27)
Investigations	17	5,175	302	13	3,748	297	(4)	(1,427)	(5)
Statutory & Compliance	177	47,966	271	210	65,123	309	33	17,157	38
Strategy & Planning	84	24,129	288	120	38,457	321	36	14,328	33
Operations	35	7,804	223	26	5,307	201	(9)	(2,497)	(22)
Tax & VAT	15	8,790	588	69	40,458	584	54	31,668	(4)
Grand Total	795	241,979	305	954	297,889	312	159	55,910	(58)

Our time charging policy and hourly rates

We and our team charge our time for the work we need to do in the administration. We delegate tasks to suitable grades of staff, taking into account their experience and any specialist knowledge that is needed and we supervise them properly to maximise the cost effectiveness of the work done. Anything complex or important matters of exceptional responsibility are handled by our senior staff or us.

All of our staff who work on the administration (including our cashiers, support and secretarial staff) charge time directly to the case and are included in any analysis of time charged. Each grade of staff has an hourly charge out rate which is reviewed from time to time. Work carried out by our cashiers, support and secretarial staff is charged for separately and isn't included in the hourly rates charged by partners or other staff members. Time is charged in six minute units. The minimum time chargeable is three minutes (i.e. 0.05 units). We don't charge general or overhead costs.

We set out below the maximum charge-out rates per hour for the grades of our staff who already or who are likely to work on the administration.

	<i>From 1 July 2018</i>	<i>From 1 July 2019</i>
Grade	Maximum rate per hour Regional (London) (£)	Maximum rate per hour Regional (London) (£)
Partner	640 (890)	690 (910)
Director	540 (780)	595 (800)
Senior Manager	465 (590)	515 (605)
Manager	365 (510)	405 (525)
Senior Associate	275 (425)	310 (435)
Associate	180 (265)	210 (270)
Support staff	95 (135)	120 (140)

We call on colleagues in our Tax, VAT, Real Estate and Pensions departments where we need their expert advice. Their specialist charge-out rates vary but the following are the maximum rates by grade per hour.

	<i>From 1 July 2018</i>	<i>From 1 July 2019</i>
Grade	Specialist maximum rate per hour (£)	Specialist maximum rate per hour (£)
Partner	1,520	1,520
Director	1,390	1,395
Senior Manager	1,230	1,290
Manager	770	775
Senior Associate	570	575
Associate	305	305
Support staff	250	250

In common with many professional firms, our scale rates may rise to cover annual inflationary cost increases.

Payments to associates

We did not make any payments to associates in the period covered by this report.

Our work in the period

Earlier in this section we have included an analysis of the time spent by the various grades of staff. Whilst this is not an exhaustive list, in the following table we provide more detail on the key areas of work:

Category of work	Work undertaken	Why the work was necessary	What, if any, financial benefit the work provided to creditors OR whether it was required by statute
Assets			
Debtors – for customers requiring final billing (EESL)	<ul style="list-style-type: none"> Reviewing and amending customer communications – letters, emails, text messages <input type="checkbox"/> Assessing final statements for accuracy <input checked="" type="checkbox"/> Maintaining an online "self-serve" payment portal for customers <input type="checkbox"/> Maintaining IT and telephony solutions, including call routing and messaging <input type="checkbox"/> Maintaining a Direct Debit solution in line with Direct Debit rules <input type="checkbox"/> Regular contact with OFGEM and Citizens Advice Bureau regarding billing and collections activity <input type="checkbox"/> Ongoing communication with ScottishPower to assist them with their commitment to honour customer credit balances <input type="checkbox"/> Ongoing monitoring of billing, collections and service levels <input type="checkbox"/> Reviewing and agreeing third party DCA collection plans and communication packs for unpaid debtors <input checked="" type="checkbox"/> Monitoring DCA progress against collections <input checked="" type="checkbox"/> Managing Companies' staff with regards to debtor realisations, weekly monitoring of progress and adherence to industry standard customer protocols <input type="checkbox"/> Reviewing and agreeing third party DCA collection plans and communication packs for aged debtors <input type="checkbox"/> Instructing DCAs with regards to aged debtor collections and monitoring progress against collections <input type="checkbox"/> Contacting debtors via outbound dialling, text messages and the issue of debt letters <input type="checkbox"/> Corresponding with industry suppliers to recover credit cover balances <input checked="" type="checkbox"/> Monitoring and keeping record of credit cover realisations <input checked="" type="checkbox"/> 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Debtors – existing (EESL)			
Credit cover (EESL/UPBOL)			
Property (EESL)	<ul style="list-style-type: none"> Reviewing and paying monthly rent invoices <input checked="" type="checkbox"/> Dealing with the ratings, authority, reviewing and paying business rates <input checked="" type="checkbox"/> Holding discussions with landlords regarding the surrender of the lease <input type="checkbox"/> 	To conduct the operations of the Administrations	No direct financial benefit but necessary for the conduct of the Administrations
Other chattel assets (EESL)	<ul style="list-style-type: none"> Leasing with valuers, auctioneers and interested parties <input checked="" type="checkbox"/> 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Intangible assets (EESL/UPBOL)	<ul style="list-style-type: none"> Preparing and issuing letters to energy brokers in relation to prepayments <input checked="" type="checkbox"/> 	To safeguard assets	Statutory requirement
Insurance (EESL/UPBOL)	<ul style="list-style-type: none"> Corresponding with insurer regarding ongoing insurance requirements <input type="checkbox"/> 		
Third party assets (EESL)	<ul style="list-style-type: none"> Leasing with owners/lessors to arrange collection of leased/hired assets <input checked="" type="checkbox"/> 		
Operations			
Operations (EESL)	<ul style="list-style-type: none"> Holding daily operational and performance focused meetings with senior management team <input type="checkbox"/> Working with management and staff to deal with all appropriate matters and queries <input type="checkbox"/> Regular employee meetings to update, gain feedback and identify areas for improvement <input type="checkbox"/> Preparation and authorisation of purchase orders, review and approval of costs (including supplier invoices and payments) <input type="checkbox"/> Maintaining performance reporting and KPIs to monitor progress and enable strategic decision-making <input type="checkbox"/> 	To conduct the operations of the Administrations	To help realise assets and necessary for the conduct of the Administrations

