

Case Study #3

Dealing with back billing

Our client received a backdated bill for £37,000 from his electricity supplier, with threats to 'disconnect the meter within days'.

CCS investigated and proved that several billing errors had been made. Furthermore, CCS proved issues relating to failures of duty of care and incompetence.

After confronting the supplier with factual evidence about how it had actually created some of the factors giving rise to the debit, the supplier reduced the outstanding amount by £15,000.

Agreement was reached to place our client on a new contract, with a manageable Direct Debit facility – which settled the debt and covered ongoing usage.

This case study shows how critical intervention by CCS helped a business to survive.