

Case Study #1

Protecting clients from unreasonable demands.

Our client moved to a new building which had a disconnected meter, owing to an old debt from a previous tenant. The supplier attempted to charge our client for the previous significant debt and then refused to reconnect the meter without a further inflated charge. Through our intervention and industry knowledge, this position was subsequently cancelled by the supplier, with a plan agreed on to reconnect the meter.

At this point, the supplier then demanded a security deposit of £2,500; however, this was subsequently withdrawn, after further intervention from CCS. Later, the supplier levied two further invoices for spurious charges, both of which were cancelled, following CCS challenging their validity.

CCS handled the meter reconnection, liaised with the supplier, distribution network operator, meter operator, client and electrician, to resolve associated problems. Owing to the complexity of the issues and with so many agencies involved, these actions took a considerable amount of CCS manpower resources, spread over several weeks.

No charge was made to the client, who was able to move in, without paying the previous tenant's debt or the inflated out-of-contract rates for meter reconnection demanded by the supplier.

This case study portrays the effectiveness of CCS in dealing with difficult situations, not least in protecting a client against a supplier making five unreasonable financial demands.