

# AM10

## Notice of administrator's progress report



Companies House

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30/07/2020

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COMPANIES HOUSE

### 1 Company details

Company number 0 8 0 5 3 1 5 4

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 One Chamberlain Square

Street

Post town Birmingham

County/Region

Postcode B 3 3 A X

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 One Chamberlain Square

Street

Post town Birmingham

County/Region

Postcode B 3 3 A X

Country United Kingdom

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

AM10

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**6** Period of progress report

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

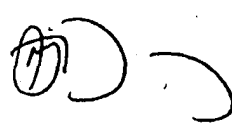
**7** Progress report

☒ I attach a copy of the progress report

**8** Sign and date

Administrator's  
signature

Signature

X 

X

Signature date	d	2	d	6	m	0	m	6	y	2	y	0	y	2	y	0
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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	Helena Perevalova
Company name	PricewaterhouseCoopers LLP
Address	8th floor Central Square, 29 Wellington Street
Post town	Leeds
County/Region	
Postcode	L S 1 4 D L
Country	United Kingdom
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](http://www.gov.uk/companieshouse) or email [enquiries@companieshouse.gov.uk](mailto: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](http://www.gov.uk/companieshouse)

# Joint administrators' progress report from 4 December 2019 to 3 June 2020

**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

26 June 2020

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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](mailto:extra.suppliers@uk.pwc.com)

## **Employees**

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

[extra.employees@uk.pwc.com](mailto: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
<b>Companies</b>	Extra Energy Supply Limited and Utility Professional Business Operations Limited - both in administration
<b>Administrators / Joint Administrators</b>	Michael Thomas Denny, David Matthew Hammond; and Ian David Green from 4 December 2018 until 19 December 2019
<b>EESL</b>	Extra Energy Supply Limited - in administration
<b>UPBOL</b>	Utility Professional Business Operations Limited - in administration
<b>Firm</b>	PricewaterhouseCoopers LLP
<b>IR16</b>	Insolvency (England and Wales) Rules 2016
<b>IA86</b>	Insolvency Act 1986
<b>Sch.B1 IA86</b>	Schedule B1 to the Insolvency Act 1986
<b>SIP</b>	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.
<b>HMRC</b>	HM Revenue & Customs
<b>Prescribed part</b>	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
<b>Secured creditors</b>	Creditors with security in respect of their debt, in accordance with section 248 IA86
<b>Preferential creditors</b>	Claims for unpaid wages earned in the four months before the insolvency up to £800, holiday pay and unpaid pension contributions in certain circumstances
<b>RPS</b>	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
<b>Unsecured creditors</b>	Creditors who are neither secured nor preferential
<b>CCL</b>	Climate Change Levy – a tax on energy delivered to non-domestic users in the United Kingdom
<b>CVL</b>	Creditors' Voluntary Liquidation
<b>DCAs</b>	Debt collection agencies
<b>EEG / secured creditor (first ranking)</b>	Extra Energie GmbH

<b>EEHCL / secured creditor (second ranking)</b>	Extra Energy Holding (Cyprus) Limited
<b>OFGEM</b>	Office of Gas and Electricity Markets
<b>SoLR</b>	Supplier of Last Resort
<b>ROT claims</b>	Claims to retention of title over goods supplied to the Company but not paid for before the Administrators' appointment

*This report has been prepared by Michael Thomas Denny and David Matthew Hammond as Joint Administrators of the Companies, solely to comply with the Joint Administrators' statutory duty to report to creditors under IR16 on the progress of the administrations, and for no other purpose. It is not suitable to be relied upon by any other person, or for any other purpose, or in any other context.*

*This report has not been prepared in contemplation of it being used, and it is not suitable to be used, to inform any investment decision in relation to the debt of or any financial investment in the Companies.*

*Any estimated outcomes for creditors included in this report are illustrative only and cannot be relied upon as guidance as to the actual outcome for creditors.*

*Any persons choosing to rely on this report for any purpose or in any context other than under IR16 do so at their own risk. To the fullest extent permitted by law, the Joint Administrators do not assume any liability in respect of this report to any such person.*

*Please note you should read this report in conjunction with the Joint Administrators' previous reports issued to the Companies' creditors, which can be found at <https://www.pwc.co.uk/extraenergy>. Unless stated otherwise, all amounts in this report and appendices are stated net of VAT.*



# Key messages

## Why we've sent you this report

I'm writing to update you on the progress of the administrations of the Companies in the six months since our last report dated 24 December 2019.

You can still view our earlier reports on our website at <https://www.pwc.co.uk/extraenergy>.

Please get in touch with Helena Perevalova at [helena.perevalova@pwc.com](mailto:helena.perevalova@pwc.com) or telephoning 0113 289 4000 if you need the password to access the reports.

## How much creditors may receive

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.

As stated in our proposals, we've asked for outstanding claims from creditors so that we can agree them in principle. This should help us pay a dividend to creditors promptly once we've decided the most appropriate way to distribute the monies.

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

### **EESL:**

Class of creditor	Current estimate (p in £)	Forecast timing	Previous estimate (p in £)
<b>Secured creditors:</b>			
• EEG	Uncertain	Up to 12 months	Uncertain
• EEHCL	Uncertain	Up to 12 months	Uncertain
<b>Preferential creditors</b>	N/A	N/A	N/A
<b>Unsecured creditors</b>	Up to 12%	18 months +	Up to 12%

### **Secured creditors (EESL)**

It is estimated that EEG and EEHCL are owed £103m and £15m, respectively. However, for the reasons set out below, we think that any security, if valid, will only apply to a combined total of £0.3m of these debts.

The security position remains subject to a review of its validity. At the time of writing, the Administrators have still not received documentation relating to the granting of security from EEG, EEHCL or their advisors, although requests have been made on numerous occasions. We are currently considering the best option for getting access to the required documentation, including whether it would be cost effective to issue legal proceedings.

Our expectation is that the security, if valid, will only apply to new credit provided to EESL after 1 November 2018, the date when the security 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 creditors (EESL)**

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

### **Unsecured creditors (EESL)**

We understand that the principal unsecured creditors are EEG and EEHCL after deduction of any nominal secured debt, OFGEM in respect of industry liabilities and ScottishPower as a potential subrogated creditor.

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, however, 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 from EEG or EEHCL. While we have now received a claim from ScottishPower, we are reviewing it together with the supporting documentation and figures in order to determine whether it may constitute a subrogated claim for the refund of customer credit balances. Creditor claims received to date total £40.8m but the overall quantity of claims which will be admitted for dividend is as yet unknown.
2. Final billing – We have now issued final bills in respect of all accounts, but the overall level of returns remains uncertain given we continue to process some adjustments to issued bills and the associated collections processes remain ongoing.

#### **UPBOL:**

Class of creditor	Current estimate (p in £)	Forecast timing	Previous estimate (p in £)
<b>Secured creditors</b>	N/A	N/A	N/A
<b>Preferential creditors</b>	100 p in £ paid in December 2019	Paid in full in December 2019	100
<b>Unsecured creditors</b>	Up to 10%	Up to 18 Months +	Up to 10%

#### ***Secured creditors (UPBOL)***

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

#### ***Preferential creditors (UPBOL)***

As previously reported, all the Companies' employees were employed by UPBOL, accordingly, the preferential creditors (mainly employees) fell under UPBOL.

Preferential claims mainly related to accrued but not taken or paid holiday in respect of former employees, some of which were paid by the RPS. In December 2019 we declared and paid a dividend of 100 p in £ to employees and the RPS, totalling £111,437.

#### ***Unsecured creditors (UPBOL)***

We anticipate that there will be a small dividend to UPBOL's unsecured creditors based on our current estimates of potential asset realisations, level of creditor claims and costs of the administration. Unsecured creditor claims received to date total £1.9m, but we are yet to receive claims from the largest unsecured creditors.

## **What you need to do**

If you haven't already done so, please send your claim to us so that we can adjudicate on it. 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](mailto: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 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 not owed or is incorrect (in the latter case a proof of debt will be required).

Please note that should you wish to vote in relation to any decision procedure during the administration or any subsequent liquidation or object to a decision sought by deemed consent, you'll need to submit a proof of debt, even if one is not required for dividend purposes.

# Progress since we last reported

A summary of each key area of our work is provided below. More detail can be found in our prior reports, which can be downloaded from <https://www.pwc.co.uk/extraenergy>.

## 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 (amounts billed pre-appointment) totalled c.£69m inclusive of any VAT but net of provisions. Some segments of the ledger were significantly aged, including deceased debtors and insolvent customers. Through collections activity we also became aware of a relatively high level of disputed debt.

In order to bill the amounts which had not been billed at the date of our appointment, as previously reported, we were seeking agreement from EEHCL to the terms of our access to the Companies' billing system. However, in February 2019, EEHCL unilaterally and without notice switched off access to the Companies' billing system, following our unsuccessful attempts to negotiate an acceptable proposal for its continued use.

