

Back billing guidance

Back billing guidance

Haven Power recognises that delayed invoices are frustrating for the customer, and may result in difficulties with payment. This guidance outlines Haven Power's and our customers' responsibilities to help prevent circumstances that could result in a back bill being issued. A back bill occurs where a customer has not been invoiced for electricity used and is subsequently invoiced at a later date.

Section 1 - Customer responsibilities

If you have not received an invoice from us, you should contact us straight away so that we can issue an invoice to you as soon as possible. It would be useful to provide a meter reading at this point.

Obtaining a meter read

We are obliged to take all reasonable steps to obtain a meter read at least once a year however, if you provide us with accurate meter readings over the phone, by email or post you will help us to provide accurate invoices on a regular basis.

You should help us to read your meter by ensuring that we can access your meters to take meter readings. This will also help us to ensure we send you accurate invoices.

On moving into the premises

It is your responsibility to take steps to find out who your supplier is or to register with a new supplier. If you have not registered with an electricity supplier, you are deemed to have an energy contract with the supplier that was previously supplying your property.

Establish how many meters record the amount of electricity supplied to your premises. These may not always be on your premises. Once you have established this, make a note of the Meter Serial Number (MSN) which should be located somewhere on your meter. If you have an electricity bill for the premises, this should show the MSN and 13 digit supply number.

Establish which electricity provider supplies the premises. You can do this by contacting your regional electricity distributor or Citizens Advice Consumer service.

If the electricity provider is Haven Power Ltd you must contact us straight away or as soon as possible to tell us that you have taken over the property. You must provide us with meter readings for each meter and make sure we have your correct name and address - it is your responsibility to ensure that we know your details.

We will be happy to talk to you about the contract options we offer. If you do not wish Haven Power to continue to supply your premises with electricity you should register with another provider straight away. If you decide not to agree a contract with us we will place you on a deemed contract. Deemed contract rates are higher than contracted rates and details of these can be found on our website. If you choose to move to another electricity provider, we will charge you deemed contract rates for electricity consumed until your electricity supply transfers to another electricity provider.

If we know that the previous tenant has left the property, we will send mail to the business site address in the absence of a valid forwarding address. If we don't know the new tenant details we will address this mail to the occupier. You should open all mail addressed to the

occupier. If you continue to receive utility bills addressed to the previous tenant you should inform us straight away.

When moving out of the Premises

When you move out of premises you must notify us straight away and provide us with meter readings for all of your meters – This will help to ensure that you are only billed for the energy you have used. You will be responsible for the electricity consumed at the property until the date you notify us that you are no longer responsible for the supply even if you left the property prior to the date you notified us.

Invoice queries, disputes and difficulty paying

If you think we are charging you incorrectly, you should contact us as soon as possible. If you don't think you are paying the correct amount, you should contact us straight away so we can help you to understand your electricity consumption and charges. If we are made aware of problems early it will avoid building up debt on your accounts.

If you dispute your invoices you should contact us straight away so that we can try to resolve any issues. In any case you should keep paying for the undisputed amount of energy you use. This could prevent a large debt building up on your account whilst we try to resolve the issue. Our terms and conditions require you to pay any disputed amount within 7 working days of the dispute being resolved.

If you receive a large invoice and think you may have difficulty paying, you should call us straight away as we may be able to agree a suitable payment arrangement with you.

Sometimes we get things wrong. If you think we have made a mistake, you should contact us as soon as possible so that we have the chance to resolve the issue.

Section 2 - Haven Power responsibilities

Haven Power has a responsibility to invoice you for electricity consumption. We will endeavour to do this regularly, but there may be occasions where your invoice is delayed.

Reading your meter

We will take reasonable steps to ensure we obtain meter reads regularly, in any case at least once a year.

Your Customer Service Advisor will accept your meter readings over the telephone, by email and by post. They will help you to understand your invoices and resolve any queries or issues that you may have.

When you provide us with meter readings we will ensure that they are utilised for invoicing you, providing that they have been validated by industry Data Collectors.

Billing

We will take actions as soon as we become aware of any problems with your accounts, including, where appropriate and possible, contacting you prior to issuing a back bill.

If you receive a back bill and think you may have difficulty paying, you should call us straight away as we may be able to agree a suitable payment arrangement with you or provide details on where you can get independent advice and support.

Whilst we are trying to resolve your issues we will consider your circumstances as well as the facts, such as the age of the bill, the length of the contract, your payment history and the circumstances that resulted in us sending you a back bill.

We will take all reasonable steps to resolve any issues you have with a back bill, however if you are not satisfied with the actions we have taken you can raise a complaint. Details of our complaints process can be found on our website.

The Limitations Act allows a back bill to be issued up to 6 years after the event. Under our licence conditions, from 1st November 2018 we will limit back billing of Microbusiness customers to 12 months unless the customer has been obstructive or shown manifestly unreasonable behaviour.

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

Continuous Improvement

We will feed corrective action, as required, into our business change programme and resolve issues preventing timely issuing of invoices.

We will ensure our Customer Service Advisors have a clear and detailed understanding of our invoicing procedures, and take a positive and proactive approach to working with customers.

Haven Power will from time to time review this policy and take into account whether the guidance for customers and us set out above has been adhered to.