Customer matters	<ul style="list-style-type: none"> Acknowledging receipt of letters, emails and website queries from customers and reviewing each account to enable us to respond to each query <input type="checkbox"/> 	To discharge our duties as Administrators in respect of customers	To facilitate the realisation of book debts to allow a distribution to creditors
(EESL)	<ul style="list-style-type: none"> Responding to customer queries by telephone, letter and email, both in relation to outstanding debts and credit balance refunds <input type="checkbox"/> Monitoring customer feedback in social media and addressing any issues as appropriate <input type="checkbox"/> Liaising with EESL's dedicated complaints team in addressing customer queries <input type="checkbox"/> Regularly updating the administration website with relevant information for customers as and when necessary <input type="checkbox"/> 		
Operational receipts and payments	<ul style="list-style-type: none"> Updating financial models, reporting outcomes and periodic assessment of operational strategy <input type="checkbox"/> Entering receipts and payments into financial models and accounting system <input type="checkbox"/> Authorising and processing receipts, payments and journals <input type="checkbox"/> 	Ensures proper and secure stewardship of funds	Statutory requirement
(EESL)			
<u>Employees and pensions</u>			
Communications with employees	<ul style="list-style-type: none"> Monitoring a dedicated employee e-mail inbox to assist with employee queries <input type="checkbox"/> 	To discharge our duties as Administrators in respect of employees	Statutory requirement
(EESL/UPBOL)	<ul style="list-style-type: none"> Preparing letters to newly redundant employees advising of their entitlements and options available ✓ Holding weekly employee briefings <input type="checkbox"/> Receiving and following up employee enquiries via telephone, post and email <input type="checkbox"/> 		
Payroll	<ul style="list-style-type: none"> Calculating and paying periodic payroll <input type="checkbox"/> Deducting and paying over PAYE/NIC to HMRC and other deductions to relevant agencies and third parties <input type="checkbox"/> 		
(EESL)			
Redundancy related work	<ul style="list-style-type: none"> Arranging consultation process for new redundancies ✓ Selecting and making further redundancies ✓ Preparing and delivering a bespoke set of communications to recently redundant employees ✓ 		
(UPBOL)			
Other employee matters (UPBOL)	<ul style="list-style-type: none"> Maintaining a small HR function to support operations including legal correspondence, consultancy arrangements and ongoing enquiries <input type="checkbox"/> Dealing with Employment Tribunal in respect of protective awards <input type="checkbox"/> Responding to solicitors representing certain former employees 		
Pensions	<ul style="list-style-type: none"> Reviewing pension scheme information and complying with statutory pension obligations ✓ Calculating contributions and requesting payments to the relevant scheme or Policy <input type="checkbox"/> 		
(UPBOL)			
<u>Creditors</u>			
Creditor enquiries	<ul style="list-style-type: none"> Regularly maintaining the administration website and updating it with relevant information for creditors as and when necessary <input type="checkbox"/> 	To keep creditors informed of the progress of the Administrations	Statutory requirement
(EESL/UPBOL)	<ul style="list-style-type: none"> Receiving and following up creditor enquiries via telephone, email and post <input type="checkbox"/> Reviewing and preparing correspondence to creditors and their representatives <input type="checkbox"/> Receiving and filing proofs of debt <input type="checkbox"/> 		
Secured creditors	<ul style="list-style-type: none"> Responding to secured creditors' queries <input type="checkbox"/> Providing ad hoc updates to secured creditors where appropriate <input type="checkbox"/> Continuing to work with solicitors to assess the validity of security <input type="checkbox"/> 		
(EESL)			
Preferential claims (UPBOL)	<ul style="list-style-type: none"> Corresponding with employees regarding dividend ✓ Preparing, issuing and receiving employee preferential claim agreement forms ✓ Corresponding with the RPS regarding proof of debt ✓ Calculating dividend rate and preparing dividend file ✓ Advertising dividend notice ✓ Preparing and paying preferential dividend <input type="checkbox"/> Ensuring PAYE/NIC is deducted and remitted to HMRC <input type="checkbox"/> 	To quantify and pay a dividend to preferential creditors	Financial benefit to preferential creditors and statutory requirement

Unsecured claims (EESI/UPBOL)	<ul style="list-style-type: none"> Receiving proofs of debt and maintaining register <input type="checkbox"/> Reviewing a number of claims and requesting further supporting information <input type="checkbox"/> 	To account for all creditors' claims	Statutory requirement
Providing customer credit balance information to ScottishPower (EESI)	<ul style="list-style-type: none"> Liassing with OPGEM, ScottishPower and solicitors to provide customer credit balance information in order to assist ScottishPower with refunding credit balances due to EESI's customers <input type="checkbox"/> Holding internal meetings to discuss the business strategy in this regard <input type="checkbox"/> 	To discharge our duties as Administrators in respect of the S&LR process	Financial benefit to customers with a credit balance
Key stakeholder enquiries (EESI/UPBOL)	<ul style="list-style-type: none"> Responding to any shareholder queries <input type="checkbox"/> Liassing with OPGEM with regards to final billing progress, debt collection activities and customer matters <input type="checkbox"/> Liassing with Citizens Advice Bureau with regards to final billing progress, debt collection activities and customer matters <input type="checkbox"/> 	To discharge our duties as Administrators	Statutory requirement
Investigations			
Conducting investigations (EESI/UPBOL)	<ul style="list-style-type: none"> Reviewing company books and records where related to investigatory work <input type="checkbox"/> Reviewing the Companies' management accounts, transactions and other financial data <input type="checkbox"/> Liassing with the Department for Business, Energy & Industrial Strategy, as necessary <input type="checkbox"/> 	To discharge our duties as Administrators	Statutory requirement
Statutory and compliance			
Remuneration report	<ul style="list-style-type: none"> Preparing and circulating to creditors a report giving details of the work we expect to carry out during the case, our fees estimate and the expenses that are likely to be incurred ✓ Preparing documents and information for the purpose of obtaining approval to fees, Category 2 disbursements and other matters in the administrations ✓ 	To inform creditors of the costs of the Administrations	Statutory requirement
Progress reports and extensions	<ul style="list-style-type: none"> Preparing and issuing first progress reports to creditors, members and the Registrar ✓ Making applications to the Court for the extension of the administrations and filing relevant notices ✓ 	To keep creditors informed of the progress of the Administrations	Statutory requirement
Books and records	<ul style="list-style-type: none"> Collating company books and records where not related to investigatory work for storage ✓ Arranging for Company records to be sent into storage <input type="checkbox"/> 	For safeguarding Company information	Statutory requirement
Other statutory and compliance	<ul style="list-style-type: none"> Responding to Data Subject Access Requests <input type="checkbox"/> Review and allocation of case post as appropriate <input type="checkbox"/> 	Obligation under General Data Protection Rules and for efficient management of the case	Statutory requirement
Tax and VAT			
Tax (EESI/UPBOL)	<ul style="list-style-type: none"> Preparing tax computations <input type="checkbox"/> Liassing with HMRC <input type="checkbox"/> 	To discharge our obligations towards HMRC and to recover funds where possible	Statutory requirement
VAT (EESI/UPBOL)	<ul style="list-style-type: none"> Preparing and submitting VAT returns <input type="checkbox"/> Liassing with HMRC on general compliance matters <input type="checkbox"/> Research into technical issues <input type="checkbox"/> 		
	<ul style="list-style-type: none"> Seeking advice from legal Counsel on technical matters in relation to the VAT complexities specific to the energy sector, including preparation and settling note of advice 		
	<ul style="list-style-type: none"> Discussions with HMRC regarding the above complex VAT matter ✓ Consulting with HMRC regarding reporting VAT on supplies for which payment may not be received and the resulting effect on cash flow ✓ 		