Using the customer information which we had preserved from back-ups of the Companies' systems, we undertook a lengthy exercise to reconcile customer accounts. In addition, we engaged a third party billing provider to develop and host a new billing system for EESL. This allowed us to start issuing final statements to customers in May 2019 at a materially lower cost than the cost which had been proposed to us by EEHCL.

Since May 2019 a total of c.135k final customer statements have been issued with a total debit value of £32.5m.

We are pleased to report that we have now completed all final billing, with any further work expected to relate to minor adjustments in respect of already issued bills.

## Collections

With the assistance of a team of retained Company staff, we contacted customers to recover outstanding pre-appointment debts as well as debts that were final billed after our appointment as administrators.

This process has involved outbound dialling together with text messages and the issuing of debt letters to c.87k customers.

In the six-month period covered by this report, we have continued to contact customers with outstanding debts to recover the amounts due.

Where customers did not pay as a result of our initial debt collection activities, we have been allocating debts to third party debt collection agencies and/or to solicitors to commence legal action to recover the amounts due.

In the period covered by this report, we collected c.£1.2m. This includes c.£0.1m of historic debt (i.e. billed pre-appointment), with the balance of c.£1.1m relating to amounts billed post-appointment. This equates to a weekly average of c.£47k.

Overall, our debt collection activities since appointment have resulted in c.£15m collections as at 3 June 2020, including c.£4.1m of debts which had already been invoiced prior to our appointment.

There remain unsettled accounts and we are assessing our strategy in relation to these. Options being explored include (but are not limited to) taking legal action to recover the monies, further recovery work by the Administrators to recover the balances due or a sale of the ledger to a third party. We are mindful of the challenges faced by debtors, exacerbated for many by the Covid-19 pandemic, and are keen to engage to agree affordable payment plans where appropriate. We also continue to engage with Ofgem and Citizens Advice Bureau around our approach in this regard and have specifically tailored processes to deal with customer vulnerability issues.

## Customer credit balances

In December 2019 there was a balance of c.13k of former EESL customers with credit balances who had not been billed or received their credit balance. However, since then we have continued to work with ScottishPower to provide the relevant information to enable them to issue refunds to these customers. We are pleased to report that over the last six months we provided Scottish Power with a vast majority of this information, with the final information being provided shortly after this reporting period end but prior to the issue of this report. This has therefore completed the final billing process.

This means that since our appointment we have provided Scottish Power with the details of 77,189 credit balance customers in total, with a total value of these balances of c.£17.6m.

In addition, we have continued regular communications with ScottishPower to agree on other operational and commercial matters.

## Customer communications

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 of EESL's customers 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>

We are pleased to have now provided all customer credit balances to ScottishPower. We anticipate that ScottishPower will complete the refund of balances in the near future. If customers have queries regarding ongoing supply and outstanding credit balances please contact ScottishPower directly.

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 of our dedicated website at <https://www.pwc.co.uk/extraenergy>.

As explained earlier, the reconciliation of customer accounts took several months and was delayed by the removal of access to the pre-appointment billing system. We appreciate that this delay was 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 continued to address customer queries and resolve any complaints with the help of a dedicated customer services team retained from the Companies' staff. In the case of particularly complex disputes, our case team has engaged directly with the customers and the customer services team to bring any disputes to a prompt resolution.

We have continued to process 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 their enquiries.

Regular dialogue is ongoing with other stakeholders such as OFGEM and the Citizens' Advice Bureau regarding our final billing and debt collection activities, as well as the customer experience overall, particularly in relation to vulnerable customers.

## Employees

We paid all arrears of wages and retained a number of company staff upon appointment in order to assist with final billing, debt collection and other administrative matters during the administration period.

Regrettably, it was necessary to make 332 redundancies in the first year of the administration, including 311 upon appointment.

During the period covered by this report, and following a gradual reduction in the level of support required for debt collection and other operational matters, 14 employees were unfortunately given notice of redundancy and one other agreed to work on a part time basis.

In January 2020, the remaining 12 staff relocated to smaller premises but following the Covid-19 pandemic, all staff were requested to work from home on a temporary basis. Of the remaining staff, 4 have been furloughed and 80% of

their pay will be reclaimed under the Government scheme. To reduce costs whilst staff are working from home and/or furloughed, we have advised the landlord and staff that we intend to vacate the new office space. This decision will be reviewed as and when the government updates its advice to employers regarding Covid-19.

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.

Overall over the period of this report, we have continued to communicate with legal advisors, process payroll and associated employee-related payments, and provide support to both retained and former employees.

### **Protective Award claims**

As previously reported, 133 former employees made claims in the Employment Tribunal for various categories of redundancy-related pay, including a Protective Award in relation to consultation prior to redundancy. We reviewed each of the above claims against the claim made by these employees to the RPS and the payment made from the National Insurance Fund to satisfy the solicitor that all former employees had been able to make claims to the RPS and to challenge amounts paid by it.

Following this review, we negotiated terms of a Consent Judgment for a Protective Award to be presented to the Employment Tribunal for consideration. As part of these negotiations, we sought to have all claim elements other than a Protective Award withdrawn.

We continued our dialogue with the former employees who submitted redundancy-related claims to the Employment Tribunal, aiming to agree the withdrawal of all claims other than the Protective Award claims.

Shortly after the end of the period covered by this report, the Consent Judgment for the Protective Award was agreed and its terms confirmed with the Tribunal, and therefore this claim will not proceed to a hearing.

We have agreed a Protective Award of 90 days' pay which will rank as an unsecured claim. All other redundancy-related claims have been withdrawn.

## **Credit cover refunds**

We previously reported that we had completed all credit cover realisations in both Companies. However, during the period covered by this report, we were made aware of a further credit cover balance in respect of the electricity capacity market. As a result, a further refund of £306k was received into EESL's estate, bringing total credit cover recoveries to £881k in EESL and £724k in UPBOL.

## **Pre-appointment cash**

Upon appointment we collected £3.4m cash from the Companies' bank accounts and liaised with 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 that further pre-appointment funds will be released to the Companies, the amount of which is currently unknown but is estimated to be up to £600k.

## **Leasehold property**

We initially operated from three floors in the Companies' pre-appointment leasehold premises at Hagley Road in central Birmingham. We subsequently relocated the remaining members of staff to smaller offices at One Victoria Square, Birmingham and returned the original property to the landlord with effect from 19 December 2019. We have notified the landlord of our surrender of the lease, and they have confirmed that surrender of the lease has been accepted.

## **Business rates**

We recovered £50.8k into EESL from the local authorities relating to business rates prepayments. This is included within "Sundry debts and refunds" at Appendix A. We do not currently anticipate any further rates recoveries.

We have continued to receive a large number of business rates bills relating to the original property occupied until December 2019. Due to the large number of these bills and the different periods covered, we have been conducting an ongoing review and reconciliation exercise to ensure that only those amounts that are an expense of the administration are paid.

## **Fixtures and fittings**

We initially collected £5.1k from the sale of certain office desks and chairs. Upon our relocation to new premises we instructed John Pye to remove the Companies' remaining office equipment and furniture and prepare these for auction. At the time of our last report, we were waiting for the auction to be scheduled. However, on inspection of these assets, John Pye advised that due to the assets' condition the costs of removal would have exceeded the final

realisations, therefore auctioning the items was not cost effective. John Pye has agreed not to charge the administration for the costs of removing and disposing of the items.

## **Indirect taxes**

### **VAT**

As previously explained, we agreed a method with HMRC of submitting VAT returns which would address the misalignment between VAT and insolvency legislation in respect of the time of supply and other technical matters. This method has involved providing HMRC with a breakdown of VAT attributable to the administration and VAT considered to be pre-appointment provable debt, and for HMRC to perform a manual adjustment to refund the latter to the Administrators.

Due to the loss of access to the Companies' billing system, even after agreement of the above method many of the VAT procedures had to be amended and regularly updated to allow meaningful processing of the limited data available.

During the period of this report we have continued to calculate the provable VAT debt elements and report these to HMRC as well as calculating our post-appointment VAT liabilities. We have continued to submit regular VAT returns.

We understand that it has been more difficult than anticipated for HMRC to process the agreed non-standard adjustments in respect of provable VAT debt within their system. Recovering these amounts from HMRC has taken a significant amount of our time in the last six months. There was insufficient communication around the timings and payment amounts from HMRC and we needed to check the status of the repayments regularly with our HMRC contact.

In order to expedite the recovery of funds into the administration estate, we requested that HMRC prioritise the larger repayment returns, soon after which in January and March 2020 we received two refunds totalling £2.38m for a number of submitted VAT return periods, of which £732k represents post-appointment VAT refunds and £1.6m relates to the refund of provable VAT debt.

