

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA290620-6126

4 August 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 29 June 2020. Your request has been considered under the Freedom of Information Act 2000. I am sorry for the late response.

You requested:

Could you send to me all of the emails that have been exchanged between Ecotricity and GLA staff/appointees over the last four years?

How many times have Ecotricity met with people who work at the GLA? Who did they meet and on what date?

Our response to your request is as follows:

We have not located any records of meetings.

Please find attached the emails that we hold within the scope of your request.

We have made some minor redactions:

Two of the documents contain detailed unit pricing information which has been redacted. Bank account details have also been redacted. This information being withheld under section 43 (2) (Commercial interests) of the FOIA.

Section 43(2) provides that information can be withheld from release if its release would, or would be likely to, prejudice the commercial interests of any person.

A commercial interest relates to a person's ability to participate competitively in a commercial activity and in this instance, the information is commercially sensitive to Ecotricity because the release of the pricing details would harm their interests by giving competitors an advantage and the release of bank account details would increase the risk of someone being able to fraudulently access the accounts. The GLA recognises the legitimate public interest in the release of information relating to the use of public money – noting that the total amounts spent have not been redacted, which addresses this interest. The right to know must be balanced against the need to responsibly handle financial information and protect the commercial

interests of the company. In balancing the public interest in disclosure, we consider this lies in maintaining the exemption.

We have also redacted personal details which are exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information would identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA290620-6126.

Yours sincerely


Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

[REDACTED]

From: [REDACTED]@ecotricity.co.uk>
Sent: 06 September 2017 11:32
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Business quote request
Attachments: Greater London Authority 1 year 060917.pdf; Greater London Authority 2 year.pdf; 2016 08 15 Business_HH T&Cs FIXEDTERM.pdf

Hello [REDACTED]

I have now received a one and two year offer for your Half Hourly supply. Please see the attached documents for your perusal. If you wish to accept either offer I require the signed document scanned back to me by 4pm on Thursday 7th September, if this deadline cannot be met, not to worry I can obtain refreshes upon request

The offer is for 100% green electricity

If you have any questions or queries please do not hesitate to contact me
All the very best
[REDACTED]

[REDACTED]
Business Sales Account Manager

Telephone: [REDACTED]
Main: 0845 6001994
Email: [REDACTED]@ecotricity.co.uk
Twitter: <http://www.twitter.com/ecotricity>
Facebook: <http://www.facebook.com/ecotricity>
Website: www.ecotricity.co.uk

ecotricity

 Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX
Registered in England and Wales Office: Company No. 3521776

From: [REDACTED]@london.gov.uk]
Sent: 01 September 2017 14:34
To: [REDACTED]@ecotricity.co.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: FW: Business quote request

Hello [REDACTED]

We have two MPAN numbers relating to City Hall meter.

Please find attached half hourly readings for the two relevant MPAN numbers at City Hall. Not sure if you also require KVA information so have added details below if that helps?

Availability charge @ [REDACTED] per kva – Units 1400.00 – Cost £ [REDACTED]
Reactive power charges inclusive – 38,298.45 [REDACTED] per kvarh – Cost £ [REDACTED]

Please ensure you cc [REDACTED] on all correspondence as I will be on annual leave from Thursday 7th to Friday 22nd September 2017.

Kind regards,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) | www.london.gov.uk

From: [REDACTED] [@ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)

Sent: 23 August 2017 10:13

To: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: RE: Business quote request

Thank you [REDACTED]

This is perfect. Your supply is a Half Hourly meter therefore I need to ask you one more favour, our traders will need to build a quote on the pattern of your usage for them to do this I need you to please provide us with the last 12 months worth of Half Hourly data for this meter, this is available from the existing supplier in a spread sheet format that will look like the example attached

Once again many thanks in advance, I look forward to hearing from you soon

[REDACTED]

[REDACTED]
Business Sales Account Manager

Telephone: [REDACTED]

Main: 0845 6001 994

Email: [REDACTED] [@ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)

Twitter: <http://www.twitter.com/ecotricity>

Facebook: <http://www.facebook.com/ecotricity>

Website: www.ecotricity.co.uk

ecotricity



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX
Registered in England and Wales Office: Company No. 3521776

From: [REDACTED]@london.gov.uk]
Sent: 23 August 2017 09:52
To: [REDACTED]@ecotricity.co.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: RE: Business quote request

Hi [REDACTED]

Many thanks for coming back to me and please see responses in red below. We are only looking to switch City Hall electricity supply at this stage so gas quote is not required

Look forward to hearing from you.

Regards,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: [REDACTED]@ecotricity.co.uk]
Sent: 23 August 2017 09:29
To: [REDACTED]@london.gov.uk>
Subject: RE: Business quote request

Good morning [REDACTED]

Thank you for the below enquiry and your interest in working with Ecotricity for **100% Green Electricity**. To ensure we are quoting for the correct supply an accurately for your individual requirements could I ask you to please provide me with the following detail;

- The supply numbers (MPAN's) for any electricity supply, this is a 13 digit number normally found on bills in a grid format. If this is not readily available I can use the meter serial number from the front of the meter itself
MPAN 1200050846779
- The meter point reference number (MPRN) for any gas supply, again found on bills OR the meter serial number
Not required at this time
- An estimate of the annual consumption on each supply
3m kwh
- The date that your current contract ends
Not applicable

If you have any questions or queries about the above please do not hesitate to contact me. I look forward to hearing from you soon


All the best

[REDACTED]

[REDACTED]
Business Sales Account Manager

Telephone: [REDACTED]
Main: 0845 6001 994
Email: [REDACTED]@ecotricity.co.uk
Twitter: <http://www.twitter.com/ecotricity>
Facebook: <http://www.facebook.com/ecotricity>
Website: www.ecotricity.co.uk



 Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX
Registered in England and Wales Office: Company No. 3521776

From: business.sales@ecotricity.co.uk [<mailto:business.sales@ecotricity.co.uk>]
Sent: 23 August 2017 09:17
To: Business Sales <Business.Sales@ecotricity.co.uk>
Subject: Business quote request

Title:
Mr

First name:

[REDACTED]

Last name:

[REDACTED]

E-mail address:

[REDACTED]@[london.gov.uk](mailto:[REDACTED]@london.gov.uk)

Contact phone number:

020798 [REDACTED]

Company name:

Greater London Authority

First line of address:

City Hall

Company postcode:

SE1 2AA

Tell us about your meter(s):

I have one meter

How did you hear about us?:

Policy advisor

Supply number:

I authorise you to get my supply number

MPAN:

Postcode of property you want a quote for :

How many meters do you have? :

Comments:

I work for the Facilities Management team at City Hall, Mayor of London and am enquiring with regard to tariff costs and commitment details from suppliers who can offer electricity from 100% renewable energy. A key consideration for us is impact to London Tax Payers and we are therefore keen to source a supplier offering value for money tariff, terms and conditions. Would you please forward details of your tariffs and would mention that I obtained your details via Julie's Bicycle. I look forward to receiving information for our consideration.

■

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

#LondonIsOpen

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see <https://www.london.gov.uk/about-us/email-notice/>

#LondonIsOpen

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see <https://www.london.gov.uk/about-us/email-notice/>

AGREEMENT FOR THE SUPPLY OF ELECTRICITY

BETWEEN:

- (1) **THE RENEWABLE ENERGY COMPANY LIMITED** registered number 3043412, whose registered office is at Unicorn House, Russell Street, Stroud, Gloucestershire GL5 3AX ("**REC**"); and
- (2) Greater London Authority registered number whose registered office is at
;

WHEREBY IT IS AGREED as follows:

1. **SUPPLY:** REC agrees to provide the Supply at each Exit Point subject to the conditions contained in and on the terms of this Deed. The meters to be supplied are listed as shown in Schedule 1.
2. **COMMENCEMENT DATE:** the supply shall commence on **21 09 2017** for sites listed in Schedule 1.
3. **TERM:** the supply shall be for a term commencing on the Effective Date and terminating on **30 09 2018** (Expiry date").
4. **BILLING AND PAYMENT:** accounts shall be submitted monthly and payment shall be made 14 days from the date of invoice by Direct Debit.
5. **TARIFF AND CHARGES:** as specified in Schedule 1.
6. **CUSTOMERS PREMISES:** those premises at which each Exit Point is situated as set out in Schedule 1.
7. **LIABILITY LIMIT:** as defined in the Conditions of Supply
8. **REGULATORY CHANGES:** Subject to the provisions of Part 1 of the attached Schedule and only in the event that, as a result of a change in legislation, or a direction or decision of a competent authority, REC is obliged to alter or reasonably requires an alteration to any of the components comprising the Charges, or in the method of calculation of or in the manner of charging such components or charges, whether such alteration results in an increase, reduction, replacement with an alternative charge or alternative method of calculation or charging or otherwise, REC shall be entitled to make such alteration to the Charges or method of calculation or charging as it may reasonably require, such alteration to come into effect from the date of application of such charging.
9. **NOTICES:** Notices to any party to this Deed shall be addressed to that party's registered office.

EXECUTED AS A DEED by the parties on the _____ of **2017**

EXECUTED (but not delivered until the date hereof) AS A DEED by REC acting by Signature of Director: Name of Director: Signature of Witness Name of Witness))
EXECUTED (but not delivered until the date hereof) AS A DEED by the CUSTOMER acting by Signature of Director: Name of Director: Signature of Director/Secretary Name of Director/Secretary))

SCHEDULE 1 – HH supply points

Charges

The Charges detailed below include the following:

- Base Load Energy
- Risk to cover Peak consumption
- Feed-In Tariff Scheme
- Contracts for difference
- Capacity Market supplier Charge
- Balancing Services Use of System Charge
- Renewable Obligation
- Renewable Energy Guarantee of Origin
- Triad
- Higher Distribution Cost Levy
- Distribution losses
- Transmission Loss
- Climate Change Levy – unless customer is exempt
- Distribution Use of System
- Energy Intensive Industry Exemption

Site/Premises	Supply Number/Exit Point	Day Unit Rates in pence/kWh	Night Unit Rates in pence/kWh	DSC p/per day
GREATER LONDON AUTHORITY CITY HALL; 110 THE QUEENS WALK	1200050846779	■	■	■

Industry Costs not Included – to be passed through to client

- Meter Operating Costs Between the customer and their chosen MOP
- Availability Charges
- Data Service / Settlement Charges
- Reactive Power Charges (If Applicable)
- Fossil Fuel Levy & any other taxes or levies which may be introduced in the future*
- VAT

AGREEMENT FOR THE SUPPLY OF ELECTRICITY

BETWEEN:

- (1) **THE RENEWABLE ENERGY COMPANY LIMITED** registered number 3043412, whose registered office is at Unicorn House, Russell Street, Stroud, Gloucestershire GL5 3AX ("**REC**"); and
- (2) Greater London Authority registered number whose registered office is at
;

WHEREBY IT IS AGREED as follows:

1. **SUPPLY:** REC agrees to provide the Supply at each Exit Point subject to the conditions contained in and on the terms of this Deed. The meters to be supplied are listed as shown in Schedule 1.
2. **COMMENCEMENT DATE:** the supply shall commence on **15 09 2017** for sites listed in Schedule 1.
3. **TERM:** the supply shall be for a term commencing on the Effective Date and terminating on **30 09 2019** (Expiry date").
4. **BILLING AND PAYMENT:** accounts shall be submitted monthly and payment shall be made 14 days from the date of invoice by Direct Debit.
5. **TARIFF AND CHARGES:** as specified in Schedule 1.
6. **CUSTOMERS PREMISES:** those premises at which each Exit Point is situated as set out in Schedule 1.
7. **LIABILITY LIMIT:** as defined in the Conditions of Supply
8. **REGULATORY CHANGES:** Subject to the provisions of Part 1 of the attached Schedule and only in the event that, as a result of a change in legislation, or a direction or decision of a competent authority, REC is obliged to alter or reasonably requires an alteration to any of the components comprising the Charges, or in the method of calculation of or in the manner of charging such components or charges, whether such alteration results in an increase, reduction, replacement with an alternative charge or alternative method of calculation or charging or otherwise, REC shall be entitled to make such alteration to the Charges or method of calculation or charging as it may reasonably require, such alteration to come into effect from the date of application of such charging.
9. **NOTICES:** Notices to any party to this Deed shall be addressed to that party's registered office.