- Discussions with EESL's staff regarding cash allocation complexities, including identifying cash relating to previously reported supplies versus further cash payments ✓
- Following the loss of access to the Companies' accounting system, providing assistance in redeveloping processes to prepare VAT returns based on more limited data, including devising a method to issue credit notes post-appointment ✓
- Detailed discussions with HMRC regarding pre-appointment provable debt and time of supply, including exploring concepts that have not been tested before, such as the interaction between VAT law and insolvency law ✓
- Providing assistance in redeveloping the VAT bad debt relief calculation ☐
- Assisting HMRC with their review of VAT return workings due to the complexity and non-typical method for Bad Debt Relief claims ✓
- Applying to move EESL to quarterly VAT returns ✓
- UPBOL only:
 - Applying to de-register UPBOL for VAT ✓
 - Responding to queries from HMRC regarding environmental taxes and the trading status of EESL ✓
 - Assessing and requesting information required to calculate the OCL, reclaim figures, and final meter readings ☐

OCL
(EESL)

Strategy and planning

Strategy and planning	For the effective management of the Administrations	Financial benefit of minimising the costs of the Administrations
<ul style="list-style-type: none"> • Preparing fee budgets and monitoring cost <input type="checkbox"/> • Revising estimated outcome statements <input type="checkbox"/> • Issuing a first bill in to recover accrued administration time costs and disbursements ✓ • Reviewing strategies for the administrations and making adjustments as necessary <input type="checkbox"/> • Holding team meetings and discussions regarding status of Administrations <input type="checkbox"/> • Conducting six monthly case reviews <input type="checkbox"/> • Filing of documents in approved systems of record <input type="checkbox"/> • Updating case checklists and duty management systems <input type="checkbox"/> 		

Accounting and treasury

Accounting and treasury	Ensures proper and secure stewardship of funds	Solatory requirement
<ul style="list-style-type: none"> • Dealing with non-operational receipts, payments and journals <input type="checkbox"/> • Carrying out bank reconciliations and managing investment of funds <input type="checkbox"/> • Corresponding with bank regarding specific transfers <input type="checkbox"/> 		

Our previous work

As this progress report is the first to be issued following the approval of the basis of our fees, below are details of work we undertook in the previous period.

Category of work	Work undertaken	Why the work was necessary	What, if any, financial benefit the work provided to creditors OR whether it was required by statute
Assets			
Debtors – for customers requiring final billing (EESL)	<ul style="list-style-type: none"> • Reviewing and amending customer communications – letters, emails, text messages <input type="checkbox"/> • Reviewing and amending customer bill formats, appropriate to these circumstances ✓ • Amalgamating customer and billing data from multiple sources, into a format to be used for final billing ✓ • Working with foreign group companies over a period of 2 months to consider appropriate adaptation of the existing billing system ✓ • When the existing billing solution was made unavailable to us, we assessed the options to achieve billing – for example, in house, third party or ScottishPower ✓ • Negotiating with third party billing provider, and developing this through to a signed contract for services ✓ • Working with ScottishPower to agree meter reads to be used as closing meter reads for EESL, and as opening meter reads for ScottishPower ✓ • Providing c.159k final statements and sending to the customers ✓ • Maintaining an online "self-serve" payment portal for customers <input type="checkbox"/> • Maintaining IT and telephony solutions, including call routing and messaging <input type="checkbox"/> • Maintaining a Direct Debit solution in line with Direct Debit rules <input type="checkbox"/> • Developing a communication strategy, and process for communicating bills to customers (including email and papercopy solutions) ✓ • Training of staff to utilise new systems and processes ✓ • Regular contact with ORGEM and Citizens Advice Bureau regarding billing and collections activity <input type="checkbox"/> • Agreement of a process to assist Scottish Power with their commitment to honour customer credit balances through provision of final statement for such customers ✓ • Ongoing monitoring of billing, collections and service levels <input type="checkbox"/> 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Debtors – existing (EESL)	<ul style="list-style-type: none"> • Managing Companies' staff with regards to debtor realisations, weekly monitoring of progress and adherence to industry standard customer protocols <input type="checkbox"/> • Reviewing and agreeing third party DCA collection plans and communication packs for aged debtors <input type="checkbox"/> • Instructing DCAs with regards to aged debtor collections and monitoring progress against collections <input type="checkbox"/> • Liaising with solicitors with regards to legal actions against non-paying customers <input type="checkbox"/> • Contacting debtors via outbound dialling, text messages and the issue of debt letters to c.37k customers <input type="checkbox"/> • Collections of a large proportion of historic debts ✓ 		
Credit cover (EESL/UPBOL)	<ul style="list-style-type: none"> • Reviewing and assessing credit cover position ✓ • Reviewing credit cover terms and conditions ✓ • Validating industry supplier invoices ✓ • Corresponding with industry suppliers to recover credit cover balances ✓ • Monitoring and keeping record of credit cover realisations ✓ 		