Repayments were not processed by HMRC in a chronological order and we had to perform significant reconciliations between the amounts received and the VAT periods to which they related.

Further repayments remain due, and following the Covid-19 pandemic HMRC has requested that these are transferred electronically, to which we have agreed. However, no further repayments have been received as at the end of this reporting period and we continue to request updates regularly from HMRC.

In addition, in the period covered by this report HMRC issued a VAT surcharge assessment. We have requested that these amounts are reduced to nil as we believe that the Administrators did not trigger a default and there is therefore no VAT owing for the assessment period in question.

We have now obtained HMRC's agreement to submit EESL's returns on a quarterly basis. These took effect from the period 1 February 2020 to 30 April 2020, after a single two-month transition return for the period from 1 December 2019 to 31 January 2020.

We de-registered UPBOL from VAT with effect from 31 July 2019. We continue to monitor the level of overall payments in UPBOL's administration to assess the appropriate time to submit a VAT 426 return to recover input VAT.

### **CCL**

Similarly to the position with VAT detailed above, technical issues regarding the time of supply are applicable to CCL. We liaised with HMRC to try to agree an approach to exclude provable CCL debts from our payments in the administration. Due to the complexity of the CCL legislation, we understand that our HMRC contact had to reach out to the Environment Taxes team for further advice and analysis.

We have been in correspondence with HMRC throughout the period requesting confirmation that we may apply the same methodology of attributing provable debts as the one agreed in respect of VAT.

We have now received this confirmation from HMRC, stating that CCL in relation to energy supplies made pre-appointment are to be considered a provable debt and therefore not payable by the Administrators. The final CCL return was submitted on 13 May 2020. We anticipate that the return should result in a repayment of c.£616k into the EESL estate. We are currently awaiting HMRC either to approve or to enquire into this return.

Further CCL submissions will be required by the Administrators for future periods because any future payments we receive from customers will require us to make payments to reverse the related bad debt amounts claimed in the final

CCL return. However, these adjustments will be reported separately as post-CCL-deregistration events rather than on CCL returns.

## **Corporation tax**

Following analysis and reconciliation of the Companies' pre-administration management accounts, we drafted and submitted corporation tax returns for the 31 December 2017, 31 December 2018 and 31 December 2019 periods. There was no tax to pay in respect of these periods in either EESL or UPBO. We will continue to submit tax returns while the administration is ongoing.

## **Statement of Affairs**

As previously explained, we liaised with the Companies' sole director on many occasions to obtain a Statement of Affairs for both Companies. We provided several extensions and offered assistance with the preparation of the documents. The Statements of Affairs were never received and we have yet to receive an acceptable explanation for the failure to provide them.

## **Review of security over assets**

On multiple occasions we requested from the director and the relevant counterparties that they provide supporting documentation to substantiate the validity of the security granted by EESL to its connected parties EEG and EEHCL. We have still not received the documentation and are not aware of any reasonable explanation for the failure to provide it.

We are seeking legal assistance to assess our options in this regard.

## **Extension of the administrations**

As previously reported, we applied to Court and were granted an extension of both administrations for 18 months until 4 June 2021 to allow time to complete debt collection, realise any other assets, agree claims in principle and provide assistance to ScottishPower until all customer credit refunds have been processed.

## **Changes of Administrator**

As previously reported, following a change in his role within PwC, Ian David Green, one of the appointed Joint Administrators, was removed as Joint Administrator with effect from 19 December 2019.

He was released from all liability in respect of his conduct as administrator with effect from 16 January 2020.

## **Investigations and actions**

We reviewed conduct matters and fulfilled our other obligations under the Company Directors' Disqualification Act 1986 ("CDDA") and the Statement of Insolvency Practice No 2 ("SIP 2") in respect of the periods prior to and following our appointment, in line with our statutory duties as administrators.

The content of any submissions to the Insolvency Service is confidential and therefore we are unable to provide any further information in that regard.

## **Connected party transactions**

The Statement of Insolvency Practice 13 ("SIP 13") requires us to disclose details regarding any disposal of assets in the administration to a director or other connected party. As at 3 June 2020 there are no such transactions to report.

## **Creditor claims and related issues**

We are continuing to explore ways in which we could establish the validity of EEG's and EEHCL's security over EESL's assets, and liaise with our solicitors in this regard. In addition to quantifying the level of validly secured claims, the outcome of this review should enable us to assess the total level of unsecured claims after any adjustments in respect of EEG's and EEHCL's secured claims.

There is also significant complexity relating to the charges raised by the various industry suppliers to the Companies, their resulting creditor claims, and the interaction of these with the credit cover deposits which the Companies had placed with these suppliers. We are currently taking steps to reconcile this position and it may result in changes to the value of these suppliers' claims, which in turn will affect the overall level of unsecured claims.

In the period covered by this report we received a claim from ScottishPower in respect of the credit balance refunds paid by them to EESL's customers. We are reviewing this claim in order to assess whether it will constitute a subrogated unsecured claim, and will require legal advice in adjudicating this position.

## Our receipts and payments account

We set out in Appendix A an account of our receipts and payments for each of EESL and UPBOL for the period from our appointment on 4 December 2018 to 3 June 2020.

Significant **receipts** in the period covered by this report included:

### EESL

- Refund of provable VAT debt of £1.6m.
- Book debt collections (including amounts billed following our appointment) of £1.4m.
- Cost contribution from ScottishPower of £634k. A commercial agreement was made with ScottishPower for it to contribute to the costs EESL incurred with its billing provider Ensek, as well as the work in quantifying and providing credit balance information to allow ScottishPower to issue refunds to customers.
- Credit cover refund of £306k.

### UPBOL

- Bank interest of £995.

Substantial **payments** during the period included:

### EESL

- Wages and salaries - £460k
- PAYE and NIC contributions - £251k
- Customer services agents' fees and disbursements - £133k
- Rents and service charge - £136k

### UPBOL

- Office holders' post-appointment fees - £269k
- Preferential dividend including PAYE and NIC - £111k

## Our expenses

We set out in Appendix B a statement of the expenses we've incurred to the date covered by this report and an estimate of our future expenses.

The statement excludes any potential tax liabilities that we may need to pay as an administration expense in due course because amounts due will depend on the position at the end of each tax accounting period.

## Our fees

We set out in Appendix C an update on our remuneration which covers our fees, disbursements and other related matters in this case.

## Pre-administration costs

During the previous reporting period, creditors approved the payment of our pre-administration costs as expenses of the administrations. You can find in Appendix D the detail on these costs as provided in our previous communications. The pre-administration costs have now been paid in full in both administrations.

## 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. Further detail on creditors' rights can be found in the guide to administrators' 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](mailto: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 ScottishPower to establish processes and communications for remaining customers who are due a credit refund but have not yet had their credit balance confirmed to them by ScottishPower.

We have now completed the final billing process and retain a small team to deal with any final queries, disputes and/or amendments that may need to be made to customer accounts.

We are continuing to pursue some of the outstanding book debts via a debt recovery process, which may lead to legal action. The timescales to recover these amounts is unknown but may take several months.

As the debt collection draws to a close, we will need to wind down the operations of the business including terminating undertakings granted to suppliers and surrendering the lease to the landlord of the new premises at One Victoria Square, Birmingham.

In addition to this, we will need to complete the following tasks:

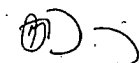
- quantify all VAT provable debt, submit all VAT returns and deregister EESL from VAT;
- submit all post-appointment corporation tax returns and obtain tax clearance;
- complete the review of EEG's and EEHCL's security on EESL's assets;
- quantify the level of dividend to EESL's and UPBOL's unsecured creditors and EESL's secured creditors;
- make a distribution under the Prescribed Part to EESL's unsecured creditors;
- distribute funds to EESL's secured creditors after agreement of the valid amount of EEG's and EEHCL's security; and
- move into CVL in order to make a distribution to EESL's unsecured creditors (over and above the Prescribed Part) and to UPBOL's unsecured creditors.

## Next steps

We are currently considering the best strategy for the future of the administrations, taking into account the amount of work we still need to complete and the cost of various options such as any potential further extensions of the administrations. We'll provide an update on this in our next report.

We expect to send our next report to creditors at the end of the administrations or in about six months, whichever is the sooner. If you have any questions in respect of this update, please get in touch with Nadia Mann at [nadia.mann@pwc.com](mailto:nadia.mann@pwc.com).