EXECUTED AS A DEED by the parties on the _____ of **2017**

EXECUTED (but not delivered until the date hereof) AS A DEED by REC acting by Signature of Director: Name of Director: Signature of Witness Name of Witness))
EXECUTED (but not delivered until the date hereof) AS A DEED by the CUSTOMER acting by Signature of Director: Name of Director: Signature of Director/Secretary Name of Director/Secretary))

SCHEDULE 1 – HH supply points

Charges

The Charges detailed below include the following:

- Base Load Energy
- Risk to cover Peak consumption
- Feed-In Tariff Scheme
- Contracts for difference
- Capacity Market supplier Charge
- Balancing Services Use of System Charge
- Renewable Obligation
- Renewable Energy Guarantee of Origin
- Triad
- Higher Distribution Cost Levy
- Distribution losses
- Transmission Loss
- Climate Change Levy – unless customer is exempt
- Distribution Use of System
- Energy Intensive Industry Exemption

Site/Premises	Supply Number/Exit Point	Day Unit Rates in pence/kWh	Night Unit Rates in pence/kWh	DSC p/per day
GREATER LONDON AUTHORITY CITY HALL; 110 THE QUEENS WALK	1200050846779	■■■■■	■■■■■	■■■■■

Industry Costs not Included – to be passed through to client

- Meter Operating Costs Between the customer and their chosen MOP
- Availability Charges
- Data Service / Settlement Charges
- Reactive Power Charges (If Applicable)
- Fossil Fuel Levy & any other taxes or levies which may be introduced in the future*
- VAT

Terms and Conditions of Supply for Half Hourly Metered Electricity (and Gas) Customers on a Fixed Term

August 2016

ecotricity

Terms And Conditions Of Supply

Certain words in these terms and conditions have initial capitals. This is because we have given these words specific meanings. A list of these words and their meanings can be found at the end.

1. The Term.

- 1.1. These terms and conditions, together with the Term Sheet, create a legally binding Agreement (the 'Agreement') between you, our Customer, and us, The Renewable Energy Company Limited (trading as 'Ecotricity').
- 1.2. This Agreement will commence on the date we accept your signed Term Sheet and terminate at the end of the Fixed Term. You acknowledge that, unless we agree with your otherwise or either party terminates this Agreement under clause 14, you have committed to receive the Supply from us until the end of the Fixed Term.
- 1.3. Ecotricity's obligation to Supply you shall end on the expiry of the Fixed Term unless you have agreed to renew your agreement with us under clause 7. If you do not renew your Agreement with us before the end of the Fixed Term we will continue to charge you for the Supply in accordance with clause 7.2

2. Connection Conditions

- 2.1. Our obligation to provide the Supply is conditional upon the following conditions being met and maintained during the Term:
 - 2.1.1. In relation to your electricity supply, there being a Connection Agreement in place;
 - 2.1.2. where we require you to contract directly with the relevant Agent, or where you have asked to and we have consented to you doing so; there being a Meter Operator Agreement, a Data Aggregator Agreement and/or a Data Collector Agreement in place;
 - 2.1.3. there being an installed and operational meter for each Supply Point at the Site;
 - 2.1.4. Ecotricity has been Registered as your Supplier; and
 - 2.1.5. where we have asked you to under clause 4; you have paid a Security Deposit.
- 2.2. By entering into this Agreement you confirm you are the owner or occupier of the Site (or will be on the date that you want your Supply to start) and:
 - 2.2.1. if you are a sole trader in England and Wales you are aged 18 or over, or if you are sole trader in Scotland you are aged 16 or over; or
 - 2.2.2. if you are entering into this Agreement on behalf of a partnership or other unincorporated organisation, you agree that you and your partners, or fellow officers, will be jointly and severally liable under this Agreement; or

2.2.3. the customer is a limited company, limited partnership or other incorporated organisation, and you have authority to act on its behalf.

- 2.3. You warrant and undertake to us that the Site is used solely for business purposes and that you will notify us within seven days if the Site is to be used for completely or mainly domestic purposes. If this happens you will be deemed to have contracted with us on our Terms and Conditions for Domestic Energy Supply.

3. Supply

Your Supply Start Date

- 3.1. Where the Site has not previously been supplied by Ecotricity, your electricity supply and/or your gas supply will usually start on the Supply Start Date provided that all of the Connection Conditions in clause 2 have been met and that none of the provisions in clause 3.3 or clause 3.4 apply.
- 3.2. Where Ecotricity has previously supplied the Site, or you are renewing your Agreement under clause 7, your Supply Start Date will be the day after the Fixed Term ends as set out in the Term Sheet.
- 3.3. Your Supply Start Date could be delayed if we have difficulties taking over your Supply from your current Supplier. This could arise if:
 - 3.3.1. switching your Supply because you have not properly terminated your contract with them;
 - 3.3.2. your current Supplier objects to you switching your Supply because they consider that you owe them money;
 - 3.3.3. we have not been provided with or do not have all of the information we require to take over the Supply despite taking reasonable steps to obtain it;
 - 3.3.4. you are connected to a private gas or electricity network and:
 - 3.3.4.1 a physical connection needs to be made to the Distribution Network for the electricity and/or gas and the connection has not been made yet; or
 - 3.3.4.2 your current Supplier has told you about the way your metering needs to be arranged to allow another Supplier to start supplying you and your meter has not yet been changed to allow this;
 - 3.3.5. you do, or do not do, something that prevents us from taking over your Supply;
 - 3.3.6. Ofgem prevents us taking over your Supply; or

3.3.7. there are other circumstances reasonably beyond our control.

3.4. Where we are unable to take over the Supply within 20 working days of the Supply Start Date because:

3.4.1. you notify us that you no longer wish us to take Supply; or

3.4.2. one or more of the conditions at clause 3.3.1 to 3.3.5 apply

we may terminate this Agreement and charge you an Early Termination Fee (calculated in accordance with clause 5).

3.5. You must obtain our or, if we ask you to, the Network Operator's prior written agreement to install generating equipment on the Site, or to modify or exceed the design features of your connection. You will be required to pay all of the costs associated with these changes.

Your Continuing Obligations

3.6. You represent, warrant and undertake that throughout the Fixed Term you will:

3.6.1. in relation to your electricity Supply and, as far as they apply to you, comply with the Distribution Code and the Grid Code;

3.6.2. at all times be a party to, and comply with, the Connection Agreement and any other agreement that you are required to enter into under the Connection Agreement; and

3.6.3. in addition to your obligations under the Connection Conditions; comply with any other conditions that, in our reasonable opinion, we consider necessary to enable us to continue to provide the Supply where a change has been made to the Supply Licence, any Relevant Law, the BSC, the DCUSA and any other relevant industry code or practice.

Electricity Supply and Limitation of Demand

3.7. The electricity supplied may be subject to the variations that are permitted by the Electricity Supply Regulations 1988.

3.8. We will use all reasonable endeavours to supply you with electricity generated from renewable sources. You acknowledge that, due to the nature of the electricity market, this may not always be possible. You shall have no recourse against us if any part of the electricity supplied to you comes from non-renewable resources and your Unit Rate will remain the same.

3.9. Your demand for electricity at a Supply Point must not, at any time, exceed the Maximum Power Requirement. In the event that your demand does exceed the Maximum Power Requirement you agree to indemnify us fully for all costs, losses or liabilities incurred as a consequence, including any charges made by the Network Operator or, if

your Site is directly connected to a Transmission System, the operator of the Transmission System.

3.10. Where there is no Connection Agreement in place between you and the electricity Network Operator in relation to the Supply, Ecotricity may act on your behalf to enter into a Connection Agreement with the Network Operator. The Connection Agreement is in the form of the National Terms of Connection (NTC) with which you agree to comply. The Connection Agreement will have legal effect from the time that you enter into this. The NTC is a legal agreement setting out rights and duties in relation to the connection at which your Network Operator delivers electricity to, or accepts electricity from, the Site. If you want a copy of the NTC or have any question about it, please write to: Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF, phone 0207 706 5137 or see the website at www.connectionterms.co.uk

Gas Supply

3.11. The gas supplied shall be at the pressure laid down in the Network Operator's code.

3.12. We will use reasonable endeavours to ensure that a proportion of the gas supplied to you is sourced from renewable sources. You acknowledge that, due to the nature of the gas market, this may not always be possible. You agree that you shall have no recourse against us if the gas supplied to you, at any time, is from entirely non-renewable resources and your Unit Rate will remain the same.

3.13. Your gas Supply may be interrupted or be of lower quality due to circumstances outside of our control or the control of the Network Operator.

3.14. In an emergency, or if we are required by law, we or the Network Operator may need you to stop using gas. When we ask you to you will use your best endeavours to immediately stop using gas.

4. Security Deposit

4.1. In some circumstances, we may ask you to pay us a Security Deposit as a condition of entering into, or continuing with this Agreement. We may ask you to pay the Security Deposit at the start of the Agreement. If we do require a Security Deposit we will explain the procedure when we contact you.

4.2. If at any time there are Arrears on your account we shall on each and every occasion be entitled to withdraw an equal sum from the Security Deposit to discharge the Arrears. You will then be required to promptly top the Security Deposit up to its agreed original level.

4.3. Subject to clause 4.5 below we will repay your Security Deposit to you within 10 working days of the end of the Fixed Term or at any time at our discretion during the Agreement.

4.4. We do not pay interest on the Security Deposit.

4.5. When we repay your Security Deposit we may deduct from it any sums which you owe to us.

Terms And Conditions Of Supply

5. Early Termination Fees

- 5.1. We may charge you an Early Termination Fee where:
 - 5.1.1. we have been prevented from taking Supply in the circumstances set out in clause 3.4 above;
 - 5.1.2. you have switched your Supply to an alternative supplier before the Fixed Term has expired; or
 - 5.1.3. you have ceased to be the occupier/ owner of the Site during the first quarter of the Fixed Term in the circumstances set out in clause 11.1
- 5.2. The Early Termination Fee will be calculated as follows:
 - 5.2.1. £100 administration fee; and
 - 5.2.2. $(25\% \text{ of Estimated Annual Consumption} / 12) * \text{number of complete months remaining under the Fixed Term.}$
- 5.3. We may charge you an Early Termination Fee where we have terminated this Agreement under clause 14.1 below before the end of the Fixed Term which will be calculated as follows:
 - 5.3.1. £100 administration fee; and
 - 5.3.2. $(100\% \text{ of Estimated Annual Consumption} / 12) * \text{number of complete months remaining under the Fixed Term.}$

6. Our Charges

- 6.1. The Fixed Price and Pass Through Costs for your Supply are set out in the Term Sheet. All costs and charges in the Term Sheet, and otherwise payable under this Agreement, are expressed exclusive of VAT
- 6.2. In addition to the Fixed Price and Pass Through Costs we will charge you for any Copy Document Charges and any additional third party costs e.g. those arising from a meter move or meter testing charges which will be agreed with you as and when they become payable.
- 6.3. We will charge you for the amount of gas or electricity which we have supplied to you in kilowatt hours.
- 6.4. The Standing Charge will apply from the Supply Start Date.

Variation of Charges

- 6.5. In addition to our right to charge Out of Contract Rates, and without prejudice to our other rights under this Agreement, we may vary or add to all or any of our Charges (including a change in our Out of Contract Rates) or provide for an additional charge at any time, on not less than 7 days written notice, where:
 - 6.5.1. any information which you, or anyone acting on your behalf, have provided to us is incorrect;

- 6.5.2. a change is made, after the date of this Agreement, to any statutory levy, charge or tax;
- 6.5.3. a new statutory levy, charge or tax is introduced;
- 6.5.4. a change is made, after the date of this Agreement, to any obligation or cost imposed on us which directly affects our costs for complying with our obligations under this Agreement arising from a change in (or introduction of) law, our Supply Licences, the Relevant Law, where applicable the BSC and/or any other relevant industry documents or agreements; or
- 6.5.5. there is a change in the methodology your Network Operator, or the operator of any Transmission System, uses to calculate its charges.

7. Renewals

- 7.1. At any time before the expiry of the Fixed Term we will send to you, or you may request, a Term Sheet Renewal inviting you to enter into a further fixed term. Our receipt of a signed Term Sheet Renewal will constitute acceptance and the new fixed term will commence on:
 - 7.1.1. the day after the Fixed Term expires where your signed Term Sheet Renewal is received by us before the expiry of the Fixed Term; or
 - 7.1.2. the date that we receive your signed Term Sheet Renewal if received after the expiry of the Fixed Term.
- 7.2. If you continue to consume electricity and/or gas at a Supply Point after the expiry of the Fixed Term, and we have not received a Term Sheet Renewal under clause 7.1.1, the Term Sheet (including these Terms and Conditions of Supply and agreements/codes expressly referred to) in force prior to the expiry of the Fixed Term shall be deemed to:
 - 7.2.1. be extended until receipt of a signed Term Sheet Renewal, under clause 7.1.2, or the expiry of the Transfer Period; and
 - 7.2.2. form a legally binding agreement between the parties until receipt of a signed Term Sheet Renewal, under clause 7.1.2, or the expiry of the Transfer Period,except that Out Of Contract Rates shall apply in place of the Charges specified in the Term Sheet.

8. Invoices

- 8.1. We will, on or around the 14th day of each month, send you an invoice detailing the amount due for the Supply (calculated using the Fixed Price), the Pass Through Costs, any other charges (including any Early Termination Fee) or costs that we are

entitled to charge you under this Agreement, taxes (including VAT) and levies.

- 8.2. We will produce your invoice using the consumption data recorded by the meter unless:

- 8.2.1. we have not been provided with the consumption data within the billing period;
- 8.2.2. if you have a Smart Meter and we have been unable, for whatever reason, to retrieve the consumption data from your meter; or
- 8.2.3. we reasonably believe the consumption data to be incorrect

in which case we will invoice you based on a reasonable estimate of your usage based on the information that we have about the Site and your historical usage. We will reconcile your account on receipt of accurate consumption data and any adjustment will be made in the following month's invoice.

