

Back billing guidance



A back bill is a 'catch-up' bill sent to customers who haven't previously been charged correctly. It can result in a large or unexpected bill and we understand that this can be frustrating and cause difficulties when you're running a business. We're committed to supporting customers who find themselves in this situation.

Below, we outline our own responsibilities (Section 2) and those of our customers (Section 1) for reducing the likelihood of a back bill occurring.

Section 1 - Customer responsibilities

If you haven't received an invoice, contact us straight away so we can issue one as soon as possible. It would be useful to give us a meter reading at this point.

Obtaining a meter reading

We do our best to take a meter reading at least once a year. However, we can provide accurate invoices regularly if you give us accurate readings, which are then validated through standard industry processes, via email or our website:

Email meterread@drax.com

Online energy.drax.com/submit-a-meter-read

Help us to read your meter by making sure we have access e.g. unlock doors, remove anything that's in the way, and provide enough light.

On moving into the premises

It's your responsibility to find out who your supplier is, or to register with a new supplier. If you don't, whichever company provided electricity for the last occupants will supply your electricity.

You can find out which electricity provider supplies the premises by contacting your regional electricity distributor, or Citizens Advice.

If we're your electricity provider, you must email meterread@drax.com as soon as you've taken over the property. Please give us meter readings for each meter and your correct name and address – it's your responsibility to make sure we know your details.

We'll be happy to talk to you about our contract options. If you don't want Drax to continue supplying your electricity, please register with another supplier straight away. If you don't agree a contract with us or switch to a new supplier, we'll charge you our deemed rates. These are higher than our within contract rates, and you could get a better deal with a contract. You can find our deemed rates on our [website](#). If you choose another electricity provider, we'll charge you deemed rates for any electricity you use until you transfer to them.

If we know that the previous tenant has left the property, we'll send mail to the site address in the absence of a valid forwarding address. If we don't know the new tenant's details, we'll address this mail to the occupier, so please open all mail addressed this way. If you keep getting utility bills addressed to the previous tenant, please email contactteam@drax.com.

You'll also need to establish how many meters supply your new property. These may not always be on your premises. Once you know, make a note of each Meter Serial Number (MSN) - there should be one on every meter - and please email contactteam@drax.com all the details to make sure our records match. If you have an electricity bill for the premises, this should show the MSN(s) and 13-digit supply number(s).

When moving out of the premises

When you move out, email contactteam@drax.com to let us know straight away, and give us meter readings for all your meters. If we have your meter readings, we can make sure you're only billed for the electricity you've used. You're responsible for the electricity used at the property until you tell us that you're no longer responsible for it. This still applies even if you left the property before you let us know.

Invoice queries, disputes and difficulty paying

If you think we're charging you incorrectly, or that you're paying the wrong amount, please email contactteam@drax.com straight away. We can help you understand your charges and try to resolve any issues. And as long as we're made aware of problems early, we can stop debt building up on your account.

If you're disputing your bill, please keep paying the usual undisputed amount every month while we look into the issue. This will help avoid debt building up on the account. Please note that if your dispute is resolved, you'll need to pay the disputed bill within seven working days.

If you receive a large invoice and think you may have difficulty paying, you should email contactteam@drax.com straight away as we may be able to agree a payment arrangement.

Sometimes we get things wrong. If you think we've made a mistake, please email contactteam@drax.com as soon as possible so we can resolve the issue.

Section 2 - Drax responsibilities

We're responsible for invoicing you for electricity consumption and try to do so regularly.

Reading your meter

As mentioned, we'll do our best to read your meter at least once a year. Meter reads can help us keep your bills accurate and to resolve any issues. We can use your meter reads in your invoices as long as they're validated through standard industry processes.

Billing

We'll take action as soon as we become aware of any problems with your account, and get in touch before we issue a back bill.

The Limitations Act allows us to issue a back bill up to six years after the event. Under our licence conditions, from 1 November 2018, we limit back billing of microbusiness customers to 12 months. This is unless the customer has been obstructive or shown unreasonable behaviour.

If you're going to find it difficult to pay a back bill, please email contactteam@drax.com straight away. We may be able to agree a payment arrangement. We can also give you details about where to get independent advice and support.

While we're trying to resolve your issues, we'll consider your circumstances as well as the facts. These can include the age of the bill, the length of the contract, your payment history and events that led to a back bill.

We'll take all reasonable steps to resolve any issues you have with a back bill. However, if you aren't satisfied with our actions, you can raise a complaint. You can find out about our complaints process on our [website](#).

Drax will routinely review the number of back bills issued, and the reasons why invoices were delayed.

Continuous improvement

We'll feed corrective action, as required, into our business change programme. We'll also resolve issues preventing the timely issuing of invoices.

We'll make sure that we have a clear and detailed understanding of how we invoice, and take a proactive approach to working with customers.

From time to time, Drax will review this guidance and assess whether our Customer Service Advisors (and other relevant colleagues) are following the correct processes.