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](http://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 December 2019 (£)	4 December 2019 to 3 June 2020 (£)	4 December 2018 to 3 June 2020 (£)
	<b>Floating charge</b>			
	<b>Receipts</b>			
68,779,000	Book debts (*)	13,714,620	1,371,339	15,085,959
	VAT refund	-	1,643,808	1,643,808
4,389,047	Balance at bank	3,347,514	-	3,347,514
	Third party funds (transferred to UPBOL)	58,288	-	58,288
2,038,000	Credit cover refunds (**)	574,718	308,104	880,820
	Sundry debts and refunds	54,455	-	54,455
	Contribution from Scottish Power	558,395	633,801	1,192,196
	Bank interest gross	28,625	8,016	34,641
1,549,000	Fixed assets / fixtures and fittings	5,175	-	5,175
4,124,920	Software / investments	-	-	-
	<b>Total receipts</b>	<b>18,339,786</b>	<b>3,963,067</b>	<b>22,302,853</b>
	<b>Payments</b>			
	Office holders' fees (pre-appointment)	240,156	-	240,156
	Office holders' fees (post-appointment)	1,750,000	-	1,750,000
	Office holders' expenses (pre-appointment)	10,921	-	10,921
	Office holders' expenses (post-appointment)	34,562	-	34,562
	Wages and salaries	1,769,948	460,497	2,230,442
	Customer services agent	1,250,160	132,588	1,382,748
	PAYE/NIC and pension deductions	842,389	251,263	1,093,633
	Rents and service charge	548,685	138,418	685,081
	Billing fees and expenses	1,043,611	20,384	1,063,996
	Debt collection fees	169,374	449	169,823
	Legal fees and expenses	228,838	3,050	229,888
	Third party funds (transferred to UPBOL)	58,288	-	58,288
	Utilities and rates	117,930	4,594	122,524
	Subcontractors' fees	184,888	69,736	254,606
	Telephone	52,804	1,365	54,169
	Network system fees	217,745	51,756	269,504
	<b>Licences and royalties</b>	<b>15,435</b>	<b>-</b>	<b>15,435</b>
	<b>Employee/subcontractor expenses</b>	<b>40,704</b>	<b>14,313</b>	<b>55,018</b>
	<b>Insurance (***)</b>	<b>8,249</b>	<b>31,870</b>	<b>40,120</b>
	<b>Office costs, stationery and postage</b>	<b>21,493</b>	<b>1,980</b>	<b>23,483</b>
	<b>Taxation</b>	<b>6,750</b>	<b>-</b>	<b>6,750</b>
	<b>Direct expenses</b>	<b>23,714</b>	<b>1,383</b>	<b>25,078</b>
	<b>Payroll bureau fees and expenses</b>	<b>6,258</b>	<b>3,391</b>	<b>9,649</b>
	<b>Sundry expenses</b>	<b>3,843</b>	<b>2,109</b>	<b>5,952</b>
	<b>Lease, hire and HP payments</b>	<b>8,123</b>	<b>200</b>	<b>8,323</b>
	<b>Agents' disbursements</b>	<b>-</b>	<b>3,294</b>	<b>3,294</b>
	<b>Overdraft, loans interest, bank charges</b>	<b>703</b>	<b>-</b>	<b>703</b>
	<b>Storage costs not charged as a disbursement</b>	<b>630</b>	<b>540</b>	<b>1,170</b>
	<b>Professional fees</b>	<b>-</b>	<b>1,590</b>	<b>1,590</b>
	<b>Total payments</b>	<b>8,654,138</b>	<b>1,192,761</b>	<b>9,846,899</b>
	<b>Net floating charge realisations</b>	<b>9,685,649</b>	<b>2,770,306</b>	<b>12,455,954</b>
	<b>VAT control account</b>	<b>(1,504,396)</b>	<b>728,253</b>	<b>(776,143)</b>
	<b>Balance held in interest bearing current account</b>	<b>5,381,253</b>	<b>3,496,559</b>	<b>11,677,812</b>

(\*) All book debts are collected into the pre-appointment bank accounts before being periodically swept across into the post-appointment accounts. The total book debt collections at 3 June 2020 per the receipts and payments account above include £4.2m currently held in the pre-appointment bank accounts. At 3 June 2020 a very small amount of collected book debts was held by the DCA's, which will be netted off against agents' commissions, hence are not included within our collections figures.

(\*\*) We don't expect there to be further credit cover refunds as the funds will be retained by the parties holding them to offset their unsecured claims.

(\*\*\*) All insurance costs are paid out of EESL's funds. The costs incurred are allocated between EESL and UPBOL on a 58/42% basis respectively in our expenses statement.

## UPBOL

Company balance sheet at 4 December 2018 (£)		4 December 2018 to 3 December 2019 (£)	4 December 2019 to 3 June 2020 (£)	4 December 2018 to 3 June 2020 (£)
	Uncharged funds			
	<b>Receipts</b>			
3,069,597	Credit cover refunds (*)	724,294	-	724,294
	Bank interest gross	3,489	995	4,484
138,000	Cash in hand	137,333	-	137,333
2,263,800	Intercompany realisations	-	-	-
36,061	Intangible assets	-	-	-
	<b>Total receipts</b>	<b>865,116</b>	<b>995</b>	<b>866,111</b>
	<b>Payments</b>			
	Office holders' fees (pre-appointment)	-	12,640	12,640
	Office holders' fees (post-appointment)	-	268,995	268,995
	Office holders' expenses (pre-appointment)	-	575	575
	Office holders' expenses (post-appointment)	-	972	972
	Office costs	261	813	1,074
	<b>Total payments</b>	<b>261</b>	<b>283,995</b>	<b>284,256</b>
	<b>Net realisations</b>	<b>864,855</b>	<b>(282,999)</b>	<b>581,856</b>
	Preferential creditors (100 p in £)	-	(111,437)	(111,437)
	Less: unchashed dividend cheques	-	172	172
	VAT control account	(52)	(56,774)	(56,827)
	<b>Balance held in interest bearing current account</b>	<b>864,803</b>	<b>(451,039)</b>	<b>413,764</b>

\*In our previous reports we incorrectly referred to the receipts and payments in UPBOL being subject to a floating charge. This has now been corrected as there are no creditors who hold security over UPBOL's assets.

## **General notes to the receipts and payments accounts**

- Amounts shown exclude VAT. Funds currently held may include monies due to HMRC, or exclude monies which will be received in due course from HMRC.
- Included within our payments is £1,688 paid in total in respect of EESL, and £46 paid in the period and in total in respect of UPBOL, in relation to 'Category 2' post-appointment disbursements in accordance with the policy explained in Appendix C. The remaining amounts shown on the R&P's in respect of disbursements relate to Category 1 disbursements.
- In our previous reports we explained what types of work (that would otherwise have been done by us) have been subcontracted out. The amounts paid for subcontracted services during the period were £69,738 and in total are £254,606 and are included in the EESL R&Ps above.
- On 13 December 2020 we paid a dividend to UPBOL's preferential creditors at the rate of 100 pence in the pound.

# Appendix B: Expenses

The following table provides details of our expenses. Expenses are amounts properly payable by us as administrators from the estate. This statement excludes our fees as at the time our initial expenses estimate was prepared the basis of our fees had not been fixed by creditors. Detailed information on our fees can be found at Appendix C. 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 each 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.

Any discrepancies between the amounts "incurred" per the expenses tables below and the "payments" per the receipts and payments accounts in the previous section are due either to costs incurred in the current period which have not yet been paid, or payments made in this period which relate to amounts outstanding at the end of the previous reporting period.

## EESL

Nature of expense	Brought forward from preceding period	Incurred in the period under review	Cumulative	Estimated future	Anticipated total	Initial estimate	Variance
(£)	(£)	(£)	(£)	(£)	(£)	(£)	(£)
Wages and salaries	1,769,946	480,497	2,230,443	572,500	2,802,943	2,889,943	(113,000)
Customer agents' fees and disbursements	1,380,891	25,149	1,386,040	0	1,386,040	1,748,216	382,176
PAYE/NIC and pension deductions	842,389	251,283	1,093,632	225,000	1,318,632	871,309	(447,323)
Rents and service charge	666,746	18,335	685,081	11,250	696,331	726,500	30,169
Sitting fees and expenses	1,043,811	20,384	1,063,985	3,750	1,067,745	929,146	(138,589)
Debt collection fees	169,374	449	169,823	0	169,823	708,335	538,512
Legal fees and expenses	256,004	26,237	282,241	187,500	469,741	280,750	(208,991)
Utilities and rates	120,285	2,239	122,524	0	122,524	128,301	5,777
Subcontractors' fees	189,452	55,154	254,606	58,875	311,481	152,564	(158,917)
Telephone	47,628	8,541	54,169	1,500	55,669	49,373	(6,296)
Network system fees	252,945	18,558	269,503	37,500	307,003	140,430	(166,573)
Employee / subcontractor expenses	40,704	14,385	55,089	2,877	57,966	21,703	(36,263)
Office costs, stationery and postage	21,743	1,740	23,483	100	23,583	23,882	299
Direct expenses	23,714	1,363	25,077	0	25,077	11,670	(13,407)
Licences, trademarks, royalties	15,435	0	15,435	0	15,435	0	(15,435)
Payroll bureau fees and expenses	7,383	2,670	10,053	7,500	17,553	6,989	(10,564)
Sundry expenses / contingency	4,255	1,697	5,952	17,826	23,778	23,778	0
Lease/Hire/HP payments	11,723	(3,400)	8,323	0	8,323	2,975	(5,348)
Overdraft / loans interest / bank charges	703	0	703	2,109	2,812	2,812	0
Storage costs not charged as a disbursement	730	440	1,170	780	1,950	751	(1,199)
Professional fees	750	1,030	1,780	0	1,780	180	(1,600)
Taxation advice	6,750	0	6,750	0	6,750	0	(6,750)
Pre-administration costs	251,078	0	251,078	0	251,078	251,078	0
Insurance	4,785	19,197	23,982	1,579	25,561	9,534	(16,027)
Administrators Category 1 disbursements	35,578	1,321	36,899	1,862	38,761	38,761	0
Administrators Category 2 disbursements	1,688	0	1,688	1,477	3,165	3,165	0
<b>Total expenses excluding our fees</b>	<b>7,156,270</b>	<b>923,249</b>	<b>8,079,519</b>	<b>1,131,985</b>	<b>9,211,504</b>	<b>8,802,125</b>	<b>(409,379)</b>