- 8.3. Where a meter reading has been obtained this will be conclusive evidence of your consumption in order for us to calculate your bill unless the meter is found to be recording inaccurately.
- 8.4. If your meter fails or fails accurately to register your usage you agree to pay us for the amount that we reasonably estimate you have used. If you believe that meter is not recording the consumption data accurately you may request that it be tested in accordance with clause 10.11

Triad Charges

- 8.5. If you are required to pay Triad Charges they will be invoiced monthly and will be calculated using data from National Grid plc. We will reconcile the charges on receipt of accurate data in March of each year and any adjustment will show in the following month's invoice.

9. Payment Terms

- 9.1. You agree to pay all invoices in full within the Payment Term and, unless agreed otherwise and specified in the Term Sheet or by written notice from us, by direct debit. If you fail to make payment within the Payment Term or by the agreed payment method we will consider you to have materially breached this Agreement.
- 9.2. We may use any sums that you pay to us to offset sums that are owing to us as follows:
- 9.2.1. we may allocate your payment against the oldest sum due even if you tell us that the payment related to another amount that you owe to us;
 - 9.2.2. if you are in credit in relation to a particular Supply or Site we may allocate this credit against a debit balance on another part of your account or against another Site e.g. if your gas account is in credit, we can use this credit to pay off a

debit on your electricity account;

- 9.2.3. if we receive a payment intended to pay for more than one Supply or Site we may allocate this payment to different accounts against the oldest sums which you are due to pay us; or
- 9.2.4. we may allocate your payment to topping up the Security Deposit as set out in clause 4 above.

- 9.3. If you do not pay any sum due under an invoice within the Payment Term we shall be entitled to charge you the following:

- 9.3.1. interest on the amount you owe us at the rate of 8% per annum above Barclays Bank plc base rate from the end of the Payment Term to the date that we receive your payment in full;
- 9.3.2. a late payment administration fee of up to £100 and such other sum as provided for by Late Payment Legislation; and
- 9.3.3. our reasonable legal and debt recovery costs incurred by us to recover the sums which you owe to us including third party and administration costs.

10. Metering

- 10.1. 10.1 You represent, warrant and undertake to us that the Supply at each Supply Point shall be measured by a meter, which must be:
- 10.1.1. installed at the Supply Point (unless we agree otherwise);
 - 10.1.2. operated and maintained by a Meter Operator;
 - 10.1.3. in proper working order and suitable for measuring the Supply; and
 - 10.1.4. subject to clause 10.4, compliant with all legislation, regulations and codes applicable from time to time.
- 10.2. You must not damage or tamper with your meter. If you do we will charge you for the reasonable costs associated with repairing or replacing the meter.
- 10.3. To the extent that the meter is owned or controlled by you, or by a third party contracted by you, you shall, or shall procure that the third party shall, at all times during the Fixed Term maintain the meter and ensure it is in good working order. Further, you are responsible for and must maintain all pipes, wires, cables, equipment and fittings after the point that the Supply leaves your meter and the meter has recorded it. You will indemnify us against loss of any nature incurred by us as a result of your breach of this clause 10.3

Electricity Supply

- 10.4. In accordance with paragraph 2(2) of Schedule 7 of the Electricity Act 1989 the parties agree that any meter installed for the purpose of recording electricity consumption need not be certified.

Terms And Conditions Of Supply

Appointment of Agents in respect of your Electricity Supply

- 10.5. You may nominate and contract directly with an accredited Meter Operator, Data Collector and Data Aggregator (such Agents to be reasonably acceptable to us) for the Supply Point. If you chose not to or fail to appoint such Agents then we will do so at your expense.
- 10.6. In the event that you appoint your own Agent:
- 10.6.1. you shall procure that your Agent indemnifies us against any loss or expense (including penalties imposed under the BSC) suffered by us as a result of the Agent's failure to satisfactorily provide, install or maintain any Metering Equipment in accordance with all Relevant Law, codes of practice, requirements of the BSC or Network Operator;
 - 10.6.2. where the Agent has not provided such an indemnity then you agree to indemnify us for any cost, losses or liability arising from the Agent's failures under clause 10.6.1;
 - 10.6.3. you must give us at least one (1) month's notice of any change of Agent; and
 - 10.6.4. if your contract with an Agent terminates, for whatever reason including where the Agent ceases to have the appropriate accreditation, we shall be entitled to appoint an alternative Agent. You agree that you will pay the costs of that Agent and our reasonable costs incurred in appointing them.
- 10.7. If at any time before or after the Supply Start Date you wish us to contract directly with the Agents you have nominated, you shall notify us of the name and contact details of the nominated Agent(s) at least one (1) month prior to the proposed date of the appointment. Subject to us agreeing to contract with your nominated Agents (which we shall have no obligation to do) you shall:
- 10.7.1. pay to us any additional costs or charges we may incur as a result of such arrangement;
 - 10.7.2. procure the compliance by such Agent(s) with any standards and conditions required by us in respect of the provision of the Agent Services as may be notified by us to you in writing (including under this Agreement);
 - 10.7.3. indemnify us for all costs, losses and liabilities reasonably or directly incurred by us as a result of our contracting with, and subsequent registration of, your nominated Agents; and
 - 10.7.4. undertake not to contract with any additional Agent to perform the relevant

Agent Services.

- 10.8. We shall not be liable to you for any loss of data or for any costs or charges incurred by you as a result of any failure or delay by you in nominating and contracting with any Agent under this Agreement.
- 10.9. Except where expressly provided, you shall be responsible for, and shall bear all costs associated with, all meters and you shall indemnify us in respect of costs, charges, expenses, claims, proceedings, losses, demands or liability of any nature (including any liquidated damages we have to pay under the BSC) which we may suffer or incur as a result of any fault or failure in a Meter, any act or omission by you, any act or omission of your Agents and/or any act or omission of the Network Operator in performing any obligation under the BSC to a reasonable standard.
- 10.10. Where you have contracted with an Agent directly you shall procure that the Agent will provide us with any information regarding the Supply which we require to discharge our obligations under any Relevant Law, our Supply Licences or industry requirement (including as applicable the BSC, the DCUSA and/or the MRA) within such timescales as we may require.

Gas Supply

- 10.11. In accordance with clause 17 of the Gas Act 1989 the parties agree that any meter installed for the purpose of recording gas consumption will be certified and stamped by Ofgem or an approved meter examiner.

Meter Accuracy

- 10.12. Either of us can ask for a meter to be tested to make sure that it is recording your usage accurately:
- 10.12.1. if the meter is found to be recording accurately within the Permitted Tolerances the party that requested the accuracy will bear the cost of the accuracy test; but
 - 10.12.2. if the meter is found not to be recording accurately and is of outside the Permitted Tolerances then the meter shall be re-calibrated or replaced and you will bear the cost of the accuracy test and re-calibration or replacement.

Access to Meters

- 10.13. When we ask you to, you will allow safe access to the metering equipment on the Site to the following:
- 10.13.1. us;
 - 10.13.2. our agents;
 - 10.13.3. the Network Operators;
 - 10.13.4. a Competent Authority; and
 - 10.13.5. any other person nominated by us.

10.14. You accept that it may not always be possible for the parties in clause 10.13 to provide you with notice of their intention to access the Meters.

10.15. You agree to allow forthwith the parties in clause 10.13 access to the Site:

- (a) to install, repair, replace or remove a Meter;
- (b) to read, test or inspect a Meter;
- (c) to disconnect, reconnect, de-energise or re-energise a Supply;
- (d) at any time in the case of an emergency;
- (e) for the purpose of detecting, investigating and preventing theft of electricity and/or gas; and
- (f) for any other reason permitted under the terms of our Supply Licenses.

10.16. You must ensure that that neither you nor any representative or employee does or fails to do anything that will prevent or impede access to the Site. If you do you agree that you will pay any costs associated with the failed visit.

Smart Meters

10.17. If you have a Smart Meter installed at the Premises by a previous supplier, we will endeavour to use it as such but we may have to treat it as a traditional meter until such time as we notify otherwise.

10.18. If we have made an appointment for a Smart Meter to be installed; you agree that you will give us no less than 48 hours' notice of a change of time or cancellation. If for any reason we are unable to gain access to the Site, or you have not contacted us to change the appointment more than 48 hours before, we will recover from you our reasonable costs for the failed visit.

10.19. You agree that we may use the Smart Meter's functions to manage your account and:

- 10.19.1. take meter readings which we may use to calculate your bill;
- 10.19.2. monitor your usage at any time;
- 10.19.3. repair and update the Smart Meter;
- 10.19.4. De-energise your Supply under clause 12;
- 10.19.5. identify any faults or interference with the Smart Meter.

10.20. If for any reason the Smart Meter fails to record your usage or fails to record it accurately, or we are unable to obtain a meter reading from the Smart Meter for any reason beyond our control, we may estimate your usage.

11. Changes of Tenancy

11.1. If you cease to be the owner or occupier of the Site within the first quarter of the Fixed Term we may terminate this agreement and charge you an Early Termination Fee under clause 5. We may waive the Early Termination Fee if you appoint us as your Supplier at the site that you move to.

11.2. If you cease to be the owner or occupier of the Site any time after the end of the first quarter of the Fixed Term, and you wish to terminate this Agreement, you must give us not less than thirty (30) days prior notice advising of:

- 11.2.1. the date on which you ceased or will cease to be the owner or occupier of the Site; and
- 11.2.2. the name and address of the new owner or occupier of the Site.

11.3. If you fail to provide notice under clause 11.2 then, without prejudice to our other rights under this Agreement, we shall continue to charge you for the Supply until the earlier of:

- 11.3.1. the date on which the new owner or occupier accepts responsibility for our Charges;
- 11.3.2. the date on which an alternative supplier has been Registered;
- 11.3.3. the date on which we Disconnect or De-energise the Supply;
- 11.3.4. twenty-eight (28) days from receipt of notification, from you or a third party, that you have ceased to own or occupy the Site; or
- 11.3.5. expiry of the Fixed Term.

12. Disconnection or De-energisation of the Supply

12.1. We may Disconnect or De-energise your Supply where:

- 12.1.1. one of the circumstances in clause 14.1 applies;
- 12.1.2. such action is necessary in the case of an accident, emergency or to avoid danger to property or person;
- 12.1.3. we are required to do so by a Competent Authority or Court of competent jurisdiction;
- 12.1.4. it is necessary for the inspection, maintenance or repair of the meter or Distribution Network; or
- 12.1.5. you ask us to.

12.2. We may Disconnect a Supply that was De-energised under clause 12.1 and which has remained continuously De-energised for a period of not less than 3 months.

12.3. Where we intend to Disconnect or De-energise the Supply under clause 12.1.1 or clause 12.1.4 we will give you not less than 28 days' notice

12.4. Where the Supply has been Disconnected or De-energised under clause 12.1.1 we will not reconnect or re-energise until such time as the circumstances giving rise to Disconnection or De-energisation have been remedied to our satisfaction and you have paid such reasonable

Terms And Conditions Of Supply

amount as we may require to cover the cost of the De-energisation and re-energisation and/or Disconnection and reconnection (including any third party charges) and we may require you to pay a Security Deposit under clause 4.

- 12.5. Where the Supply has been Disconnected or De-energised under clauses 12.1.2 to 12.1.5 we may not reconnect or re-energise until such time as you have paid such reasonable amount as we may require to cover the cost of the De-energisation and re-energisation and/or Disconnection and reconnection (including any third party charges).

13. Objection to Transfer

- 13.1. We may object to you transferring to another Supplier, at the end of the Fixed Term or where you have given notice under clause 14, where:

- 13.1.1. your account is in Arrears;
- 13.1.2. your new Supplier has contacted us and we have agreed that the application was made by mistake;
- 13.1.3. your new Supplier's application relates to a metering point which is a Related Meter and the new Supplier has not applied to register all of the Related Meters on the same working day for the same start date; or
- 13.1.4. you have asked us to do so.

- 13.2. We will object to your transferring to another Supplier where the date that your Supply would switch to your new Supplier falls within the Fixed Term.

14. Ending the Agreement

- 14.1. We may terminate this Agreement immediately at any time if:
- 14.1.1. the conditions under clause 2.1 and/or clause 2.2 have ceased to be met at any time during the Fixed Term;
 - 14.1.2. you have failed pay to any sums properly due under this Agreement within the Payment Term;
 - 14.1.3. you are in material breach of this Agreement and such breach is not capable of remedy;
 - 14.1.4. you are in material breach of this Agreement and such breach is capable of remedy but you failed to remedy the breach to our satisfaction within twenty-eight (28) days of receiving notice from us to do so;
 - 14.1.5. you are the subject of an Insolvency Event;
 - 14.1.6. you are in material breach of a Connection Agreement, the CUSC, the BSC, the MRA, the Grid Code or any Relevant Law; or

- 14.1.7. you have persistently failed to comply with your obligations under, or have been in breach of, this Agreement.

- 14.2. You may terminate this Agreement immediately at any time if:

- 14.2.1. our Supply Licences are withdrawn;
- 14.2.2. a Last Resort Supply Direction takes effect in respect of the Site; or
- 14.2.3. we are the subject of an Insolvency Event.

- 14.3. This Agreement will terminate immediately in the event of Last Resort Supply Direction and an alternative Supplier will be appointed by Ofgem.