Property (EESL)	<ul style="list-style-type: none"> Securing possession of property ✓ Liasing with agents and landlords in relation to ongoing use ✓ Reviewing options in relation to lease matters ✓ Reviewing and paying monthly rent invoices ✓ Dealing with the ratings authority, reviewing and paying business rates <input type="checkbox"/> 	To conduct the operations of the Administrations	No direct financial benefit but necessary for the conduct of the Administrations
Other chattel assets (EESL)	<ul style="list-style-type: none"> Liasing with valuers, auctioneers and interested parties ✓ Reviewing asset listings ✓ Facilitating asset inspections by interested parties and completing asset sales ✓ 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Prepayments – business rates (EESL)	<ul style="list-style-type: none"> Recovery of pre-payments made to local authorities, realising £51k ✓ 		
Retention of title claims (EESL)	<ul style="list-style-type: none"> Arranging for the completion of retention of title claims ✓ Maintaining retention of title file ✓ Meeting claimants on site to identify goods ✓ Adjudicating retention of title claims ✓ Corresponding with claimants regarding outcome of adjudication ✓ Negotiating settlements to satisfy valid claims ✓ 	To discharge our duties as Administrators in respect of suppliers	Statutory requirement
Intangible assets (EESL/UPBOL)	<ul style="list-style-type: none"> Reviewing Company information to decide if any intangible assets can be realised ✓ 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Insurance (EESL/UPBOL)	<ul style="list-style-type: none"> Preparing and issuing letters to energy brokers in relation to pre-payments ✓ Identifying potential issues requiring attention of insurance specialists ✓ Reviewing insurance policies ✓ Corresponding with insurer regarding initial and ongoing insurance requirements <input type="checkbox"/> 	To safeguard assets	Statutory requirement
Other asset recoveries (EESL)	<ul style="list-style-type: none"> Identifying any other potential asset recoveries ✓ 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Third party assets (EESL)	<ul style="list-style-type: none"> Reviewing leasing documents ✓ Liasing with owners/lessors to arrange collection of leased/hired assets ✓ 	To discharge our duties as Administrators in respect of suppliers	Statutory requirement
<u>Operations</u>			
Operations (EESL)	<ul style="list-style-type: none"> Liasing with existing and new suppliers regarding ongoing services during the administration ✓ Reviewing terms and conditions, negotiating commercial matters and finalising contracts for suppliers ✓ Reviewing Companies' budgets and financial statements ✓ Considering GDPR requirements, writing and agreeing data protection agreements with appropriate suppliers ✓ 	To conduct the operations of the Administrations	To help realise assets and necessary for the conduct of the Administrations

	<ul style="list-style-type: none">Working with new IT support providers to establish standalone, robust IT systems without support from foreign group companies ✓Holding daily operational and performance focused meetings with senior management team <input type="checkbox"/>Working with management and staff to deal with all appropriate matters and queries <input type="checkbox"/>Developing effective customer query and complaint processes ✓Weekly employee meetings to update, gain feedback and identify areas for improvement <input type="checkbox"/>Implementing financial control processes, including preparation and authorisation of purchase orders, review and approval of costs (including supplier invoices and payrolls) <input type="checkbox"/>Establishing and maintaining performance reporting and KPIs to monitor progress and enable strategic decision-making <input type="checkbox"/>	To discharge our duties as Administrators in respect of customers	To facilitate the realisation of book debts to allow a distribution to creditors
Customer matters	<ul style="list-style-type: none">Preparing and updating FAQs to assist in addressing customer queries ✓		
(EESL)	<ul style="list-style-type: none">Acknowledging receipt of letters, emails and website queries from customers and reviewing each account to enable us to respond to each query <input type="checkbox"/>Responding to customer queries by letter and email, both in relation to outstanding debts and credit balance refunds <input type="checkbox"/>Responding to large volumes of customer calls relating to both debts and credit refunds <input type="checkbox"/>Monitoring customer feedback in social media and addressing any issues as appropriate <input type="checkbox"/>Liaising with EESL's dedicated complaints team in addressing customer queries <input type="checkbox"/>Regularly updating the administration website with relevant information for customers as and when necessary <input type="checkbox"/>		
Operational receipts and payments	<ul style="list-style-type: none">Building and updating financial models, reporting outcomes and assessing operational strategy. ✓	EESLs proper and secure stewardship of funds	Statutory requirement
(EESL)	<ul style="list-style-type: none">Entering receipts and payments into financial models and accounting system <input type="checkbox"/>Authorising and processing receipts, payments and journals <input type="checkbox"/>		
Employees and pensions			
Communications with employees	<ul style="list-style-type: none">Drafting, issuing and delivering initial communications and announcements ✓	To discharge our duties as Administrators in respect of employees	Statutory requirement
(EESL/UPBOL)	<ul style="list-style-type: none">Setting up and monitoring a dedicated employee e-mail inbox to assist with employee queries ✓Preparing letters to employees advising of their entitlements and options available ✓Issuing tailored communications to 107 retained staff ✓Holding weekly employee briefings <input type="checkbox"/>Receiving and following up employee enquiries via telephone, post and email <input type="checkbox"/>		
Payroll	<ul style="list-style-type: none">Reviewing employee files and company's books and records ✓		
(EESL)	<ul style="list-style-type: none">Reviewing awards and payroll structure ✓Calculating and paying periodic payroll <input type="checkbox"/>Deducting and paying over PAYE/NIC to HMRC and other deductions to relevant agencies and third parties <input type="checkbox"/>		
Redundancy related work	<ul style="list-style-type: none">Commencing a consultation process with employees ✓		
(UPBOL)	<ul style="list-style-type: none">Selecting and making 313 redundancies following our appointment ✓Preparing and delivering a bespoke set of communications to those employees who were under consultation prior to the SoLR process ✓Liaising with the RPS and external agencies <input type="checkbox"/>		