Our expenses have exceeded 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 and it was necessary to extend the administrations to maintain operations for a longer period. It should be noted that total collections have also exceeded expectations which will offset the additional costs incurred.

In addition we have undertaken additional reconciliations and work for ScottishPower at their request. It was not possible to factor the cost of performing this work into our expenses estimate when this was produced. We have charged Scottish Power for the additional work we have undertaken for them and therefore, although additional expenses have been incurred (both across general expenses and Administrators' fees), we have also made additional recoveries for the benefit of creditors. Recoveries received from this work can be found in our receipts and payments account at Appendix A under "Contribution from Scottish Power" and should be considered in conjunction with the associated reported expenses in this report, when comparing with our initial estimates.

## **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	4,581	8,232	0	8,232	0	(3,651)
Insurance	3,465	12,673	16,138	1,144	17,281	6,927	(10,354)
Office costs, stationery and postage	261	813	1,074	100	1,174	0	(261)
Pre-administration costs	13,215	0	13,215	0	13,215	13,215	0
Administrators' Category 1 disbursements	926	0	926	49	975	975	0
Administrators' Category 2 disbursements	9	38	47	31	78	0	(78)
<b>Total expenses excluding our fees</b>	<b>21,527</b>	<b>18,105</b>	<b>39,632</b>	<b>1,324</b>	<b>40,956</b>	<b>21,117</b>	<b>(14,344)</b>

(\*) The pre-administration costs have now been drawn as an expense of the administration and a breakdown of the amounts paid is included in the UPBOL receipts and payments account in the previous section.

# Appendix C: Remuneration update

## EESL

Our fees were approved on a time costs basis by the general body of creditors on 9 September 2019 based on an fees estimate of £3,419,869.

In the period from 4 December 2019 to 3 June 2020 we have incurred time costs totalling £776,663 (this amount does not necessarily reflect how much we will eventually draw as fees for this period), bringing total time costs from appointment to 3 June 2020 to £3,947,081.

As at 3 June 2020 we have drawn post appointment fees totalling £1,750,000, no fees have been drawn in the current reporting period.

In a prior period we had also drawn £240,156 in relation to our pre-appointment work in line with the approval given. These amounts are included in the receipts and payments account provided earlier in this report.

Our time costs have exceeded 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.

## Our hours and average rates

### 4 December 2019 to 3 June 2020 (EESL)

Work Type Group	Partner (Hrs)	Director (Hrs)	Senior Manager (Hrs)	Manager (Hrs)	Associate / Other (Hrs)	Senior Associate (Hrs)	Total hours (Hrs)	Total Cost (£)	Average Hourly Rate (£ per hr)
Accounting & Treasury			2	20	61	37	119	31,519	264
Assets		53	0	357	1	15	426	180,917	425
Creditors			2	10	9	20	41	12,846	314
Employees & Pensions			10	40		4	53	27,373	513
Investigations			2	9	2	20	31	10,815	344
Statutory & Compliance	1	8	13	44	34	101	200	67,016	336
Strategy & Planning		30		40	10	9	89	38,345	432
Operations		20		338	13	351	722	260,224	361
Tax & VAT		14	56	6	13	140	228	147,610	649
<b>Grand Total</b>	<b>1</b>	<b>125</b>	<b>83</b>	<b>864</b>	<b>141</b>	<b>696</b>	<b>1,909</b>	<b>776,663</b>	<b>407</b>

**Total 4 December 2018 to 3 June 2020 (EESL)**

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	443	124,148	280	238	68,690	289	(205)	(55,458)	9
Assets	2,108	880,395	418	2,312	913,158	395	204	32,763	(23)
Creditors	643	157,328	245	543	177,576	327	(100)	20,248	82
Employees & Pensions	388	161,386	416	229	92,112	403	(159)	(69,274)	(13)
Investigations	114	39,493	347	134	52,398	391	20	12,905	44
Statutory & Compliance	1,262	308,444	244	611	204,054	334	(651)	(104,390)	90
Strategy & Planning	477	192,393	403	494	192,210	389	17	(183)	(14)
Operations	3,724	1,323,039	355	3,112	995,788	320	(612)	(327,251)	(35)
IT Support	632	169,128	268	558	135,824	243	(74)	(33,304)	(25)
Tax & VAT	801	591,326	738	804	588,059	731	3	(3,267)	(7)
<b>Grand Total</b>	<b>10,592</b>	<b>3,947,081</b>	<b>373</b>	<b>9,034</b>	<b>3,419,869</b>	<b>379</b>	<b>(1,558)</b>	<b>(527,212)</b>	<b>6</b>

\*The overall time costs have reduced slightly if a comparison is made to the prior report. This is due to an amendment in charge out rates not previously reflected in the prior periods and the re-allocation of some time relating to UPBOL from the prior periods.

Our time costs have exceeded our initial estimate in respect of certain categories of work. In brief 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 accounting for these in the energy sector
- Assisting with additional support tasks for ScottishPower (for which we have been paid)
- 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 information
- Additional statutory and compliance obligations as a result of the above matters

More detail on the work we have completed to date and work we need to do is summarised from page 27 of this report and provides more context around why the estimate has been exceeded. In the event the Administrators' seek an increase in their fees, additional detail on where we have exceeded the estimates will be provided to creditors.

## **UPBOL**

Our post appointment fees were approved on a time cost basis by the general body of creditors on 30 September 2019, subject to a fee cap based on an initial estimate provided of £297,889.

In the period from 4 December 2019 to 3 June 2020 we have incurred time costs totalling £48,348 (this amount does not necessarily reflect how much we will eventually draw as fees for this period), bringing total time costs from appointment to 3 June 2020 to £300,208. In the current reporting period and since appointment we have drawn a total of £268,995 in fees. In addition in this period we have drawn £12,640 in relation to our pre-appointment work in line with the approval given. These amounts are included in the receipts and payments account provided earlier in this report.

Our time costs have exceed our initial estimate of £297,889. This is because the book debt collection process has taken longer than anticipated and has required that we maintain active operations and a number of employees for a longer period. The lengthier process has also meant that we now anticipate the administration to last until June 2021 (six months longer than our initial estimate of December 2020) and we have obtained an extension to the



administration from the court accordingly to reflect this. We may seek further approval from creditors for additional fees in UPBOL to be drawn in the event that our time costs do exceed our initial estimate.

## Our hours and average rates

4 December 2019 to 3 June 2020 (UPBOL)

Work Type Group	Partner	Director	Senior Manager	Manager	Associate / Other	Senior Associate	Grand Total	Total Cost (£)	Average Hourly Rate (£)
			(Hrs)	(Hrs)	(Hrs)	(Hrs)	(Hrs)		
Accounting & Treasury			0	1	7	2	10	2,511	247
Assets					0	2	3	781	306
Creditors			0	3	3	21	27	7,351	276
Employees & Pensions					1	39	40	9,218	230
Investigations			0			5	5	1,664	314
Statutory & Compliance	1	3	1	5	5	47	61	20,193	330
Strategy & Planning			1	1	4	14	21	6,281	301
Tax & VAT				1	1	0	1	350	292
<b>Grand Total</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>	<b>21</b>	<b>131</b>	<b>168</b>	<b>48,348</b>	<b>288</b>

Total 4 December 2018 to 3 June 2020 (UPBOL)

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	24	5,541	231	39	11,051	285	15	5,510	54
Assets	46.5	10,378	223	41	9,861	240	(6)	(517)	17
Creditors	123.1	32,015	260	122	33,528	275	(1)	1,514	15
Employees & Pensions	399.7	98,848	247	314	90,356	288	(86)	(8,492)	41
Operations	23.8	4,804	202	26	5,307	201	2	503	(1)
Investigations	22.45	6,833	304	13	3,748	297	(9)	(3,085)	(7)
Statutory & Compliance	263.75	93,019	353	210	65,123	309	(54)	(27,896)	(44)
Strategy & Planning	110.8	39,633	358	120	38,457	321	9	(1,176)	(37)
Tax & VAT	16.15	9,138	566	69	40,458	584	53	31,320	18
<b>Grand Total</b>	<b>1030.25</b>	<b>300,208</b>	<b>291</b>	<b>954</b>	<b>297,889</b>	<b>312</b>	<b>(76)</b>	<b>(2,319)</b>	<b>21</b>

\*The overall time costs have increased slightly if a comparison is made to the prior report. This is due to an amendment in charge out rates not previously reflected in the prior periods and the re-allocation of some time relating to UPBOL from the prior periods..