- 14.4. Termination of this Agreement, or expiry of a Transfer Period, will not affect the accrued rights, remedies, obligations or liabilities of either party existing at termination, or expiry of a Transfer Period.

15. Force Majeure

- 15.1. Provided it has complied with clause 15.2, if a party is prevented, hindered or delayed in or from performing any of its obligations under this Agreement by a Force Majeure Event (Affected Party), the Affected Party's obligations under the Agreement shall be suspended without liability whilst the Force Majeure continues.
- 15.2. The Affected Party shall:
- 15.2.1. as soon as reasonably practicable after the start of the Force Majeure Event, notify the other party in writing of the Force Majeure Event, the date on which it started, it's likely or potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations under the agreement; and
 - 15.2.2. use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations.

- 15.3. If the Force Majeure Event prevents, hinders or delays the Affected Party's performance of its obligations for a continuous period of more than sixty (60) days, the party not affected by the Force Majeure Event may terminate this agreement by giving 1 month's written notice to the Affected Party.

16. Liability

- 16.1. We provide no warranty or guarantee as to the reliability or the quality of the Supply.
- 16.2. Subject to sub-clause 16.7 and save where any provision of this Agreement expressly provides for an indemnity or payment of costs or charges, a Party (Party Liable) shall only be liable for loss directly resulting from any breach of the Agreement which results in physical damage to the property of the other Party and which was reasonably foreseeable as likely to result in the ordinary course of events from such breach provided that the

liability of either Party for such loss or damage shall not exceed the lesser of six times the average monthly Invoice payable by you under this Agreement or £1 million per incident or series of related incidents.

- 16.3. We shall be entitled to deduct from any compensation payable to you any compensation paid, or payable, to you by the Network Operator under a Connection Agreement.
- 16.4. Nothing in this Agreement will operate to:
- 16.4.1. exclude or limit the liability of either Party for death or personal injury resulting from its negligence or the negligence of any of its officers, employees or agents; or
 - 16.4.2. exclude liability for fraud, fraudulent misrepresentation or other dishonesty.
- 16.5. Neither party, nor its respective officers, employees or agents shall in any circumstances whatsoever be liable to the other party for:
- 16.5.1. any loss of profit, loss of revenue, loss of use, loss of contract or loss of goodwill; or
 - 16.5.2. any special indirect or consequential loss; or
 - 16.5.3. any loss resulting from loss or corruption of or damage to data stored electronically and/or computer software
- 16.6. The rights and remedies provided by this Agreement to the parties are exclusive and not cumulative and exclude and are in place of all substantive (but not procedural) rights or remedies express or implied and provided by common law or statute in respect of the subject matter of this Agreement, including any rights in tort which either party may possess now or at any time including actions brought in negligence and/or nuisance.
- 16.7. Save as otherwise expressly provided in this Agreement, this clause 16 insofar as it excludes or limits liability shall override any other provision of this Agreement, provided that nothing in this clause 16 shall exclude or restrict or otherwise prejudice or affect any of:
- 16.7.1. the rights, powers, duties and obligations of either party which are conferred or created by the Relevant Law or Supply Licence; or
 - 16.7.2. the rights, powers, duties and obligations of any Competent Authority under the Relevant Legislation, any licence or otherwise.
- 16.8. Each of the paragraphs of this clause 16 shall:
- 16.8.1. be construed as a separate and several contract term, and if one or more of such paragraphs is held to be invalid, unlawful or otherwise unenforceable the other paragraphs shall remain in full force and effect and shall continue to bind the

parties; and

16.8.2. survive termination of this Agreement.

- 16.9. We accept no liability in respect of any modification made to the Metering Equipment or the Distribution Network and notwithstanding the foregoing provisions of this clause 16 you agree to indemnify us against all costs, losses, claims, demands and expenses which we suffer or incur as a result of any such modification.

17. Confidential Information

- 17.1. Subject to clause 17.2, neither party shall disclose Confidential Information without the prior written consent of the other party, at any time after the date of the Agreement and for a period of three (3) years after the end of the Fixed Term or the date on which the Agreement was terminated under clause 14
- 17.2. Notwithstanding clause 17.1 a party may disclose confidential information:
- 17.2.1. in order to fulfil their obligations under the Agreement; or
 - 17.2.2. to comply with any requirement of law, licence, code, authorisation or consent necessary to permit the Supply or to enable either party to comply with its obligations under any agreement relevant to the Supply;
- 17.3. You agree that we may share information (including Confidential Information) about you and your account with our Group Companies, debt collection agencies, and credit reference agencies (who may use the information for credit scoring purposes).
- 17.4. You consent to your previous Supplier disclosing any information regarding the Supply Points that is necessary to enable us to take Supply and you consent to us providing any information necessary regarding the Supply Points to any incoming Supplier
- ## 18. Notices
- 18.1. Any notice given to a party under or in connection with this agreement shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case)
- 18.2. Any notice shall be deemed to have been received:
- 18.2.1. if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address; or
 - 18.2.2. if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second working day after posting or at the time recorded by the delivery service.
- 18.3. A notice given under this agreement is not valid if

Terms And Conditions Of Supply

sent by email.

19. Other Terms

- 19.1. You warrant that the information that you or your agent have provided to us is true and correct and shall remain so through the Fixed Term
- 19.2. If any Court or Competent Authority finds that any provision of the Agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this agreement shall not be affected. If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.
- 19.3. Any waiver by either you or us of a breach of this Agreement must be in writing and shall not be construed as a waiver of any further breach of the same or any other provision.
- 19.4. You may not assign or transfer this Agreement without our written consent.
- 19.5. We may assign or novate all or any part of this Agreement to another Supplier without your consent (provided that the proposed Supplier holds a suitable Supply Licence or is exempt from doing so).
- 19.6. Unless expressly stated otherwise you and we do not intend that any part of this Agreement should be enforceable by any person who is not a party to it and agree to exclude the provisions of the Agreement (Rights of Third Parties) Act 1999.
- 19.7. The parties contract both for themselves and as trustees for their officers, employees and/or agents
- 19.8. This Agreement constitutes the entire agreement between us for the Supply. This Agreement replaces and cancels any previous drafts, agreements, action, statement, warranties and arrangements of any kind whether in writing or not.

20. Governing Law

- 20.1. This Agreement is governed and construed with English Law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

Definitions and Interpretation

These definitions apply to terms used in these Terms and Conditions of Supply and your Term Sheet.

Agent means a Data Collector and/or Data Aggregator and/or Meter Operator

Agent Services means the services provided by an Agent

Arrears means any sums which are not paid by you to us within the Payment Term.

Availability Charges means a unit rate of charge, set

by the Network Operator and calculated using your Maximum Power Requirement, per kVa of demand made available

Base Price means the price on the wholesale market

BSC applies to your electricity Supply and means the Balancing and Settlement Code (as amended from time to time)

BSUs applies to your electricity Supply and means charges Balancing Services Use of System Charges as defined in and levied under the CUSC

CUSC applies to your electricity Supply and means the Connection and Use of System Code (as amended from time to time) which constitutes the contractual framework for connection to, and use of, National Grid Company plc's high voltage transmission system;

Competent Authority means the Secretary of State, the Office of Gas and Electricity Markets (Ofgem), any local, national or supra-national agency, authority, department, inspectorate, minister, ministry, official or public or statutory person of the Government of the United Kingdom or of the European Union

Confidential Information means the terms of this Agreement, any information provided in relation to or under the Agreement, and any other information relating to the affairs of the other party which is disclosed pursuant to this Agreement

Connection Agreement applies to your electricity Supply and means either:

- (a) an agreement between you and the electricity Network Operator allowing you to keep the Site connection to the Distribution System (including the National Terms of Connection under clause 3.10); or
- (b) where the Site is directly connected to the Transmission System, the connection agreement between you, National Grid and the CUSC

Connection Conditions means the conditions specified in clause 2.1

Copy Document Charges means the fee we may in our absolute discretion charge you where you have requested a copy document including copies of the Term Sheet, invoices, statement of account, and consumption data. Details of our current Copy Document Charges are available on request or can be found online at www.ecotricity.co.uk/for-your-business.

Data Aggregator means a person appointed to provide data aggregation services for the purposes of the BSC

Data Aggregator Agreement means an agreement between you and the Data Aggregator

Data Collector means a person appointed to provide data retrieval and/or data processing services for the purposes of the BSC

Data Collector Agreement means an agreement between you and the Data Collector

Data Service / Settlement Charges applies to electricity and means the costs passed back to you for your half hour data to be accessed and recorded remotely each day and stored. Settlement fees in respect of the "settlement" of the distribution of electricity are compulsory and are charged monthly.

DCUSA applies to electricity and means the Distribution Connection and Use of System Agreement (as amended from time to time) which enables our use of the Distribution Network

De-Energise means the taking of any step whereby no electrical current can flow from the Distribution System through the meter to the Site.

Disconnect means physically terminating the Supply by severing the connection to your Site from the Distribution Network.

Distribution Code means the distribution code as defined in the electricity Supply Licence

Distribution Network means the system of distribution of electricity or gas to customer sites.

Estimated Annual Consumption means the amount of electricity and/or gas which you tell us or which we calculate, based on historic consumption date for the Site, you are likely to use in a year

Fixed Price – the fixed Unit Rate (£) and Standing Charges (£) that we have agreed will apply in respect of the Supply for the Fixed Term as set out in the Term Sheet.

Fixed Term – the term during which you and we have agreed the Fixed Price will apply as set out in the Term Sheet.

Force Majeure Event means any circumstance not within a party's reasonable control including, without limitation acts of God, flood, drought, earthquake or other natural disaster; epidemic or pandemic; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; nuclear, chemical or biological contamination or sonic boom; any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition, or failing to grant a necessary licence or consent; collapse of buildings, fire, explosion or accident; and any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on clause 15, or companies in the same group as that party)

Grid Code means the grid code as defined in the electricity Supply Licence

HDCL means a Higher Distribution Cost Levy

Insolvency Event means a party is: unable to pay its debts (within the meaning of sections 123, 267 or 268, as applicable, of Insolvency Act 1986); proposes or becomes subject to a voluntary arrangement or convenes a meeting of its creditors to consider such

a proposal or, being a company has a proposal for a compromise or arrangement sanctioned by the court pursuant to section 899 Companies Act 2006 (save for the sole purpose of a solvent reconstruction or amalgamation); has a receiver or manager appointed over any of its assets, undertaking or income; takes any step towards its winding-up or bankruptcy as applicable (save, in the case of a company, a solvent liquidation for the sole purpose of effecting a reconstruction or amalgamation) or is subject to a petition issued by any court for its winding-up or bankruptcy (as applicable) that is not withdrawn upon the party's application; being a company, has an administrator appointed in respect of it or is the subject of an application for administration filed at any court or a notice of appointment of an administrator filed at any court or a notice of intention to appoint an administrator filed at any court by any person; being a company, is the subject of a notice to strike off the register at Companies House; or has any distraint, execution or other process levied or enforced on any of its property

Last Resort Supply Direction means that a direction by a Competent Authority, made in the circumstances where our Supply Licences have been revoked, appointing a Supplier to take over your Supply

Late Payment Legislation means the Late Payments of Commercial Debts (Interest) Act 1998, the Late Payment of Commercial Debts Regulations 2002, the Late Payment of Commercial Debts Regulations 2013 and any later statute relating to late payment of commercial debts enacted by parliament.

Maximum Power Requirement applies to your electricity Supply and means that amount which is agreed by you with the Network Operator and notified by them to us from time to time;

Metering Equipment means the meter and any associated transformer, data communications metering equipment and ancillary equipment installed at the Site which are configured to measure and record the flow of energy

Meter Operator means the person appointed to provide install and/or maintain the Metering Equipment

Meter Operator Agreement means an agreement between you and the Meter Operator;

MRA means the Master Registration Agreement as modified from time to time which provides (among other things) the procedure for the registration of a Supplier in respect of a Supply

Network Operators – the local electricity distributors and gas transporters that manage the Distribution Networks.

Ofgem – The Office of Gas and Electricity Markets who regulate the gas and electricity markets in Great Britain or any regulatory organisation which replaces it.

Out of Contract Rates means the Unit Price and Standing Charge that we will charge you if for any reason you no longer receive your Supply under this Agreement

and you have not switched to an alternative Supplier.

Pass Through Costs means the charges which are made in relation to your Supply by the Network Operator and any taxes or levies (including the Climate Change Levy) payable as detailed in the Term Sheet (or as amended or added under clause 6.5)

Payment Terms means the terms on which you agree to pay our invoices as specified in the Term Sheet.

Permitted Tolerances means the prescribed statutory limits (currently set at +2.5% and -3.5% for UK nationally approved electricity meters and +/- 2% for UK nationally approved gas meters) or the inaccuracy any demand indicator at normal loads exceeds 5%.

Reactive Power Charges means charges levied by the Network Operator. The lower the power factor at a Site the higher the reactive power charges are.

Registered means the successful completion of the registration of us (or where the context requires, another supplier) as supplier of energy to the Supply Points.

Related Meters means two or more meters that relate to a Supply located at the same Site.