Other employee matters (UPBOL)		
<ul style="list-style-type: none"> Maintaining a small HR function to support operations including legal correspondence, consultancy arrangements and addressing ongoing enquiries including queries from ex-employees <input type="checkbox"/> 	To conduct the operations of the Administrations	To help realise assets and necessary for the conduct of the Administrations
Pensions (UPBOL)		
<ul style="list-style-type: none"> Reviewing insurance policies <input checked="" type="checkbox"/> Issuing statutory notices <input checked="" type="checkbox"/> Dealing with general pension scheme issues and the Pension Protection Fund <input type="checkbox"/> Calculating contributions and requesting payments to the relevant scheme or policy <input type="checkbox"/> 	To discharge our duties as Administrators in respect of pensions	Statutory requirement
<u>Creditors</u>		
Creditor enquiries (EESL/UPBOL)		
<ul style="list-style-type: none"> Setting up a dedicated website for delivery of initial and ongoing communications and reports <input checked="" type="checkbox"/> Regularly maintaining the administration website and updating it with relevant information for creditors as and when necessary <input type="checkbox"/> Receiving and following up creditor enquiries via telephone, email and post <input type="checkbox"/> Reviewing and preparing correspondence to creditors and their representatives <input type="checkbox"/> Receipting and filing proofs of debt <input type="checkbox"/> 	To keep creditors informed of the progress of the Administrations	Statutory requirement
Secured creditors (EESL)		
<ul style="list-style-type: none"> Notifying secured creditors of appointment <input checked="" type="checkbox"/> Responding to secured creditor's queries <input type="checkbox"/> Providing ad hoc updates to secured creditors where appropriate <input type="checkbox"/> Instructing solicitors to assess the validity of security and liaising with creditor and lawyers to obtain contractual documentation <input type="checkbox"/> 	To ensure different classes of creditors are correctly identified	To ensure fair distribution of funds between the different classes of creditors
Providing customer credit balance information to ScottishPower (EESL)		
<ul style="list-style-type: none"> Liaising with OPGEM, ScottishPower and solicitors to provide customer credit balance information in order to assist ScottishPower with refunding credit balances due to EESL's customers <input type="checkbox"/> Holding internal meetings to discuss the business strategy in this regard <input type="checkbox"/> 	To discharge our duties as Administrators in respect of the SsLR process	Financial benefit to customers with a credit balance
Key stakeholder enquiries (EESL/UPBOL)		
<ul style="list-style-type: none"> Responding to any shareholder queries <input type="checkbox"/> Preparing and issuing update reports to shareholder / Director / majority creditors <input type="checkbox"/> Liaising with OPGEM with regards to final billing progress, debt collection activities and customer matters <input type="checkbox"/> Liaising with Citizens Advice Bureau with regards to final billing progress, debt collection activities and customer matters <input type="checkbox"/> 	To discharge our duties as Administrators	Statutory requirement
<u>Investigations</u>		
Conducting investigations (EESL/UPBOL)		
<ul style="list-style-type: none"> Collecting and reviewing company books and records where related to investigatory work <input type="checkbox"/> Preparing comparative financial statements and defences statement <input checked="" type="checkbox"/> Liaising with the director to obtain legal documents supporting the security position <input checked="" type="checkbox"/> Reviewing the Companies' management accounts, transactions and other financial data and preparing investigation file <input type="checkbox"/> Lodging findings with the Department for Business, Energy & Industrial Strategy <input checked="" type="checkbox"/> 	To discharge our duties as Administrators	Statutory requirement
<u>Statutory and compliance</u>		
Initial letters and notifications	To discharge our duties as Administrators and to inform all	Statutory requirement

(EESL/UPBOL)

<ul style="list-style-type: none">• Requesting Statement of Affairs ("SoA") from the Director ✓• Discussing and agreeing 3 extensions of time for submission ✓• Holding various discussions with Company staff and the Director/his advisors to offer support and information to aid completion ✓• Seeking legal advice following the failure to submit the SoA ✓• Liaising with our solicitors in further attempts to request submission of a Statement of Affairs ✓• Preparing and circulating to creditors a report giving details of the work we expect to carry out during the case, our fees estimate and the expenses that are likely to be incurred ✓	stakeholders of the appointments To identify all the assets and liabilities of the Companies	Statutory requirement
Remuneration report		
Proposals	<ul style="list-style-type: none">• Drafting and reviewing a statement of proposals to creditors including preparing receipts and payments accounts and statutory information ✓• Circulating notice of the proposals to creditors, members and the Registrar of Companies ✓• Preparing decision notice and issuing to creditors ✓• Preparing a record of the approval of our proposals and issuing to creditors, members, the Registrar of Companies and the Court ✓	To keep creditors informed of the Administration strategy Statutory requirement
Books and records	<ul style="list-style-type: none">• Collating company books and records where not related to investigatory work for storage ✓	For safeguarding Company information Statutory requirement
Other statutory and compliance	<ul style="list-style-type: none">• Review and allocation of case post as appropriate <input type="checkbox"/>	

Tax and VAT**Tax**

(EESL/UPBOL)	<ul style="list-style-type: none">• Gathering information for the initial tax review ✓• Carrying out tax review and subsequent enquiries ✓• Liaising with HMRC <input type="checkbox"/>	To understand the Companies' tax affairs to enable us to discharge our compliance obligations Statutory requirement
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VAT

(EESL/UPBOL)	<ul style="list-style-type: none">• Gathering information for the initial VAT review ✓• Carrying out VAT review and subsequent enquiries ✓• Preparing and submitting VAT returns <input type="checkbox"/>• Liaising with HMRC on general compliance matters <input type="checkbox"/>• Research into technical issues <input type="checkbox"/>	
EESL only:	<ul style="list-style-type: none">• Considering reporting / data issues, including meetings on site ✓• After EE lost access to accounting systems, perform a subsequent VAT review ✓• Seeking advice from legal Counsel on technical matters in relation to the VAT complexities specific to the energy sector, including preparation and setting note of advice ✓• Discussions with HMRC regarding the above complex VAT matter ✓• Consulting with HMRC regarding reporting VAT on supplies for which payment may not be received and the resulting effect on cash flow ✓• Discussions with EESL's staff regarding cash allocation complexities, including identifying cash relating to previously reported supplies versus further cash payments ✓• Following the loss of access to the Companies' accounting system, providing assistance in redeveloping processes to prepare VAT returns based on more limited data, including devising a method to issue credit notes post-appointment ✓• Providing assistance in re-developing the VAT bad debt relief calculation ✓• Responding to queries from HMRC regarding environmental taxes and the trading status of EESL ✓	
CCL (EESL)		

Strategy and planning

Strategy and planning

<ul style="list-style-type: none">• Completing tasks relating to job acceptance ✓• Preparing fee budgets ✓• Monitoring Administration costs <input type="checkbox"/>• Preparing and revising estimated outcome statements <input type="checkbox"/>• Reviewing strategies for the administrations and making adjustments as necessary <input type="checkbox"/>• Holding team meetings and discussions regarding status of Administrations <input type="checkbox"/>• Filing of documents in approved systems of record <input type="checkbox"/>• Updating case checklists and diary management systems <input type="checkbox"/>	For the effective management of the Administrations	Financial benefit of minimising the costs of the Administrations
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Accounting and treasury

Accounting and treasury

<ul style="list-style-type: none">• Opening bank accounts and arranging facilities ✓• Dealing with non-operational receipts, payments and journals <input type="checkbox"/>• Carrying out bank reconciliations and managing investment of funds <input type="checkbox"/>• Corresponding with bank regarding specific transfers <input type="checkbox"/>	Ensures proper and secure stewardship of funds	Statutory requirement
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Our future work

We still need to do the following work to achieve the purpose of administration. This includes ongoing work which we have so far been carrying out and will need to continue to do in future.