## 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 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 work on these administrations or are likely to work on them in future.

Grade	From 1 July 2019
	Maximum rate per hour Regional / (London) (£)
<b>Partner</b>	690 / (910)
<b>Director</b>	595 / (800)
<b>Senior Manager</b>	515 / (605)
<b>Manager</b>	405 / (525)
<b>Senior Associate</b>	310 / (435)
<b>Associate</b>	210 / (270)
<b>Support Staff</b>	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 current maximum rates per hour.

Grade	From 1 July 2019
	Specialist maximum rate per hour (£)
<b>Partner</b>	1,520
<b>Director</b>	1,395
<b>Senior Manager</b>	1,290
<b>Manager</b>	775
<b>Senior Associate</b>	575
<b>Associate</b>	305
<b>Support Staff</b>	250

In common with many professional firms, our scale rates may rise to cover annual 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 various grades of staff in relation to these administrations. Whilst this is not an exhaustive list, in the following table we provide more detail on the key areas of work:

Area of work	Work undertaken	Why the work was necessary	Financial benefit to creditors OR statutory requirement
<b>Debtors (EESL)</b>	<ul style="list-style-type: none"> <li>• Reviewing and amending customer communications</li> <li>• Issuing final statements</li> <li>• Contacting debtors via outbound dialling, text messages and post</li> <li>• Maintaining an online "self-serve" payment portal for customers</li> <li>• Maintaining IT and telephone solutions</li> <li>• Maintaining a direct debit solution</li> <li>• Ongoing liaison with ScottishPower regarding customer credit balances</li> <li>• Ongoing monitoring of billing, collections and service levels</li> <li>• Regular communication with DCAs</li> <li>• Managing staff with regard to realisations and adherence to industry protocols</li> </ul>	<ul style="list-style-type: none"> <li>• To maximise realisations for creditors</li> </ul>	<ul style="list-style-type: none"> <li>• Realising assets to allow a distribution to creditors</li> </ul>
<b>Credit cover (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Monitoring and keeping record of credit cover realisations</li> </ul>	<ul style="list-style-type: none"> <li>• To maximise realisations for creditors</li> </ul>	<ul style="list-style-type: none"> <li>• Realising assets to allow a distribution to creditors</li> </ul>
<b>Property (EESL)</b>	<ul style="list-style-type: none"> <li>• Reviewing and paying monthly rent invoices</li> <li>• Reviewing and paying business rates</li> <li>• Transferring operations and staff to new premises</li> </ul>	<ul style="list-style-type: none"> <li>• To conduct the operations of the administrations</li> </ul>	<ul style="list-style-type: none"> <li>• No direct financial benefit but necessary for the conduct of the administrations</li> </ul>
<b>Other chattel assets (EESL)</b>	<ul style="list-style-type: none"> <li>• Liaising with auctioneers regarding the sale of fixtures and fittings</li> </ul>	<ul style="list-style-type: none"> <li>• To maximise realisations for creditors</li> </ul>	<ul style="list-style-type: none"> <li>• Realising assets to allow a distribution to creditors</li> </ul>
<b>Insurance (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Corresponding with insurers regarding ongoing insurance requirements</li> </ul>	<ul style="list-style-type: none"> <li>• To safeguard assets</li> </ul>	Statutory requirement
<b>Operations (EESL)</b>	<ul style="list-style-type: none"> <li>• Holding daily operational meetings with senior management team</li> <li>• Regular employee meetings to identify areas for improvement</li> <li>• Authorisation of purchase orders, review and approval of costs</li> <li>• Monitoring KPIs to enable strategic decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• To conduct the operations of the administrations</li> </ul>	To realise assets to enable a distribution to creditors
<b>Customer matters (EESL)</b>	<ul style="list-style-type: none"> <li>• Dealing with customer queries and reviewing each account to enable resolution of issues</li> <li>• Monitoring customer feedback on social media and addressing issues as appropriate</li> <li>• Liaising with EESL's dedicated complaints team to addressing customer queries</li> <li>• Updating the administration website with customer communications as necessary</li> </ul>	To discharge our duties as administrators	To facilitate the realisation of book debts to allow a distribution to creditors
<b>Operational receipts and payments (EESL)</b>	<ul style="list-style-type: none"> <li>• Updating financial models, reporting outcomes and periodic assessment of operational strategy</li> <li>• Entering receipts and payments into financial models and accounting system</li> <li>• Authorising and processing receipts, payments and journals relating to the operations</li> </ul>	For the proper and secure stewardship of funds	Statutory requirement

<b>Employee communications (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Monitoring a dedicated employee email inbox to assist with employee queries</li> <li>Holding regular employee briefings</li> <li>Receiving and following up previous employee enquiries via telephone, post and email</li> <li>Dealing with Employment Tribunal in respect of Protective Award claims</li> </ul>	To discharge our duties in relation to employees	Statutory requirement
<b>Payroll (EESL)</b>	<ul style="list-style-type: none"> <li>Calculating and paying periodic payroll</li> <li>Calculating and paying PAYE/NIC deductions to HMRC and other deductions to relevant agencies and third parties</li> </ul>		
<b>Redundancy related work (UPBOL)</b>	<ul style="list-style-type: none"> <li>Selecting and making further redundancies</li> <li>Arranging consultation process for new redundancies</li> <li>Preparing letters to newly redundant employees advising of their entitlements and options available</li> </ul>		
<b>Pensions (UPBOL)</b>	<ul style="list-style-type: none"> <li>Reviewing pension scheme information and complying with statutory pensions obligations</li> <li>Calculating contributions and requesting payments to the relevant scheme or policy</li> </ul>		
<b>Creditor enquiries (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Dealing with creditor enquiries via telephone, email and post</li> <li>Preparing and issuing correspondence to creditors and their representatives</li> <li>Receipting and filing proofs of debt</li> </ul>	To keep creditors informed of the progress of the administrations	Statutory requirement
<b>Secured creditors (EESL)</b>	<ul style="list-style-type: none"> <li>Continuing to work with solicitors to assess the validity of EEG's and EEHCL's security</li> </ul>		
<b>Preferential claims (UPBOL)</b>	<ul style="list-style-type: none"> <li>Processing bounced dividend payments</li> <li>Liaising with employees in respect of alternative bank details</li> <li>Responding to employee queries following the issue of the preferential dividend</li> </ul>	To ensure receipt of dividend	Financial benefit to preferential creditors and statutory requirement
<b>Unsecured claims (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Receipting proofs of debt and maintaining register</li> <li>Requesting supporting documentation in relation to a number of larger claims</li> </ul>	To account for all unsecured claims	Statutory requirement
<b>Customer credit balances (EESL)</b>	<ul style="list-style-type: none"> <li>Liaising with ScottishPower to provide customer credit balance information in order to assist them with issuing customer refunds</li> <li>Holding regular meetings to review the business strategy in this regard</li> </ul>	To discharge our duties in respect of credit balance customers	Financial benefit to customers
<b>Key stakeholder communications (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Regular contact with OFGEM</li> <li>Liaising with Citizens' Advice Bureau with regards to final billing progress, debt collection activities and customer matters</li> </ul>	<ul style="list-style-type: none"> <li>To discharge our duties as administrators</li> </ul>	<ul style="list-style-type: none"> <li>Statutory requirement</li> </ul>
<b>Investigations (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Liaising with the Department for Business, Energy &amp; Industrial Strategy in respect of our CDDA submission, as necessary</li> </ul>		
<b>Progress reports (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Preparing and issuing our second progress report to creditors, members and the Registrar</li> </ul>	To keep creditors informed of the progress of the administrations	Statutory requirement