Relevant Law means, as amended or replaced from time to time, the Electricity Act 1989, the Electricity Supply Regulations 1988, the Gas Act 1986, Utilities Act 2000, any other existing or subsequent European or domestic legislation (including acts of parliament, statutory instruments, regulations and directives) that are relevant to your Supply.

Security Deposit means a sum of money we may ask you to pay to us which we will repay to you when you leave or when specific conditions have been satisfied.

Site means each location at which you would like us to provide a Supply.

Smart Meter means a meter that records the consumption data for your Supply and which is capable of automatically communicating that consumption data, via the Data Collector, to us.

Standing Charge means the daily charge to keep a Site connected and which is payable whether or not a Site is occupied and whether or not electricity and/or gas has been consumed at the premises.

Supply means the physical supply of electricity or gas or both under this Agreement or a Deemed Agreement.

Supply Point means the point at which a Supply from or to a distribution system:

- (a) is, or is intended to be measured; or
- (b) where Metering Equipment has been removed, was or was intended to be measured.

Supply Start Date means the date on which you and us have agreed that your Supply will start and specified in the Term Sheet

Suppliers means a company that provides you with a

Supply under a Supply Licence or who provides you with a Supply but is exempt from the requirement to hold a Supply Licence under the Electricity Act 1989.

Supply Licences means licence to supply electricity granted under the Electricity Act 1989 and/or a licence to supply gas granted under the Gas Act 1986 (as amended).

Statement of the Use of System Charging Methodology means the charging methodology produced by National Grid Company plc from time to time in accordance with its transmission licence.

Transfer Period means the period from the date that we receive a request to switch your Supply from an alternative Supplier to the date on which your Supply transfers to them.

Transmission System means a system of the type described in section 4(4) of the Electricity Act 1989

Term Sheet means the document headed Term Sheet setting out the Fixed Price, the Fixed Term, the Payment Term, payment method and the Pass Through Costs applicable for your Supply and executed, or proposed to be executed, by the parties.

Term Sheet Renewal means the documents headed Term Sheet sent to you before the expiry of the Fixed Term setting out the Fixed Price and the Fixed Term for your Supply and which it is proposed be executed by the parties.

Triad Charges applies to your electricity supply and means a sum equal to your average half hourly electricity demand during the Triad Period in question multiplied by the Triad Demand Tariff less any prepayments you have paid to us prior to the Triad Period

Triad Demand Tariff means each of the tariffs at the relevant time set out in the column headed "Demand Tariff" in the Statement of Use of System Charges and levied by National Grid Company plc for services which they provide for the national Transmission System

Triad Period means one of the three periods between November and February in which National Grid Company plc takes a reading of maximum demand

UNC means the Uniform Network Code which applies to your gas supply

Unit Rate means the price we charge you in pence per kWh.

VAT means Value Added Tax.

Unless otherwise specified a reference to a clause is to a clause of these terms and conditions.

- Words importing the singular include the plural and vice versa, words importing a gender include every gender and references to persons include bodies corporate or unincorporated.
- The headings to the clauses are for convenience only and have no legal effect.

[REDACTED]

From: Business Registration <business.registration@ecotricity.co.uk>
Sent: 19 March 2019 10:12
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Objection Received - urgent!

Good morning [REDACTED],

Many thanks for your email and letting us know.

After checking the national database I can see we applied to takeover the supply on the 01/04/2019, however, BG raised an objection to this. I have now reapplied for the switch date of 01/04/2019 again and will let you know if it receives any further objections.

If you have any queries in the meantime please do not hesitate to contact us.

Best wishes,

[REDACTED]

----- Original Message -----

From: [REDACTED]@london.gov.uk
Sent: 18/03/2019 10:01
To: business.registration@ecotricity.co.uk
Cc: [REDACTED]@london.gov.uk; [REDACTED]@london.gov.uk
Subject: FW: Objection Received - urgent!

Hello [REDACTED]

I have contacted British Gas Chat, who confirm we are in contract until 31.03.19 and free to leave on 01.04.19. I advised this is correct and is when we are due to leave then so queried why this would be objected to. I spoke to one of your colleagues who advises you are out of the office until Wednesday 20th March and stated this may be human error with the dates submitted as supply would not be due to commence until 01.04.19 anyway?

I assume there to be no longer an issue with this, however would you please call me on Wednesday to confirm all is ok.

I have attached screenshot of part of the chat with key dates confirmed by BG.

Many thanks,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: [REDACTED] <business.registration@ecotricity.co.uk>
Date: 15 March 2019 at 08:25:33 GMT
To: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)> <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>
Subject: Objection Received

Greater London Authority
14 PO BOX 45276
Pier Walk
LONDON
SE10 1AJ

15/03/2019

Objection Received

Dear [REDACTED]

We recently attempted to register the energy supply for the below site, but unfortunately we received an **objection from the site's existing energy supplier**.

Company: Greater London Authority
Supply Address: North West Terrace, Trafalgar Square, LONDON, WC2N 5DS
MPAN/MPRN: 1200051305629
MSN: P02A03166

Unfortunately, this means that at this stage we are **unable to complete the registration** process for the above site and cannot begin to supply your property from the **01/04/2019** as previously indicated.

Due to the Data Protection Act, only the current supplier can discuss this objection with the customer, so I'm afraid we are unable to resolve this matter without your assistance.

All you need to do is **contact the present supplier** as soon as possible to discuss this issue and inform us of the outcome. If the current supplier is happy to remove their objection, we will then progress the registration of the supply and inform you of the new start date. The quicker you contact us to say this objection has been resolved, the quicker we can get you on supply, and start providing what we think is the best customer service in the industry.

If you have any queries at all, please do not hesitate to contact us.

We look forward to hearing from you and hope to be able to supply the above site soon.

Best wishes

The Business Team

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

#LondonIsOpen

GLA approved disclaimer

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see <https://www.london.gov.uk/about-us/email-notice/>

ref:_00D0Y2Ev8x._5001i4IMJE:ref

[REDACTED]

From: Business Registration <business.registration@ecotricity.co.uk>
Sent: 03 April 2019 10:33
To: [REDACTED]
Subject: FW: Meter Reading Request

Good morning [REDACTED],

Many thanks for your email and meter readings.

We can confirm all the supplies have gone live and are managed by Ecotricity.

Regarding the meter readings;

We have processed and sent off the reading for meter: I03A 00127

However, meter: P02A03166 is showing on the national database that it should have 5 readings, could you take a look at your meter and let us know if you are able to gather more readings from it?

If you have any queries please do not hesitate to contact us.

Best wishes,

[REDACTED]
Business Registration Administrator
Telephone: 0345 230 [REDACTED]
Email: business.registration@ecotricity.co.uk
Twitter: <http://www.twitter.com/ecotricity>
Facebook: <http://www.facebook.com/ecotricity>
Website: www.ecotricity.co.uk

----- Original Message -----

From: [REDACTED]@london.gov.uk]
Sent: 02/04/2019 12:37
To: business.registration@ecotricity.co.uk
Subject: FW: Meter Reading Request

GLA approved disclaimer

Hi [REDACTED]

Please find final readings below of the relevant meters you requested. Can you advise that switching process has taken place and all meters are now managed by Ecotricity including City Hall meters (EDF)?

Let me know if you have any questions.

Kind regards,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

From: [REDACTED]@cbre.com>

Sent: 02 April 2019 11:52

To: [REDACTED]@london.gov.uk>

Subject: RE: Meter Reading Request

Hi [REDACTED]

Please see attached images of TSQ meters and readings detailed below.

North Terrace Trafalgar Square – **READING – 8090285 on 02.04.19**

LONDON

WC2N 5DS

Account Number: [REDACTED]

MPAN/MPRN: 1200051305638

MSN: I03A 00127

Date of transfer:01/04/2019

North Wesr Terrace Trafalgar Square - **READING – 345974.1 on 02.04.19**

LONDON

WC2N 5DS

Account Number: [REDACTED]

MPAN/MPRN: 1200051305629

MSN: P02A03166

Date of transfer:01/04/2019

Let me know if you need anything further.

Kind regards,

[REDACTED] | Account Manager

CBRE | Global Workplace Solutions

M: [REDACTED]

[REDACTED]@cbre.com | www.cbre.com

Please consider the environment before printing this email

From: [REDACTED]

Sent: 27 March 2019 12:13

To: [REDACTED]@cbre.com>

Subject: FW: Meter Reading Request

Hi [REDACTED]

Can you please arrange meter readings for the MPAN numbers below at Trafalgar Square. We are changing supplier on 1st April to Ecotricity who will need to raise final bill with old supplier. Please e-mail me the readings for our records and I will forward on to Ecotricity.

Many thanks,

[REDACTED]
[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater **London** Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) | www.london.gov.uk

From: [REDACTED] business.registration@ecotricity.co.uk>

Date: 27 March 2019 at 09:08:12 GMT

To: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)" [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: Meter Reading Request

Dear [REDACTED]

Just a quick note to let you know that the following energy supply is due to be transferred to Ecotricity, with the full details and date of transfer also below.

Company: Greater London Authority

Supply address:

North Terrace Trafalgar Square

LONDON

WC2N 5DS

Account Number: [REDACTED]

MPAN/MPRN: 1200051305638

MSN: I03A 00127

Date of transfer:01/04/2019

Supply address:

North Wesr Terrace Trafalgar Square

LONDON

WC2N 5DS

Account Number: [REDACTED]

MPAN/MPRN: 1200051305629

MSN: P02A03166

Date of transfer:01/04/2019

There's just one loose end to tie up. Your old supplier will need to produce a final bill and we'll need to produce your first bill with us - to do this, we need to know what the meter reading is on the transfer date, or, where this isn't possible, 4 days either side of the transfer date. This will ensure the reading is based on actual, not estimated, figures and will enable your old supplier to send you an accurate and prompt final bill.

Once you have taken the meter reading, simply email the business team on business.registration@ecotricity.co.uk and we'll process it and send to your old supplier. Or, if you prefer, just phone us on 08000 302 302. Please ensure that the reading is taken at each supply address and sent to me as soon after the date of transfer as possible.

If you have any queries or would like to discuss your account further, then please get in touch with me.

Best wishes


Switch Assistant

Main: 01453 761469

Email: business.registration@ecotricity.co.uk

Twitter: <http://www.twitter.com/ecotricity>

Facebook: <http://www.facebook.com/ecotricity>

Website: www.ecotricity.co.uk

Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX

Registered in England and Wales Office: Company No. 3521776

This message has been scanned for viruses by the Greater London Authority.

Click <https://www.mailcontrol.com/sr/MZbqvYs5QwJvpeaetUwhCQ==> to report this email as spam.

[#LondonIsOpen](#)

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see <https://www.london.gov.uk/about-us/email-notice/>

CBRE Limited, Registered Office: St Martin's Court, 10 Paternoster Row, London, EC4M 7HP, registered in England and Wales No. 3536032. Regulated by the RICS.

This communication is from CBRE Limited or one of its associated/subsidiary companies. This communication contains information which is confidential and may be privileged. If you are not the intended recipient, please contact the sender immediately. Any use of its contents is strictly prohibited and you must not copy, send or disclose it, or rely on its contents in any way whatsoever. Reasonable care has been taken to ensure that this communication (and any attachments or hyperlinks contained within it) is free from computer viruses. No responsibility is accepted by CBRE Limited or its associated/subsidiary companies and the recipient should carry out any appropriate virus checks.

[#LondonIsOpen](#)

GLA approved disclaimer

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see <https://www.london.gov.uk/about-us/email-notice/>

ref:_00D0Y2Ev8x._5001i5HbD2:ref

[REDACTED]

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 30 September 2019 11:10
To: invoices@tfl.gov.uk; [REDACTED]
Subject: Attention: Outstanding Balance - Statements Attached
Attachments: [REDACTED].pdf; Statement of Account Great London Authority 1.pdf; Statement of Account Greater London Authority 2.pdf

Dear Sir/Madam,

If you have paid the balance in the last few days, please ignore this email.

Account number: [REDACTED]
Overdue sum: £745.52

Account number: [REDACTED]
Overdue sum: £42,062.92

I'm emailing regarding your electricity accounts as payment is overdue. I have attached your invoice and a breakdown of your accounts.

Please now remit payment in full, or contact us with reasonable proposals for payment.

Payment should be made to:
Account name: [REDACTED] Limited
Sort code: [REDACTED]
Account number: [REDACTED]
Reference: [Customer account number]

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling 01453 790 255.

Please further note that should payment not be received, and this matter be referred to our Legal Team, you will, as per our terms and conditions, be held liable for all interest and late payment charges due under the Late Payment of Commercial Debts (Interest) Act 1998.

We would like to avoid escalating the matter. Please call us on 01453 790 255 or email BusinessCredit@ecotricity.co.uk.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]
Business Credit Team

----- Original Message -----

From: [REDACTED]@london.gov.uk]
Sent: 27/09/2019 13:12
To: businesscredit@ecotricity.co.uk
Subject: RE: Attention: Outstanding Balance

Hi,

Can you confirm if invoices have been forwarded to invoices@tfl.gov.uk as I cannot see they have been uploaded to SAP financial system for approval? Please also forward copy of invoice to me for confirmation with accounts.