Category of work	Work to be undertaken	Why the work is necessary	What, if any, financial benefit the work will provide to creditors OR whether it's required by statute
Assets			
Debtors – for customers requiring final billing (EESL)	<ul style="list-style-type: none"> Completing final billing for a small number of complex accounts → Instructing DCAs with regards to unpaid debtor collections and monitoring progress against collections → Liassing with solicitors with regards to legal actions against non-paying customers → 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
Property	<ul style="list-style-type: none"> Concluding matters related to the leases of the vacated property → 	To conduct the operations of the Administrations	No direct financial benefit but necessary for the
(EESL)	<ul style="list-style-type: none"> Negotiating surrender of the leases → 		conduct of the Administrations
Insurance (EESL/UPBOL)	<ul style="list-style-type: none"> Preparing and issuing formal disclaimer notices (if necessary) in the liquidation → Corresponding with insurers regarding ongoing insurance requirements <input type="checkbox"/> 	To safeguard assets	Statutory requirement
Asset recoveries	<ul style="list-style-type: none"> Instructing and liassing with solicitors regarding any recovery actions → 	To maximise realisations for creditors	Financial benefit of realising assets to allow a distribution to creditors
(EESL)	<ul style="list-style-type: none"> Holding internal meetings to discuss status of litigation → Attending to negotiations and settlement matters → 		
Other assets (EESL)	<ul style="list-style-type: none"> Submission of an unsecured claim in UPBOL and receipt of any dividend → 	To maximise realisations for EESL's creditors	Financial benefit of realising assets to allow a distribution to creditors
Operations			
Operations	<ul style="list-style-type: none"> Liassing with suppliers regarding ongoing services during the administration <input type="checkbox"/> 	To conduct the operations of the Administrations	To help realise assets and necessary for the conduct of the Administrations
(EESL)	<ul style="list-style-type: none"> Holding daily operational and performance focused meetings with senior management team <input type="checkbox"/> Working with management and staff to deal with all appropriate matters and queries <input type="checkbox"/> Holding regular employee meetings to update, gain feedback and identify areas for improvement <input type="checkbox"/> Maintaining financial control processes, including preparation and authorisation of purchase orders, review and approval of costs (including supplier invoices and payrolls) <input type="checkbox"/> Maintaining performance reporting and KPIs to monitor progress and enable strategic decision-making <input type="checkbox"/> 		
Customer matters	<ul style="list-style-type: none"> Acknowledging receipt of letters, emails and website queries from customers and reviewing each account to enable us to respond to each query <input type="checkbox"/> 	To discharge our duties as Administrators in respect of customers	To facilitate the realisation of book debts to allow a distribution to creditors
(EESL)	<ul style="list-style-type: none"> Responding to customer queries by letter and email, both in relation to outstanding debts and credit balance refunds <input type="checkbox"/> Responding to customer calls relating to both debts and credit refunds <input type="checkbox"/> Monitoring customer feedback in social media and addressing any issues as appropriate <input type="checkbox"/> Liassing with EESL's dedicated complaints team in addressing customer queries <input type="checkbox"/> Regularly updating the administration website with relevant information for customers as and when necessary <input type="checkbox"/> 		
Operational receipts and payments (EESL)	<ul style="list-style-type: none"> Entering receipts and payments into financial models and accounting system <input type="checkbox"/> Authorising and processing receipts, payments and journals <input type="checkbox"/> 	Ensures proper and secure stewardship of funds	Statutory requirement

Employees and pensions

Communications with employees (EESL/UPBOL)	<ul style="list-style-type: none">• Preparing letters to employees in relation to future redundancies →• Holding regular employee briefings <input type="checkbox"/>• Receiving and following up employee enquiries via telephone, post and email <input type="checkbox"/>• Calculating and paying periodic payroll <input type="checkbox"/>• Deducting and paying over PAYE/NIC to HMRC and other deductions to relevant agencies and third parties <input type="checkbox"/>• Carrying out a cost reconciliation to rechange to UPBOL wages paid out of EESL's funds due to cash flow constraints in UPBOL →• Completing a consultation process in relation to future redundancies →• Dealing with Employment Tribunal Claims in respect of protective awards →• Liaising with external agencies as required <input type="checkbox"/>	To discharge our duties as Administrators in respect of employees	Statutory requirement
Payroll (EESL)			
Redundancy related work (UPBOL)			
Other employee matters (UPBOL) <input type="checkbox"/>	<ul style="list-style-type: none">• Maintaining a small HR function to support operations including legal correspondence, consultancy arrangements and addressing employee enquiries• Dealing with Employment Tribunal Claims in respect of protective awards <input type="checkbox"/>		
Pensions (UPBOL)	<ul style="list-style-type: none">• Calculating contributions and requesting payments to the relevant scheme or policy <input type="checkbox"/>	To discharge our duties as Administrators in respect of pensions	Statutory requirement

Creditors

Creditor enquiries (EESL/UPBOL)	<ul style="list-style-type: none">• Regularly maintaining the administration website and updating it with relevant information for creditors as and when necessary <input type="checkbox"/>• Receiving and following up creditor enquiries via telephone, email and post <input type="checkbox"/>• Reviewing and preparing correspondence to creditors and their representatives <input type="checkbox"/>• Receipting and filing proofs of debt <input type="checkbox"/>	To keep creditors informed of the progress of the Administrations	Statutory requirement
Secured creditors (EESL)	<ul style="list-style-type: none">• Responding to secured creditors' queries <input type="checkbox"/>• Providing ad hoc updates to secured creditors where appropriate <input type="checkbox"/>• Continuing to liaise with solicitors and secured creditors to assess the validity of security <input type="checkbox"/>• Continuing to liaise with solicitors and secured creditors to assess the validity of security <input type="checkbox"/>	To keep secured creditors informed of the progress of the Administrations	Statutory requirement
Preferential claims (UPBOL)	<ul style="list-style-type: none">• Addressing any employee queries following the payment of the preferential dividend →• Dealing with any bounced payments of preferential dividends →	To complete all matters related to the preferential dividend	Statutory requirement
Unsecured claims (EESL/UPBOL)	<ul style="list-style-type: none">• Dealing with proofs of debt for dividend purposes →• Preparing correspondence to potential creditors inviting lodgment of proof of debt →• Receiving proofs of debt and maintaining register →• Adjudicating claims, including requesting further information from claimants →• Preparing correspondence to claimants advising outcome of adjudication and advising of intention to declare dividend →• Advertising intention to declare dividend →• Calculating dividend rate and preparing dividend file →• Preparing correspondence to creditors announcing declaration of dividend →	To ensure proper management of the distribution process To discharge our duty to distribute funds to the Companies' creditors	Financial benefit of paying a dividend to unsecured creditors This is also a statutory requirement

- Preparing and paying distribution →

Providing customer credit balance information to ScottishPower

- Liaising with ScottishPower to provide customer credit balance information for a few remaining accounts ☐