<b>Other statutory and compliance (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Responding to Data Subject Access Requests</li> <li>• Reviewing, allocating and filing case post as appropriate</li> </ul>	Obligation under General Data Protection Rules, and for efficient management of the administrations	Statutory requirement
<b>Corporation tax (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing and issuing pre- and post-appointment tax returns</li> <li>• Liaising with HMRC in respect of the above</li> </ul>	To discharge our tax obligations and recover funds where possible	Statutory requirement
<b>VAT (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing and submitting VAT returns</li> <li>• Liaising with HMRC on general compliance matters</li> <li>• Discussions with HMRC regarding complex energy sector VAT matters</li> <li>• Identifying cash relating to previously reported supplies versus further cash payments</li> <li>• Discussions with HMRC regarding pre-appointment provable debt and time of supply</li> <li>• VAT bad debt relief calculations</li> <li>• Assisting HMRC with their review of VAT return workings due to their complexities</li> <li>• Chasing HMRC in relation to refunds</li> </ul>		
<b>CCL (EESL)</b>	<ul style="list-style-type: none"> <li>• Liaising with HMRC to agree an approach to account for environmental taxes</li> <li>• Obtaining information required to calculate the CCL reclaim figures, including final meter readings</li> <li>• Preparing and submitting a final CCL report to HMRC</li> </ul>		
<b>Strategy and planning (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing budgets and monitoring costs</li> <li>• Updating estimated outcome statements</li> <li>• Issuing administration fee bills</li> <li>• Reviewing administration strategy and making adjustments as necessary</li> <li>• Holding team meetings to review status of the administrations</li> <li>• Conducting six monthly case reviews</li> <li>• Filing of documents on approved systems of record</li> <li>• Updating case checklists and diary management system</li> </ul>	<ul style="list-style-type: none"> <li>• For the effective management of the administrations</li> </ul>	<ul style="list-style-type: none"> <li>• Minimising the costs of the administrations</li> </ul>
<b>Accounting and treasury (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Dealing with non-operational receipts, payments and journals</li> <li>• Carrying out bank reconciliations and managing investment of funds</li> <li>• Corresponding with bank regarding specific transfers</li> </ul>	<ul style="list-style-type: none"> <li>• For the proper and secure stewardship of funds</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory requirement</li> </ul>

## Our future work

We still need to do the following work to achieve the purpose of administration:

Area of work	Work undertaken	Why the work was necessary	Financial benefit to creditors OR statutory requirement
<b>Debtors (EESL)</b>	<ul style="list-style-type: none"> <li>Completing any amendments to a small number of complex accounts</li> <li>Instructing DCAs with regards to unpaid debtor collections and monitoring progress</li> <li>Liaising with solicitors with regards to legal actions against non-paying customers</li> </ul>	<ul style="list-style-type: none"> <li>To maximise realisations for creditors</li> </ul>	<ul style="list-style-type: none"> <li>Direct financial benefit to creditors</li> </ul>
<b>Property (EESL)</b>	<ul style="list-style-type: none"> <li>Obtaining agreement to lease surrender from landlord of vacated premises</li> <li>Vacating property occupied since December 2020</li> <li>Surrendering lease in respect of the new premises</li> </ul>	To conduct the operations of the administrations	No direct financial benefit but necessary to enable debt collection
<b>Insurance (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Corresponding with insurers regarding ongoing insurance requirements</li> </ul>	To safeguard assets	Statutory requirement
<b>Other assets (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Submission of an unsecured claim in UPBOL and receipting of any dividend</li> <li>Instructing and liaising with solicitors regarding any recovery actions</li> <li>Holding internal meetings to discuss status of any litigations</li> <li>Attending to negotiations and settlement matters</li> </ul>	To maximise realisations for creditors	Financial benefit to creditors
<b>Operations (EESL)</b>	<ul style="list-style-type: none"> <li>Liaising with suppliers regarding ongoing services during the administration</li> <li>Holding daily operational meetings with senior management team</li> <li>Regular employee meetings to identify areas for improvement</li> <li>Authorisation of purchase orders, review and approval of costs</li> <li>Monitoring KPIs to enable strategic decision-making</li> </ul>	To help conduct the operations in order to realise book debts	Maximising realisations for creditors
<b>Customer matters (EESL)</b>	<ul style="list-style-type: none"> <li>Dealing with customer queries and reviewing each account to enable resolution of issues</li> <li>Monitoring customer feedback on social media and addressing issues as appropriate</li> <li>Liaising with EESL's dedicated complaints team to addressing customer queries</li> <li>Updating the administration website with customer communications as necessary</li> </ul>	To discharge our duties in respect of customers	Collecting funds to allow a distribution to creditors
<b>Operational receipts and payments (EESL)</b>	<ul style="list-style-type: none"> <li>Entering receipts and payments into financial models and accounting system</li> <li>Authorising and processing receipts, payments and journals</li> </ul>	Ensures proper and secure stewardship of funds	Statutory requirement
<b>Employee communications (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Preparing letters to employees in relation to future redundancies</li> <li>Holding regular employee briefings</li> <li>Receiving and following up ex-employee enquiries via telephone, post and email</li> </ul>	To discharge our duties in relation to employees	Statutory requirement
<b>Payroll (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Calculating and paying periodic payroll</li> <li>Calculating and paying over PAYE/NIC to HMRC and other deductions to relevant agencies and third parties</li> <li>Carrying out a cost reconciliation to recharge to UPBOL wages paid out of EESL's funds due to</li> </ul>		

cash flow constraints in UPBOL			
<b>Redundancy related work (UPBOL)</b>	<ul style="list-style-type: none"> <li>Completing consultation process for future redundancies</li> <li>Selecting and making further redundancies</li> <li>Liaising with external agencies as required</li> </ul>		
<b>Pensions (UPBOL)</b>	<ul style="list-style-type: none"> <li>Calculating contributions and requesting payments to the relevant scheme or policy</li> </ul>	To discharge our duties in respect of pensions	Statutory requirement
<b>Creditor enquiries (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Dealing with creditor enquiries via telephone, email and post</li> <li>Preparing and issuing correspondence to creditors and their representatives</li> <li>Receipting and filing proofs of debt</li> </ul>	To keep creditors informed of the progress of the administrations	Statutory requirement
<b>Secured creditors (EESL)</b>	<ul style="list-style-type: none"> <li>Continuing to work with solicitors to assess the validity of security</li> <li>Issuing communications to secured creditors as required</li> <li>Responding to secured creditors' queries as necessary</li> </ul>	To establish correct allocation of dividends	Statutory requirement
<b>Preferential claims (UPBOL)</b>	<ul style="list-style-type: none"> <li>Responding to employee queries in relation to issued preferential dividend</li> </ul>	To keep preferential creditors informed	Statutory requirement
<b>Unsecured claims (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Receipting proofs of debt and maintaining register</li> <li>Preparing correspondence to potential creditors inviting lodgment of proofs of debt</li> <li>Adjudicating claims, including requesting further information from claimants</li> <li>Preparing correspondence to claimants advising outcome of adjudication and advising of intention to declare dividend</li> <li>Advertising intention to declare dividend</li> <li>Calculating dividend rate and preparing dividend file</li> <li>Preparing and paying unsecured dividend</li> </ul>	To discharge our duties in respect of unsecured creditors	Statutory requirement and direct financial benefit to creditors
<b>Customer credit balances (EESL)</b>	<ul style="list-style-type: none"> <li>Liaising with ScottishPower to follow up on any matters relating to the customer credit balances provided</li> </ul>	To discharge our duties in relation to the SoLR process	Financial benefit to customers with a credit balance
<b>Key stakeholder communications (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Liaising with OFGEM</li> <li>Liaising with Citizens Advice Bureau with regards to final billing, debt collection activities and customer matters</li> <li>Preparing and issuing update reports to shareholder / Director / majority creditor</li> <li>Responding to shareholder enquiries as necessary</li> </ul>	<ul style="list-style-type: none"> <li>To discharge our duties as administrators</li> </ul>	<ul style="list-style-type: none"> <li>Statutory requirement</li> </ul>
<b>Creditors' committee (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>If necessary, establishing a creditors' committee and holding meetings</li> <li>Conducting ongoing correspondence with members of the committee if one is formed</li> </ul>	To keep creditors informed of progress	Statutory requirement
<b>Investigations (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>If required, liaising with the Department for Business, Energy &amp; Industrial Strategy in respect of our CDDA submission</li> </ul>	To discharge our duties	Statutory requirement
<b>Progress reports and extensions (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>Preparing and issuing periodic progress reports to creditors, members and the Registrar of Companies</li> <li>If necessary, drafting and submitting a further administration extension application</li> </ul>	To keep creditors informed of progress	Statutory requirement