Thanks,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 27 September 2019 12:58
To: [REDACTED]@london.gov.uk
Subject: Attention: Outstanding Balance

Dear Sir/Madam,

If you have paid the balance in the last few days, please ignore this email.

Account number: [REDACTED]
Overdue sum: £745.52

Account number: [REDACTED]
Overdue sum: £42,808.44

I'm emailing regarding your electricity accounts as payment is overdue.

Please now remit payment in full, or contact us with reasonable proposals for payment.

Payment should be made to:
Account name: [REDACTED] Limited
Sort code: [REDACTED]
Account number: [REDACTED]
Reference: [Customer account number]

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling 01453 790 255.

Please further note that should payment not be received, and this matter be referred to our Legal Team, you will, as per our terms and conditions, be held liable for all interest and late payment charges due under the Late Payment of Commercial Debts (Interest) Act 1998.

We would like to avoid escalating the matter. Please call us on 01453 790 255 or email BusinessCredit@ecotricity.co.uk.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]

Business Credit Team

ref:_00D0Y2Ev8x._5001iFu3Xw:ref

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

Your Electricity Bill

Greater London Authority
PO BOX 45276
14 Pier Walk
LONDON
SE10 1AJ

Charge for the period **£41979.95**

Invoice No. 3863067

Date 22 August 2019

Account Number [REDACTED]

Payment Terms: 28 days

[D]

If you'd like to speak to us just call: 0345 230 6 102

CCL Accounting Document

Period : From 1st July 2019 to 31st July 2019
Site : City Hall, The Queens Walk

				Amount
Availability Charge		█ kVA @	█	£1,627.50
Meter Maintenance Charge				£41.50
Standing Charge		█ Days @	█	£248.81
Energy Charges	On Peak	█ kWh @	█	£27,514.84
	Off Peak	█ kWh @	█	£5,550.64
Maximum Demand		█ kW		
		Sub-Total		£34,983.29
		VAT at 20.00%		£6,996.66
		Total		£41,979.95

S	00	845	359
	12	0005	0846 760

Ecotricity Account
Greater London Authority

Greater London Authority

City Hall

The Queens Walk

London

SE1 2AA

Date	Transaction	Debit	Credit	Balance
31.07.2019	Invoice	£42,062.92		£42,062.92
31.07.2019	Invoice	£41,482.69		£83,545.61
31.07.2019	Invoice	£42,002.34		£125,547.95
22.08.2019	Invoice	£41,979.95		£167,527.90
23.08.2019	BACS Payment		-£41,482.69	£126,045.21
23.08.2019	BACS Payment		-£42,002.34	£84,042.87
16.09.2019	BACS Payment		-£41,234.43	£42,808.44
18.09.2019	Manual Posting		-£745.52	£42,062.92
	Current balance as at: 30.09.2019			£42,062.92

Ecotricity Account
Greater London Authority

The Undercroft Restaurant

North Terrace

Trafalgar Square

London

WC2N 5DS

Date	Transaction	Debit	Credit	Balance
08.05.2019	Invoice	£20.38		£20.38
09.05.2019	Cancelled Invoice		-£20.38	£0.00
14.05.2019	Invoice	£746.18		£746.18
31.05.2019	BACS Payment		-£20.38	£725.80
09.06.2019	Invoice	£770.30		£1,496.10
04.07.2019	BACS Payment		-£746.18	£749.92
04.07.2019	BACS Payment		-£770.30	-£20.38
10.07.2019	Invoice	£745.52		£725.14
31.07.2019	Cancelled Invoice		-£745.52	-£20.38
31.07.2019	Cancelled Invoice		-£770.30	-£790.68
31.07.2019	Cancelled Invoice		-£746.18	-£1,536.86
31.07.2019	Invoice	£2,850.91		£1,314.05
23.08.2019	BACS Payment		-£1,334.43	-£20.38
09.09.2019	Invoice	£590.38		£570.00
18.09.2019	Manual Posting	£745.52		£1,315.52
	Current balance as at: 30.09.2019			£1,315.52

[REDACTED]

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 16 October 2019 12:07
To: [REDACTED]
Subject: Attention: Outstanding Balance

Dear Sir/Madam,

If you have paid the balance in the last few days, please ignore this email.

Account number: [REDACTED]
Overdue sum: £42,062.92

Account number: [REDACTED]
Overdue sum: £570.00

I'm emailing regarding your electricity accounts as payment is overdue.

Please now remit payment in full, or contact us with reasonable proposals for payment.

Payment should be made to:
Account name: [REDACTED] Limited
Sort code: [REDACTED]
Account number: [REDACTED]
Reference: [Customer account number]

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling 01453 790 255.

Please further note that should payment not be received, and this matter be referred to our Legal Team, you will, as per our terms and conditions, be held liable for all interest and late payment charges due under the Late Payment of Commercial Debts (Interest) Act 1998.

We would like to avoid escalating the matter. Please call us on 01453 790 255 or email BusinessCredit@ecotricity.co.uk.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]
Business Credit Team

ref:_00D0Y2Ev8x._5001iGe55C:ref

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 30 October 2019 11:06
To: [REDACTED]
Subject: Ecotricity - Outstanding Balance

Hi [REDACTED]

I hope you are well.

I am emailing to chase payment of multiple outstanding invoices totalling £42632.91. My colleague [REDACTED] emailed in relation to this on 16 October 2019 and we are still yet to receive payment.

Can you please advise when we can expect payment to be made? If there are any difficulties, or if there is any further information you require, please don't hesitate in contacting me.

We would like to avoid escalating this matter so please contact me as soon as possible.

Best wishes

[REDACTED]
Business Credit Team

Telephone: [REDACTED]
Email: [REDACTED]@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity



=data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dldUU9kWh8+9N73QEiIgJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEpVmRUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39mnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BMr0lSkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDl9yjT0/icTAAwFJlfzOcmoWyJmKUUGe6J8gIACJTEObxyDov5OWieAHimZ+SKBILJYqYR15hp5ejIZvrxs1P5YjErlMNN4Yh4TM/0tAyOMBeAr2+WRQEIW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKhH/V4X8YNicHGx6daxRodV8AfYU5ULhJB8lvPQBDIwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtcim7hTEeiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmlABLJBptgACkEx2AF2g2pwANSBetAETol2cAZcBFfADXALDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5lC1hAbWgh5Q0FQOBQDxUOJkBCSQPnQJqgYKooQoUNQPFqJdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfhG/AALIVfwpMIQMgIA9FGWAgb8URCKfGkAREha5EipAKpRZqQDqQbuY1IkXHkAwaHoWGYGBbGGeOHwYzhYlZhl1mJKMNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhGbjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4Etw/XjLuA68MN4SbxeLwq3hTvvg/Bc/BifCG+Cn8cfx7fjx/GvyeQCVoEa4IPIZYgJGwkVBAaCOCl/YQRwjRRgahPdCKGEHnEXGIpsY7YQbxJHCZOkxRJhiQXUiQpmbSBVElqll0mPSa9IZPJOMRHchhZQF5PriSflF8lD5l/UJQoJhRPSHxFqtlOOuQ5QHIAeUOIUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3slT5TXl3eXXy6fJ18hf0r+pvY4AlHBQMFTgaOwVqFG4bTCPPYVJRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNlPSEaQtOledK4tE20Otpl2jAdRzek+9OT6cX0H+i99AllJWVb5SjlHOua5bPKUgbCMGD4M1IZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJuilWaVAZWpQkxVb9UU1Z2qbapP1DBqJmPhatlg+9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mrlw+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLrQra5VmtV4wlZnuZFRmJbOLOaGtru2nLdE+pn2rPa1jqLNYZ6NOs84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62f

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 01 November 2019 10:03
To: [REDACTED]
Subject: Invoice
Attachments: Greater london.pdf

Hi [REDACTED]

Thanks for your call today.

Please find attached the Invoice that is missing from our system.

Any queries please don't hesitate to contact us on 01453 790255.

Best wishes,

[REDACTED]
Business Credit Team

Telephone: 01453 790255
Email: BusinessCredit@ecotricity.co.uk
Twitter: <http://www.twitter.com/ecotricity>
Facebook: <http://www.facebook.com/ecotricity>
Website: www.ecotricity.co.uk

ecotricity



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, 7 Russell St, Stroud, Gloucestershire, GL5 3AX

Registered in England and Wales Office: Company No. 3521776

----- Original Message -----

From: Accounts Payable [accounts payable@tfl.gov.uk]
Sent: 31/10/2019 16:53
To: [REDACTED]@london.gov.uk; businesscredit@ecotricity.co.uk
Subject: RE: Ecotricity - Outstanding Balance

Hi

Can you provide a statement of account?

Regards,

Accounts Payable

From: [REDACTED]@london.gov.uk]
Sent: 30 October 2019 13:56
To: Business Credit
Cc: Accounts Payable (FSC); Invoices
Subject: RE: Ecotricity - Outstanding Balance

[REDACTED]

Please see attached response to [REDACTED] previously. I advised [REDACTED] to cc me with all invoice requests so that I can ensure they are received by accounts payable and uploaded to SAP for approval. Please supply invoices so that I can check if already approved. I am out of office on training today so will check tomorrow on return.

Accounts, can you please advise status of request.

Regards,

[REDACTED]

[REDACTED] | Assistant Facilities Officer - Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: Business Credit [mailto:businesscredit@ecotricity.co.uk]
Sent: 30 October 2019 11:06
To: [REDACTED]@london.gov.uk>
Subject: Ecotricity - Outstanding Balance

Hi [REDACTED]

I hope you are well.

I am emailing to chase payment of multiple outstanding invoices totalling **£42632.91**. My colleague [REDACTED] emailed in relation to this on 16 October 2019 and we are still yet to receive payment.

Can you please advise when we can expect payment to be made? If there are any difficulties, or if there is any further information you require, please don't hesitate in contacting me.

We would like to avoid escalating this matter so please contact me as soon as possible.

Best wishes

[REDACTED]

Business Credit Team

Telephone: [REDACTED]
Email: [REDACTED]@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity



Your Electricity Bill



Greater London Authority
PO BOX 45276
14 Pier Walk
LONDON
SE10 1AJ

Current Balance £42,062.92 DR

This is your electricity bill for the period from 1st April 2019 to 30th April 2019.

Please pay within 28 days of date of bill. You can pay by calling 0345 555 7 200 or see reverse of bill for other options. Thank you.

Account number [REDACTED]
Bill number 3830782
Date of bill 31 July 2019
Tariff - Half Hourly
Contract End Date - 31.03.2020
Supply address
City Hall
The Queens Walk
LONDON
SE1 2AA

Historical electricity usage

This Bill Last Bill This Bill
Last Year
The above includes estimated readings

Power Cut? Call: 0800 31 63 105

Meter Point Number:

S	00	845	359
12	0005	0846	760

How we calculated your bill

	kWh	Price per kWh	Amount
On Peak	[REDACTED]	[REDACTED] p	£27,742.02
Off Peak	[REDACTED]	[REDACTED] p	£5,453.13
Availability Charge			£1,575.00
Meter Maintenance Charge			£41.50
Standing Charge			£240.78
Sub Total			£35,052.43
VAT at 20.00%			£7,010.49
VAT at 20.00%			£0.00
Total cost of electricity in this period			£42,062.92

Your account summary

Payment Date	Description	Amount
	Previous balance	£0.00
	This bill	£42,062.92 DR
Current Balance		£42,062.92 DR

[REDACTED]

From: [REDACTED]@cbre.com>
Sent: 26 November 2019 10:24
To: [REDACTED]
Subject: FW: Ecotricity: Meter Photo Request - 1011 7279

Hi [REDACTED]
Please see the below as requested.
Kind Regards

[REDACTED]
[CBRE | Global Workplace Solutions](#)
M: [REDACTED] | T: +44 (0) 207 983 [REDACTED]
GLA, City Hall, The Queen's Walk, London SE1 2AA
[REDACTED]@cbre.com | [LinkedIn](#) | [Twitter](#)

Follow CBRE: [CBRE.com](#) | [LinkedIn](#) | [Twitter](#) | [Instagram](#) | [Facebook](#) | [Weibo](#) | [WeChat](#)

From: [REDACTED] <[REDACTED]@cbre.com>
Sent: 26 November 2019 09:26
To: [REDACTED] <[REDACTED]@cbre.com>
Subject: Re: Ecotricity: Meter Photo Request - 1011 7279



Get [Outlook for iOS](#)

From: [REDACTED] <[REDACTED]@cbre.com>

Sent: Monday, November 25, 2019 6:33:58 PM

To: [REDACTED] <[REDACTED]@cbre.com>

Subject: FW: Ecotricity: Meter Photo Request - [REDACTED]

Hi [REDACTED]

Can you please take a photo of the below meter

Contract Account Number: [REDACTED]

Address: THE UNDERCROFT CONVENIENCE, NORTH WEST TERRACE, TRAFALGAR SQUARE, LONDON, WC2N 5DS

MPAN: 1200051305629

Meter Serial Number: P02A03166

Registers: 5

Kind Regards

[REDACTED]
CBRE | Global Workplace Solutions

M: [REDACTED] | T: +44 (0) 207 983 [REDACTED]

GLA, City Hall, The Queen's Walk, London SE1 2AA

Stephanie.dack@cbre.com | [LinkedIn](#) | [Twitter](#)

Follow CBRE: [CBRE.com](#) | [LinkedIn](#) | [Twitter](#) | [Instagram](#) | [Facebook](#) | [Weibo](#) | [WeChat](#)

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 22 November 2019 10:09

To: [REDACTED] <[REDACTED]@cbre.com>; [REDACTED]

<[REDACTED]@cbre.com>

Subject: FW: Ecotricity: Meter Photo Request - 1011 7279

Hi Both,

Can you please arrange for a photo shot of the meter below at Trafalgar Sq asap please.