Financial benefit to customers with a credit balance

To discharge our duties as Administrators in respect of the SOLR process

(EESL)

Key stakeholder enquiries

- Responding to any shareholder queries ☐

To discharge our duties as Administrators

Statutory requirement

(EESL/UPBOL)

- Preparing and issuing update reports to shareholder / Director / majority creditor ☐
- Liaising with OPGEM with regards to final billing progress, debt collection activities and customer matters ☐
- Liaising with Citizens Advice Bureau with regards to final billing progress, debt collection activities and customer matters ☐

Investigations

Conducting investigations

- Reviewing company books and records where related to investigatory work ☐

To discharge our duties as Administrators

Statutory requirement

(EESL/UPBOL)

Statutory and compliance

Creditors' committee

- If necessary, establishing a creditors' committee and holding initial meeting →
- Conducting ongoing correspondence and holding meetings with members of the committee if one is formed →

To keep creditors informed of the progress of the Administrations

Statutory requirement

Progress reports and extensions

- Preparing and issuing periodic progress reports to creditors, members and the Registrar of Companies ☐

Meetings / resolutions

- Issuing any notices and associated documentation for seeking any future decisions of creditors as required →

To ensure correct approval is obtained for certain actions

Statutory requirement

Books and records

- Dealing with records in storage, including retrieval of information where necessary →

For safeguarding Company information

Statutory requirement

Conversion to CVL

- Preparing and issuing notice of move to CVL to the Registrar of Companies →
- Setting up internal case systems and files →
- Preparing and issuing all necessary initial letters and notices once the CVL has been registered →

To allow a distribution to be made to unsecured creditors

Statutory requirement

Other statutory and compliance

- Review and allocation of case post as appropriate ☐

To ensure proper management of the Administrations

Statutory requirement

Closure procedures

- Withdrawing undertakings and obtaining clearances from third parties →
- Completing checklists and diary management system →
- Closing down internal systems →

To ensure orderly closure of the case

Statutory requirement

Tax and VAT

Tax	To discharge our tax compliance obligations	Statutory requirement
(EESI/UPBOL)	<ul style="list-style-type: none">• Preparing periodic tax computations and submission of tax returns to HMRC <input type="checkbox"/>• Preparation and submission of corporate interest restriction returns →• Investigating the Withholding Tax (WHT) position regarding previous interest payments to group companies and obtaining clearances from HMRC as appropriate →• Ensuring appropriate tax accounting arrangements are in place under the Senior Accounting Officer regime, including the preparation and submission of the annual notifications and certificates →• Review and publication online of the 2018 group tax strategy →• Preparation of risk assessment and review of "reasonable prevention procedures" to comply with the tax evasion prevention regime →• Liaising with HMRC as necessary <input type="checkbox"/>• Request for corporation tax clearance prior to case closure →	
VAT (EESI/UPBOL)	<ul style="list-style-type: none">• Preparing and submitting periodic VAT returns <input type="checkbox"/>• Dealing with VAT enquiries <input type="checkbox"/>• Liaising with HMRC on general compliance matters <input type="checkbox"/>• Research into technical issues <input type="checkbox"/> <p>EESI only:</p> <ul style="list-style-type: none">• Providing assistance in re-developing the VAT bad debt relief calculation <input type="checkbox"/>• Assisting HMRC with their review of VAT return workings due to the complexity and non-typical method for Bad Debt Relief claims →• Agreeing final meter readings with Scottish Power in order to calculate the figures to include in the CCL reclaim →• Preparing the CCL return and submitting to HMRC →• Preparing and submitting a bad debt relief claim in respect of CCL paid to HMRC for which no corresponding payment has been received from customers →	
CCL (EESI)		

Strategy and planning

Strategy and planning	For the effective management of the Administrations	Financial benefit of minimising the costs of the Administrations
	<ul style="list-style-type: none">• Monitoring the costs of the Administrations <input type="checkbox"/>• Revising estimated outcome statements <input type="checkbox"/>• Issuing periodic bills to cover administration time costs →• Reviewing strategies for the administrations and making adjustments as necessary <input type="checkbox"/>• Conducting periodic case reviews <input type="checkbox"/>• Holding team meetings and discussions regarding status of Administrations <input type="checkbox"/>• Filing of documents in approved systems of record <input type="checkbox"/>• Updating case checklists and diary management systems <input type="checkbox"/>	

Accounting and treasury

Accounting and treasury	Ensures proper and secure stewardship of funds	Statutory requirement
	<ul style="list-style-type: none">• Dealing with non-operational receipts, payments and journals <input type="checkbox"/>• Carrying out bank reconciliations and managing investment of funds <input type="checkbox"/>• Co-responding with bank regarding specific transfers <input type="checkbox"/>• Closing bank accounts →	

Disbursements

We don't need to get approval to draw expenses or disbursements unless they are for shared or allocated services provided by our own firm, including room hire, document storage, photocopying, communication facilities. These types of expenses are called "Category 2" disbursements and they must be directly incurred on the case, subject to a reasonable method of calculation and allocation and approved by the same party who approves our fees.

Our expenses policy allows for all properly incurred expenses to be recharged to the administration and has been approved by the general body of creditors, where required.

The following disbursements arose in the period of this report.

EESL

Category	Policy	Costs incurred (£)
2	Photocopying – At 10 pence per sheet copied, only charged for circulars to creditors and other bulk copying.	87
2	Mileage – At a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	36
1	Other – All other disbursements reimbursed at cost:	
	• Travel and subsistence	14,169
	• Postage	475
	• Bonding and insurance	450
	• Courier	17
	Total	15,234

UPBOL

Category	Policy	Costs incurred (£)
2	Photocopying – At 10 pence per sheet copied, only charged for circulars to creditors and other bulk copying.	9
1	Other – Other disbursements reimbursed at cost:	
	• Bonding and insurance	450
	Total	459

Our relationships

We have no business or personal relationships with the parties who approve our fees or who provide services to the administration where the relationship could give rise to a conflict of interest.