<b>Meetings (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Issuing any notices and associated documentation for seeking any future decisions of creditors as required</li> </ul>	To ensure proper approval is obtained for certain decisions	Statutory requirement
<b>Books and records (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Dealing with records in storage, including retrieval of information where necessary</li> </ul>	To safeguard company information	Statutory requirement
<b>Conversion to CVL (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing and issuing notice of move to CVL to the Registrar of Companies</li> <li>• Setting up internal case systems and files for the CVL</li> </ul>	To allow a distribution to be made to unsecured creditors	Statutory requirement
<b>Other statutory and compliance (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Responding to any further Data Subject Access Requests</li> <li>• Reviewing, allocating and filing case post as appropriate</li> </ul>	To ensure proper management of the administrations	Statutory requirement
<b>Corporation tax (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing and issuing periodic tax returns</li> <li>• Liaising with HMRC in respect of the above</li> <li>• Preparation and submission of corporate interest restriction returns</li> <li>• Preparation of risk assessment and review of "reasonable prevention procedures" to comply with the tax evasion prevention regime</li> <li>• Request for corporation tax clearance prior to case closure</li> </ul>	To discharge our tax compliance obligations	Statutory requirement
<b>VAT (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Preparing and submitting periodic VAT returns</li> <li>• Dealing with VAT enquiries</li> <li>• Liaising with HMRC on general compliance matters</li> <li>• Assisting HMRC with their review of VAT return workings due to their complexities</li> </ul>		
<b>CCL (EESL)</b>	<ul style="list-style-type: none"> <li>• Liaising with HMRC regarding environmental taxes</li> <li>• Continuing to submit bad debt relief claims or adjustments in respect of CCL</li> </ul>		
<b>Strategy and planning (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Monitoring costs of the administrations</li> <li>• Updating estimated outcome statements</li> <li>• Issuing administration fee bills</li> <li>• Reviewing administration strategy and making adjustments as necessary</li> <li>• Holding team meetings to review status of the administrations</li> <li>• Conducting six monthly case reviews</li> <li>• Filing of documents on approved systems of record</li> <li>• Updating case checklists and diary management system</li> </ul>	<ul style="list-style-type: none"> <li>• For the effective management of the administrations</li> </ul>	<ul style="list-style-type: none"> <li>• Minimising the costs of the administrations to maximise return to creditors</li> </ul>
<b>Accounting and treasury (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Dealing with non-operational receipts, payments and journals</li> <li>• Carrying out bank reconciliations and managing investment of funds</li> <li>• Corresponding with bank regarding specific transfers</li> <li>• Closing bank accounts</li> </ul>	<ul style="list-style-type: none"> <li>• For the proper and secure stewardship of funds</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory requirement</li> </ul>
<b>Closure procedures (EESL/UPBOL)</b>	<ul style="list-style-type: none"> <li>• Withdrawing undertakings and obtaining clearances from third parties</li> <li>• Completing checklists and diary management system</li> <li>• Closing down internal systems</li> </ul>	To ensure orderly closure of the case	Statutory requirement



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## 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	<b>Photocopying</b> – At 10 pence per sheet copied, only charged for circulars to creditors and other bulk copying.	-
2	<b>Mileage</b> – At a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc).	-
1	<b>Analysis</b> of disbursements reimbursed at cost:	
	• Storage	690.29
	• Travel costs	593.75
	• Postage	20.19
	• Courier	16.73
<b>Total</b>		<b>1,320.96</b>

### UPBOL

Category	Policy	Costs incurred £
2	<b>Photocopying</b> – At 10 pence per sheet copied, only charged for circulars to creditors and other bulk copying.	37.62
2	<b>Mileage</b> – At a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc).	-
1	Disbursements reimbursed at cost	-
<b>Total</b>		<b>37.62</b>

## 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 done by subcontractors during the period covered by this report.

Service provided	Name of organisation	Reason selected	Basis of fees
<b>Payroll processing</b>	Sage UK Ltd Outsource Services	Industry knowledge	Time costs and disbursements
<b>Customer services</b>	Clanchatton Birmingham Ltd	Industry knowledge	Time costs and disbursements
<b>Processing debt collection communications</b>	Teleperformance	Industry knowledge	Time costs and disbursements
<b>Document production</b>	Mitie Group Plc	Regular supplier to the Administrators' firm	Fixed fee per sheet printed / copied
<b>Document collection and storage</b>	iron Mountain Ltd Simply Shred Ltd	Industry knowledge	Fixed fee per box

## Legal and other professional firms

We've instructed the following professionals during the period covered by this report:

Service provided	Name of firm or organisation	Reason selected	Basis of fees
<b>Legal services</b>	Gateley Plc Eversheds Sutherland LLP	Industry knowledge	Time costs and disbursements
<b>Insurance</b>	AUA Insolvency Risk Services	Insolvency expertise	Standard statistical calculations
<b>IT support</b>	Consult Energy Next Connex	Industry knowledge	Time costs and disbursements Fixed fee
<b>Technical support</b>	Electro Comm Digital Services Limited	Industry knowledge	Time costs and disbursements
<b>Health and safety consultants</b>	Veritas Consulting	Industry knowledge	Fixed fee
<b>Billing services</b>	Ensek Ltd Arlington Coney Ltd	Industry knowledge	Time costs and disbursements
<b>Payment services</b>	Allpay Ltd First Data	Industry knowledge	Cost per transaction

<b>Debt collection</b>	Wilkin Chapman LLP	Industry knowledge	Time costs and disbursements
	Credit Style		Commission
<b>Investigations work</b>	UK Search Ltd	Industry knowledge	Time costs and disbursements

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 existing 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 paid during the previous period.

Nature of costs	Amount (£)
Fees charged by the Administrators	240,156
Expenses incurred by the Administrators	10,921
<b>Total</b>	<b>251,077</b>

## **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 and were paid in the period covered by this report.

Nature of costs	Amount (£)
Fees charged by the Administrators	12,640
Expenses incurred by the Administrators	575
<b>Total</b>	<b>13,215</b>

# Appendix E: Other information

## EESL

<b>Court details for the administration:</b>	High Court of Justice Business and Property Courts in Birmingham Insolvency & Companies List (ChD) Case 8325 of 2018
<b>Company's registered name:</b>	Extra Energy Supply Limited
<b>Trading name:</b>	Extra Energy
<b>Registered number:</b>	08053154
<b>Registered address:</b>	8th Floor, 1 Victoria Square, Birmingham, B1 1BD
<b>Company directors:</b>	Mordechay Ben-Moshe
<b>Company secretary:</b>	Neil Dodds
<b>Shareholdings held by the directors and secretary:</b>	None
<b>Date of the Joint Administrators' appointment:</b>	4 December 2018
<b>Joint Administrators' names, addresses and contact details:</b>	Michael Thomas Denny –1 Chamberlain Square, Birmingham, B3 3AX  David Matthew Hammond – 1 Chamberlain Square, Birmingham, B3 3AX  Ian David Green – 7 More London Riverside, SE1 2RT (4 December 2018 to 19 December 2019)  Telephone: 0113 289 4000
<b>Appointer's/ applicant's name and address:</b>	Director: Mordechay Ben-Moshe – 54 Hagley Road, Birmingham, B16 8PE
<b>Objective being pursued by the Administrators:</b>	(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)
<b>Division of the Administrators' responsibilities:</b>	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
<b>Regulation (EU) 2015/848 of the European Parliament and the Council of 20 May 2015 on Insolvency Proceedings (recast):</b>	The Regulation applies to this administration and the proceedings are main proceedings

## UPBOL

<b>Court details for the administration:</b>	High Court of Justice Business and Property Courts in Birmingham Insolvency & Companies List (ChD) Case 8340 of 2018
<b>Company's registered name:</b>	Utility Professional Business Operations Limited
<b>Trading name:</b>	Extra Energy
<b>Registered number:</b>	08656255
<b>Registered address:</b>	8th Floor, 1 Victoria Square, Birmingham, B1 1BD
<b>Company directors:</b>	Mordechay Ben-Moshe
<b>Company secretary:</b>	Neil Dodds
<b>Shareholdings held by the directors and secretary:</b>	None
<b>Date of the Joint Administrators' appointment:</b>	4 December 2018
<b>Joint Administrators' names, addresses and contact details:</b>	Michael Thomas Denny – 1 Chamberlain Square, Birmingham, B3 3AX  David Matthew Hammond – 1 Chamberlain Square, Birmingham, B3 3AX  Ian David Green – 7 More London Riverside, SE1 2RT (4 December 2018 to 19 December 2019)  Telephone: 0113 289 4000
<b>Appointer's/ applicant's name and address:</b>	Director: Mordechay Ben-Moshe – 54 Hagley Road, Birmingham, B16 8PE
<b>Objective being pursued by the Administrators:</b>	(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)
<b>Division of the Administrators' responsibilities:</b>	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
<b>Regulation (EU) 2015/848 of the European Parliament and the Council of 20 May 2015 on Insolvency Proceedings (recast):</b>	The Regulation applies to this administration and the proceedings are main proceedings