Many thanks,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit

Greater **London** Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: +[REDACTED]

[REDACTED] <[REDACTED]@london.gov.uk> | www.london.gov.uk

From: NHH Settlement <NHH.Settlement@ecotricity.co.uk>

Sent: 22 November 2019 09:32

To: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Ecotricity: Meter Photo Request - [REDACTED]

Good afternoon,

We've recently received meter readings from our Meter Operator for the following account however they don't seem to fall in line with previous readings:

Contract Account Number: [REDACTED]

Address: THE UNDERCROFT CONVENIENCE, NORTH WEST TERRACE, TRAFALGAR SQUARE, LONDON, WC2N 5DS

MPAN: 1200051305629

Meter Serial Number: P02A03166

Registers: 5

It's important that we hold up to date readings for all our customers to ensure that you're being billed accurately.


If you would be able to take a photo of this meter, with the display and meter serial number clearly shown, we will be able to rule out any errors and update the account accordingly.

Please do let me know if you need any more information at all.

Best wishes,



Business Non Half Hourly Settlement

Telephone: 0345 230 

Email: NHH.Settlement@ecotricity.co.uk



ecotricity



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, 7 Russell Street, Stroud, Gloucestershire, GL5 3AX

Registered in England and Wales Office: Company No. 3043412

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

#LondonIsOpen

GREATER LONDON AUTHORITY NOTICE:

The information in this email may contain confidential or privileged materials. For more information see

<https://www.london.gov.uk/about-us/email-notice/>

CBRE Limited, Registered Office: St Martin's Court, 10 Paternoster Row, London, EC4M 7HP, registered in England and Wales No. 3536032. Regulated by the RICS.

This communication is from CBRE Limited or one of its associated/subsidiary companies. This communication contains information which is confidential and may be privileged. If you are not the intended recipient, please contact the sender immediately. Any use of its contents is strictly prohibited and you must not copy, send or disclose it, or rely on its contents in any way whatsoever. Reasonable care has been taken to ensure that this communication (and any attachments or hyperlinks contained within it) is free from computer viruses. No responsibility is accepted by CBRE Limited or its associated/subsidiary companies and the recipient should carry out any appropriate virus checks.

[REDACTED]

From: [REDACTED]
Sent: 02 December 2019 10:42
To: [REDACTED] am
Subject: Re: Meter upgrade - [REDACTED]

Yes fine by me

Thank you

Sent from my iPhone

On 2 Dec 2019, at 10:04, [REDACTED]@london.gov.uk> wrote:

Hi [REDACTED],
Please see below, are you happy for this to proceed? Have highlighted relevant bits in blue.
Thanks,
[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] Fax: +44 (0)20 7983 [REDACTED] 7 | Mob [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: Commercial Metering <commercial.metering@ecotricity.co.uk>
Sent: 29 November 2019 15:44
To: [REDACTED]@london.gov.uk>
Subject: Meter upgrade - [REDACTED]
Good Afternoon,

I am contacting you today in regards to your current meter on site at **THE UNDERCROFT CONVENIENCE, NORTH WEST TERRACE, TRAFALGAR SQUARE, LONDON, WC2N 5DS.**

The current meter is needed to be upgraded to comply within our regulations - I can see we have made efforts to exchange the meter in the past however it is yet to be completed.

The current MPAN (meter point administration number) on site is needed to be processed from Non Half-hourly to Half Hourly. A process which involves us installing a smart compatible meter on site, with the ability to be configured to pull data every half hour - we will also have to manually process the migration. This means that your bills will not be estimated and you will be billed to gathered data rather than meter readings.

Your measurement class on site will also change. I have put a link below which will help explain the old migration information on the previous P272 industry migration.

<https://www.stark.co.uk/resources/news/p272/>

A couple of changes will be made to your bills. I have attached a document which will help in explain a Half Hourly invoice. Please note that, once the full migration has been completed in our systems,

the bills are produced the following month - around the third week. This is so that we can check the data again against the distributor invoices so that all our Half Hourly meters are billed accurately.


In regards to the meter exchange needed, the cost for the upgrade will be covered by us as the Supplier. I would just need site contact details and your go ahead and I can pass this over to our engineers to scheduled in. They will contact you their selves so you can anticipate a call from them rather form us as we used third party engineers.

Let me know if I have not explained anything clearly and I will be happy to explain further.

Best Wishes,

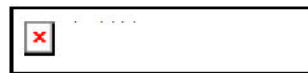


Business Metering Team

Tel: 0345 2306 102 Ext: 

Email: commercial.metering@ecotricity.co.uk

Website: www.ecotricity.co.uk



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX

Registered in England and Wales Office: Company No. 3521776

ref:_00D0Y2Ev8x._5001ilPLB9:ref

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 03 December 2019 11:08
To: [REDACTED]
Cc: [REDACTED] invoices@tfl.gov.uk
Subject: Ecotricity

Hi [REDACTED]

Thank you for coming back to me so quickly.

I will keep a look out for any correspondence from your accounts department.

However, in the meantime should you have any questions please let me know.

Kind Regards

[REDACTED]
Business Credit Team

Telephone: [REDACTED]
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity



=data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tz0AAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dIndUU9kWh8+9N73QEilGJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEpVmRUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjASHXJgl4GejAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWYJmKUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5ejlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55Bj5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOI89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKH/V4X8YNicHGx6daxRodV8AfYU5ULHJB8hvpQBdlwMkbj96An3rWxAXcsi+vGitka9zjzJ6/uf6Hwtci m7hTEEU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmIABLJBptgACkEx2AF2g2p wANSBetAETol2cAZcBFFADXALDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPFqjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMglA9FGWAgb8URCKfGkAREha5EipAKpRZqQDqQbuY1IkXHkAwaHoWGYGBbGGeOHWYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhGbjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4Etw/ XjLuA68MN4Sbxelwq3hTvgg/Bc/BifCG+Cn8cfx7fjx/GvyeQCVoEa4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI psY7YQbxJHCZ0kxRJhiQXUiQpmbSBVElqllOmPSa9IZPJOMRHchhZQF5PriSfIF8ID5I/UJQoJhRPSHxFQtLOOUq5QHIAeUO lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXI3eXXy6fJ18hf0r+pvY4A1HBQMFTgaOwVqFG4bTCPYV JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE200tp12jAdRzek+90T6cX0H+99AIIJWVb5SjIHOUa5 bPKUgbCMGD4M1IZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUIlWaVAZWPqkxVb9UU1Z2qbapP1DBqJmphantlq +9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMMe0aFoLtQRa5VrntV 4wlZnuzFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6NOs84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQI Npgi0GbwhaihiqG/YZ5ho+FjI6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3IRgus+Ozwxr5mgmNKs1u8eisNxZWax G1qA5wzzlFKN5m/krCz2LWludFt0WXYztLFMt6ywfWSlZBVhttOqw+sPaxJprXWN9x4Zq42Ozzqbd5rWtqS3fdr/tfTuaXb DdFrtOu8/2DvYi+yb7MQc9h3iHvQ732HR2KLUEfduR6+jhuM7xjOMHJ3sdsdNJp9+dWc4pzg3OowsMF/AX1C0YctFx4bg

Our accounts department are not based at City Hall, so I do not have access to payments, remittances etc. We are only able to see and approve invoices for payment once they have been uploaded to SAP.

Accounts Payable, I am concerned that payments do not appear to be being made to Ecotricity? As this is the Mayor's Office, it is important our payments are made on time and do not run the risk of being passed to collection agencies.

Please liaise with Ecotricity and advise me when this has been resolved.

Regards,

[Redacted] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [Redacted] | Fax: +44 (0)20 7983 [Redacted] | Mob: [Redacted]
[Redacted]@london.gov.uk | www.london.gov.uk

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 03 December 2019 10:34
To: [Redacted]@london.gov.uk>
Subject: Ecotricity

Hi [Redacted]

No payment have been received to date. If you could send me a copy of the remittance or advise when payments are likely to be received we can ensure they are allocated correctly.

Kind Regards

[Redacted]
Business Credit Team

Telephone: [Redacted]
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity

=>data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAIcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dIndUU9kWh8+9N73QEilgJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wiYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejFAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5eJlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJh

Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

----- Original Message -----

From: [REDACTED]@ecotricity.co.uk]

Sent: 29/11/2019 15:54

To: invoice@tfl.gov.uk

Subject: Ecotricity

Hi [REDACTED]

Thank you for your quick response.

I have looked over your accounts and I can see that the bills for account number [REDACTED] have been emailed to you and the invoice@tfl address a few times, I can only apologise if you did not receive them.

Account number [REDACTED] - Could you please forward me the remittance for this and then I can liaise with our accounts team to locate, and apply the payment to your account as soon as possible.

Account number [REDACTED] - This bill became due for payment on the 20th November, again I can only apologise if you haven't received it.

If you could give me an indication when we are likely to receive payment I would be grateful.

Kind Regards

[REDACTED]
Business Credit Team

Telephone: [REDACTED]

Email: BusinessCredit@ecotricity.co.uk

Website: www.ecotricity.co.uk

Facebook: www.facebook.com/ecotricity

Twitter: www.twitter.com/ecotricity

=data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dlnUU9kWh8+9N73QEilgJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wiYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAApF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPa n5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjASHXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEO bxyDov5OWieAHimZ+SKBIJYqYR15hp5ejlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIWW2ZaJHtrRzt7VnW5m j5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7Gx zAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOI89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJh llou4U8gViQLmQKHh/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBdlwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtci m7hTEEiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmLABLJBptgACkEx2AF2g2p wANSBetAEToi2cAZcBFFADXDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPfQjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMglA9FGWAgb8URckFgkAREha5EipAKpRZqQDqQbuY1lkXHkAwaHoWGYGBbGGeOHWYzhYIzh1mJK

[REDACTED]

I have spoken to Ecotricity on several occasions as have not received regular monthly billing. I am concerned that these are listed as overdue sums but only one of these have been received and this has been paid.

Please see responses below and Accounts, can you advise please?

Thanks,

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA
Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) | www.london.gov.uk

From: [REDACTED] [@ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)>

Sent: 29 November 2019 14:27

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]

Overdue sum: £570.00 – This bill was posted on 12.09.19 with ref: 1900045739 as appears on finance report P8

Account number: [REDACTED]

Overdue sum: £280.00 – This bill has only been received today?

Account number: [REDACTED]

Overdue sum: £42,062.92 – This bill has only been received today? I have called Ecotricity at concerns that I have not received bill for this account number for three months

----- Original Message -----

From: [REDACTED] [@ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)

Sent: 29/11/2019 14:26

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]

Overdue sum: £570.00

Account number: [REDACTED]

Overdue sum: £280.00

Account number: [REDACTED]

Overdue sum: £42,062.92

I am emailing regarding your electricity accounts as payments are overdue. I have attached a copies of your latest bills for your convenience.

Please now remit payment in full.