Details of subcontracted work

The following work, which we or our staff would normally do, has been subcontracted out:

Service provided	Name of organisation	Reason selected	Basis of fees
Payroll processing	<ul style="list-style-type: none"> Sage UK Ltd Outsource Services 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Customer services	<ul style="list-style-type: none"> Clanchatton Birmingham Ltd 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Billing services	<ul style="list-style-type: none"> Ensek Ltd Arlington Coney Ltd 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Payment services	<ul style="list-style-type: none"> Allpay Ltd First Data 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Cost per transaction
Technical support	<ul style="list-style-type: none"> Electro Comm Digital Services Limited 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Processing debt collection communications	<ul style="list-style-type: none"> Teleperformance 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Debt collection	<ul style="list-style-type: none"> Wilkin Chapman LLP Clarke Wilmott 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
Investigations work	<ul style="list-style-type: none"> UK Search Ltd 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements
IT support	<ul style="list-style-type: none"> Spring Technology Consult Energy Midnight Analytics Ltd Next Connex Datel Computing Bottom Line Technologies 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Time costs and disbursements Time costs and disbursements Fixed fee Fixed fee Fixed fee Fixed fee
Document production	<ul style="list-style-type: none"> Mitie Group Plc 	<ul style="list-style-type: none"> Regular supplier to Administrators' firm 	<ul style="list-style-type: none"> Fixed fee per sheet printed / copied
Auctioneers	<ul style="list-style-type: none"> John Pye & Sons Ltd 	<ul style="list-style-type: none"> Industry knowledge 	<ul style="list-style-type: none"> Fixed fee

Health and safety consultants	<ul style="list-style-type: none"> • Veritas Consulting 	<ul style="list-style-type: none"> • Industry knowledge 	<ul style="list-style-type: none"> • Fixed fee
Security consultants	<ul style="list-style-type: none"> • Horne Consulting Ltd 	<ul style="list-style-type: none"> • Industry knowledge 	<ul style="list-style-type: none"> • Time costs
Document collection and storage	<ul style="list-style-type: none"> • Iron Mountain Ltd • Simply Shred Ltd 	<ul style="list-style-type: none"> • Industry knowledge 	<ul style="list-style-type: none"> • Fixed fee per box

Legal and other professional firms

We've instructed the following professionals on this case:

Service provided	Name of firm / organisation	Reason selected	Basis of fees
Legal services	<ul style="list-style-type: none"> • Gateley Plc 	<ul style="list-style-type: none"> • Industry knowledge 	<ul style="list-style-type: none"> • Time costs and disbursements
Legal services	<ul style="list-style-type: none"> • Eversheds Sutherland LLP 	<ul style="list-style-type: none"> • Industry knowledge 	<ul style="list-style-type: none"> • Time costs and disbursements
Insurance	<ul style="list-style-type: none"> • AUA Insolvency Risk Services 	<ul style="list-style-type: none"> • Insolvency expertise 	<ul style="list-style-type: none"> • Standard statistical calculations

We require all third party professionals to submit time costs analyses and narrative in support of invoices rendered. We undertake the following steps to review professional firms' costs:

- Review amounts charged against the description of work undertaken and the circumstances of the case;
- Seek further breakdown of costs and detail of work undertaken where necessary; and
- Review invoices against any fee agreements with the suppliers.

We are satisfied that the amounts incurred to date are reasonable in the circumstances of the case.

Appendix D: Pre-administration costs

EESL

The following costs incurred before our appointment with a view to EESL going into administration were approved for payment as an expense of the administration on 9 September 2019 and were paid during the period covered by this report.

Nature of costs	Amount (£)
Fees charged by the administrators	240,156
Expenses incurred by the administrators:	10,921
Total	251,077

UPBOL

The following costs incurred before our appointment with a view to UPBOL going into administration were approved for payment as an expense of the administration on 30 September 2019 but have not yet been paid. We anticipate to pay these expenses in the next six months approximately.

Nature of costs	Amount (£)
Fees charged by the administrators	12,640
Expenses incurred by the administrators:	575
Total	13,215

Appendix E: Other information

EESL

Court details for the administration:	High Court of Justice Business and Property Courts in Birmingham Insolvency & Companies List (ChD) Case 8325 of 2018
Company's registered name:	Extra Energy Supply Limited
Trading name:	Extra Energy
Registered number:	08053154
Registered address:	54 Hagley Road, Birmingham, B16 8PE
Company directors:	Mordechay Ben-Moshe
Company secretary:	Neil Dodds
Shareholdings held by the directors and secretary:	None
Date of the Joint Administrators' appointment:	4 December 2018
Joint Administrators' names, addresses and contact details:	Michael Thomas Denny – 19 Cornwall Street, Birmingham, B3 2DT David Matthew Hammond – 19 Cornwall Street, Birmingham, B3 2DT Ian David Green – 7 More London Riverside, SE1 2RT (4 December 2018 to 19 December 2019)
Appointer's/ applicant's name and address:	Director: Mordechay Ben-Moshe – 54 Hagley Road, Birmingham, B16 8PE
Objective being pursued by the Administrators:	(B) Achieving a better result for the Company's creditors as a whole than would be likely if the Company were wound up (without first being in administration)
Division of the Administrators' responsibilities:	In relation to paragraph 100(2) Sch 1 IA86, during the period for which the administration is in force, any function to be exercised by the persons appointed to act as Administrators may be done by any or all of the persons appointed or any of the persons for the time being holding that office
Regulation (EU) 2015/848 of the European Parliament and the Council of 20 May 2015 on Insolvency Proceedings (recast):	The Regulation applies to this administration and the proceedings are main proceedings

UPBOL

Court details for the administration:	High Court of Justice Business and Property Courts in Birmingham Insolvency & Companies List (ChD) Case 8340 of 2018
Company's registered name:	Utility Professional Business Operations Limited
Trading name:	Extra Energy
Registered number:	08656255
Registered address:	54 Hagley Road, Birmingham, B16 8PE
Company directors:	Mordechay Ben-Moshe
Company secretary:	Neil Dodds
Shareholdings held by the directors and secretary:	None
Date of the Joint Administrators' appointment:	4 December 2018
Joint Administrators' names, addresses and contact details:	Michael Thomas Denny – 19 Cornwall Street, Birmingham, B3 2DT David Matthew Hammond – 19 Cornwall Street, Birmingham, B3 2DT Ian David Green – 7 More London Riverside, SE1 2RT (4 December 2018 to 19 December 2019)
Appointer's/ applicant's name and address:	Director: Mordechay Ben-Moshe – 54 Hagley Road, Birmingham, B16 8PE
Objective being pursued by the Administrators:	(B) Achieving a better result for the Company's creditors as a whole than would be likely if the Company were wound up (without first being in administration)
Division of the Administrators' responsibilities:	In relation to paragraph 100(2) Sch 1 IA86, during the period for which the administration is in force, any function to be exercised by the persons appointed to act as Administrators may be done by any or all of the persons appointed or any of the persons for the time being holding that office
Regulation (EU) 2015/848 of the European Parliament and the Council of 20 May 2015 on Insolvency Proceedings (recast):	The Regulation applies to this administration and the proceedings are main proceedings