Payment should be made to:

Account name: [REDACTED] Limited

Sort code: [REDACTED]

Account number: [REDACTED]

Reference: Account numbers as above

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling **01453 790 255**.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]

Business Credit Team

Telephone: **01453 790 255**

Email: BusinessCredit@ecotricity.co.uk

Website: www.ecotricity.co.uk

Facebook: www.facebook.com/ecotricity

Twitter: www.twitter.com/ecotricity

="data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dlnUU9kWh8+9N73QEilgJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEPvMrUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsj7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5eijLzvrxs1P5YjErlMN4Yh4TM/0tAyOMBeAr2+WRQEIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55Bj5Z32zsrC+9FgD2JfqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKH/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBdlwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtci m7hTEEiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmIABLJBptgACkEx2AF2g2p wANSBetAETol2cAZcBfFADXALDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPFqjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsVgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMglA9FGWAgb8URCkFgkAREha5EipAKpRZqQDqQbuY1IkXHkAwaHoWGYGBbGGGeOHwYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhGbjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4Etw/ XjLuA68MN4SbxeLwq3hTvgg/Bc/BifCG+Cn8cfx7fjx/GvyeQCvOeA4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI psY7YQbxJHCZ0kxRJhiQXUiQpmbSBVElqll0mPSa9IZPJOMRHHchhZQF5PriSfIF8D5I/UJQoJhRPSHxQfQlOOUq5QHIAeUO lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXl3eXXy6fJ18hf0r+pvy4AIHBQMFTgaOwVqFG4bTCPYV JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE20Otpl2jAdRzek+9OT6cX0H+i99AllJWVb5SjlHOua5 bPKUgbCMGD4M1IZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUilWaVAZWPqkxVb9UU1Z2qbapP1DBqJmphantlq +9Uuq43Pp893ns+dXzT/5PyH6rC6ixq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLtQRa5VrntV 4wlZnuzFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6NOs84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQl Npgi0GbwaihiqG/YZ5ho+Fjl6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3lRgus+0zwrx5mgmNks1u8eisNxZWax G1qA5wzzlFKN5m/krCz2LWludFt0WXYztLFMt6ywfWSlZBVhttoQw+sPaxJprXWN9x4Zq42Ozzqbd5rWtqS3fdr/tfTuaXb DdFrtOu8/2DvYi+yb7MQc9h3iHvQ732HR2KLUEfdUR6+jhuM7xjOMHJ3snsdNJp9+dWc4pzg3OowsMF/AX1C0YctFx4bg ccpEuZC6MX3hwodRV25XjWuv6zE3Xjed2xG3E3dg92f24+ysPSw+RR4vHlKeT5xrPC16l69XkVevt5L3Yu9q76c+Oj6JPo0 +E752vqt9L/hh/QL9dvrd89fw5/rX+08EOASsCegKpARGBFYHPgsyCRIFdQTDwQHBU4flL9JfJfzUfGjC/EN2hTwJNQxdFfp zGC4sNKwm7Hm4VXh+eHcELWJFREPEu0iPyNlIR4uNFksWd0BJR8VF1UdNRXtFIOVLl1gsWbPkRoxajCCmPRYfGxv7JHZ yqffS3UuH4+ziCuPuLjNclrPs2nK15anLz66QX8FZcSoeGx8d3xD/iRPCqeVMrvRfuXfIBNeTu4f7kufGK+eN8V34ZfyRBJeEs oTRRJfEXYljSa5JFUnjAk9BteB1sl/ygeSplJCUoykzqdGpzWmEtPi000IYYqwK10zPSe9L8M0ozBDuspp1e5VE6JA0ZFMKH NZZruYjv5M9UiMJJslg1kLs2qy3mdHZZ/KUcwR5vTkmuRuyx3J88n7fjVmNXd1Z752/ob8wTXuaw6thdauXNu5Tnddwbr h9b7rj20gbUjZ8MtGy41IG99uit7UUAbrSL5gaLPv5sZCuUJR4b0tZlsObMVsfWzt3WazrWrblyJeOfViy+KK4k8l3JLr31I9V/

[REDACTED]

From: GWE <SMBGWE@tfl.gov.uk>
Sent: 04 December 2019 10:54
To: 'businesscredit@ecotricity.co.uk'
Cc: [REDACTED]
Subject: RE: Ecotricity

Good morning,

You have been sending the invoices to the wrong email address , that's why we haven't received them . The correct email is Invoices@tfl.gov.uk, this is for all general invoices

However would you be able please to add SMBGWE@tfl.gov.uk to your list as well. This email is for all utility invoices and queries (electricity , gas and water)

Please send me copies of all outstanding invoices to SMBGWE@tfl.gov.uk

What do you mean by No payment have been received to date? Since beginning of the year?

Regards,
[REDACTED]

From: [REDACTED]@london.gov.uk]
Sent: 03 December 2019 10:43
To: Business Credit
Cc: Invoices; [REDACTED]
Subject: RE: Ecotricity
[REDACTED],

Our accounts department are not based at City Hall, so I do not have access to payments, remittances etc. We are only able to see and approve invoices for payment once they have been uploaded to SAP.

Accounts Payable, I am concerned that payments do not appear to be being made to Ecotricity? As this is the Mayor's Office, it is important out payments are made on time and do not run the risk of being passed to collection agencies.

Please liaise with Ecotricity and advise me when this has been resolved.

Regards,
[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) | www.london.gov.uk

From: Business Credit
Sent: 03 December 2019 10:34
To: [REDACTED]
Subject: Ecotricity
Hi [REDACTED]

No payment have been received to date. If you could send me a copy of the remittance or advise when payments are likely to be received we can ensure they are allocated correctly.

Kind Regards

[REDACTED]
Business Credit Team

Telephone: [REDACTED]
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

= "data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHVZmls
ZQAASA2dlnUU9kWh8+9N73QEilgJfQaegkg0jtlFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJjRRQLg4Ji1wnyEFDG
wVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4R
ALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BM0lSkyhjEyFqEJoqwi48SvbPa
n5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEO
bxyDov5OWieAHimZ+SKBIIJYqR15hp5eJlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIIWW2ZaJHtrRzt7VnW5m
j5v9nfHn5T/T3levtV8Sbsz55BJ5Z32zsrC+9FgD2JfqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7Gx
zAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUzZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJh
llou4U8gViQLmQKhH/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBDIwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtci
m7hTEEiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAHlBIEAOWay5IAmLABLJBptgACKEx2AF2g2p
wANSBetAETol2cAZcBfFADXDALDIBHQAqGwUswAd6BaQic8BAVokGqkKakD5IC1hAbWgh5Q0FQOBQDXUOJkBCSQPN
QJqgYKoOqoUNQPFqjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsVgRHgVnAcXwNvhSrgWPg63whfh
G/AALIVfwpMIQMglA9FGWAgb8URCkFgkAREha5EipAKpRZqQDqQbuY1IkXhKAwahowWGYGBbGGeOHwYzhYIzh1mJK
MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhGbjS3EVMCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4EtW/
XjLuA68MN4SbxeLwq3hTvgg/Bc/BifCG+Cn8cfx7fjx/GvyeQCvOeA4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI
psY7YQbxJHCZOKxRJhiQUiQpmbSBVElqllOmPSa9lZPJOMRHHchhZQF5PriSfIF8ID5I/UJQoJhRPSHxQfTlOOuq5QHIAeUO
lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXl3eXXy6fJ18hf0r+pvy4AIHBQMFTgaOwVqFG4bTCPYV
JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE20Otpl2jAdRzek+9OT6cX0H+i99AIJWVb5SjlHOua5
bPKUgbCMGD4M1ZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUilWaVAZWPqkxVb9UU1Z2qbpP1DBqJmphatIq
+9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLtQRa5VrntV
4wlZnuzFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6N0s84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQI
Npgi0GbwhaihiqG/YZ5ho+Fjl6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3lRgus+Ozwxr5mgmNKs1u8eisNxZWax
G1qA5wzzlfnKN5m/krCz2LWludFt0WXYztLFMt6ywfWSlZBVhtOqw+sPaxJprXWN9x4Zq42Ozzqbd5rWtqS3fdr/tfTuaXb
DdFrtOu8/2DvYi+Yb7MQc9h3iHvQ732HR2KLUEfdUR6+jhuM7xjOMHJ3nsndNJp9+dWc4pzg3OowsMF/AX1C0YctFx4bg
ccpEuZC6MX3hwodRV25XjWuv6zE3Xjed2xG3E3dg92f24+ysPSw+RR4vHIKeT5xrPC16l169XkVevt5L3Yu9q76c+Oj6JPo0
+E752vqt9L/hh/QL9dvrd89fW5/rX+08EOASsCegKpARGBFYHPgsyCRIFdQTDwQHBU4f1L9JfJfZUFgJC/EN2hTwJNQxdFfp
zGC4sNKwm7Hm4VXh+eHcELWJFREPEu0iPyNlIR4uNFksWd0bJR8VF1UdNRXtFIOVLI1gsWbPkRoxajCCmPRYfGxV7JHZ
yqffS3UuH4+ziCuPuLjNclrPs2nK15anLz66QX8FZcSoeGx8d3xD/iRPCqeVMrvRfuXfIBNeTu4f7kufGK+eN8V34ZfyRBJeEs
oTRRJfEXYljSa5JFUnjAk9BteB1sl/ygeSpJlCUoykzqdGpzWmEtPi000IIYYqwK10zPSe9L8M0ozBDuspp1e5VE6JA0ZFMKH
NZZruYjv5M9UiMJJslg1kLs2qy3mdHZZ/KUcwR5vTkmuRuyx3J88n7fjVmnXNd1Z752/ob8wTXuaw6thdauXNu5Tnddwbr
h9b7rj20gbUjZ8MtGy41IG99uit7UUAbrSL5gaLPv5sZCuUJR4b0tZlsObMVsfWzt3WazrWrblyJeOfViy+KK4k8l3JLr31I9V/
ndzPaE7b2l9qX7d+B2CHfc3em681iZYlle2dCu4F2t5czyovK3u1fsvlZhW3FgD2mPZI+OMqiyUqvakfVp+qk6oEaj5rmvpep
7t+2d2sfb17/fbX/TAY0DxQc+HhQcvH/I91BrrUfTxWHc4azDz+ui6rq/Z39ff0TSPGRz0eFR6XHwo911TvU1zeoN5Q2wo2
SxrHjccdv/eD1Q3sTq+IQM6O5+AQ4ITnx4sf4H++eDDzZeYp9qukn/Z/2ttBailqh1tzWibakNml7THvf6YDTnR3OHS0/m/9
89lZ2mZqzymdL5HOFZybOZ93fjVCxoXxi4kXhZpXdd66tOTSna6wrt7LgZevXvG5cqnbfv8VZerZ645XTt9nX297Yb9jdYe
u56WX+x+aem172296XCz/ZbjrY6+BX3n+I37L972un3ljv+dGwOLBvruLr57/17cPel93v3RB6kPXj/Mejj9aP1j7OOiJwpPK
p6qP6391fjXZqm99Oyg12DPs4hnj4a4Qy//lfmvT8MFz6nPK0a0RupHrUfPjPmM3Xqx9MXwy4yX0+OFvyn+tveV0auffnf
7vWdiycTwa9HrmT9K3qi+OfrW9m3nZOjk03dp76anit6rvj/2gf2h+2P0x5Hp7E/4T5WfjT93fAn88ngmbWbm3/eE8/syOl
l+AAAACXBIWXMAAAAE7EAAAOxAGVKw4bAAAI7EIEQVRoBcWbZ48d15nnT+Wqmqzqyc1IziUEUlBWyxpandYA0GGD8Yh
ae2S+yX2K/wr4ZYAdryGYxMGyVPLYWbKsZJKixEx2s9k531i5an/PqaasBfbNAgtMmb5d99xT5zzx/4RTMsqylrCNBUX9/
JHmYzhIEXGnWHafBZFZsoMUyarnF+NUubwCyN8kTIKPk3l6EUKZeB/6xk8K7MMMy8z+VM9pSz9u2zMI3p9ueGSOXpx/T
2XVTUI/KRksxLicuNoM/rw/Ws/76kNw0vKpDCT4bnhN35w5e89NVXmgd4UkgqWkjXNZWHBgaGMTGV26eTG3q29f/7
o5r/YzTwt+7ZhqsHIS8s/e37+J6VyTeVaylFlzgMQyP48KHISxiBJLk2kplHlpmGzlYyaWaa2fnXzv64dXzM9JmVGmdXyhXde
/S8tayFXx+/d/B+PD9+3Gz0KwaaBGZ36j6/9w1zwpq3GNO8wyfrCIXsVheLzRGJazqXWTiUTuOMyDeSLCD5LSBSGqOuW
42EZZ0Uzh7xqgmmwqMxiDpceRy2ojXGrGmHw5MYQUriv5gur8IX+ypNBvnIxp7rhs9qLGx7SX0XZrCljDDBantDDIIWW
Ja2Bou1LZ7NEQ0/6PnVUvJZmvKPdSnye5a4FoWliUW0Zou8zzNVWwoqWzYT7oROIUpsUtOgeRFinl6sz6WnyUTsOlCYKO
sKYYxrro08z1IEaNNC4GsOpYx8a8G/rCMcy3ZCnF5cfwoN3DBeXWiEG0YQK3fVWuigGpUf5N4oRD9wjoLk+RynhL5qiT4
xFCiTH2URzSTcy7OyuzAmzsMlAtHj8CCaNk2bz2qWlogvMk/TVI3or9os9LBYrkGEfYhsoEYMLMdmblLRSpHmMxAikslpik
LsEJKMLMssqMF0tC3nRS7ECW+GMI3TcjMc2UgNs0jyyHYgQtuB4eCHmr+CDYWtvxibkKb1xSiqYjtRnoCESAhtucjNwJv4

KpgYqIQg2WRBIOFZiqiAjOpuwldgmtknPlfzVBOOJZRuVZyXgkOUQL1PhSMmlQEQuV/5ek7qlihE6tUdGjaJu0GbWxuCzGi
ECYvG0LJ/L6KKEDdNWxWY5WspJXyOBE6m1NEntV6yANqhTkQBOAKTIL0UGPFLqakooGwVJ5VI5pFBZEIHyFEpEPI5YM
47y0x6xwr3f7i7u/7KmV48GaEwBXvCnJY+Qo9aa5fH78nUtz36N3qVmWx9kX3ciFDtAEs2nEkS7z1ZHaGSrFbRE0ngFqSU
9LV5uayoljB2TKxQwWcW3p+drS3KNrw2I8K6+f6GfH3TeLBivf+IX1In22JojNaK/45RiHJiZoBzLImv5wwDFiBiKjMmFVfEg
I5x0+ScknuylUihm9CTR90noYBmG9DdaR9+ITyhEivypqrqyZjLYDaGiqqhiopSxCxpPWWHXhgVcYMB848FxHTIOeUhSm
OMEsMT3kUsXlxWlpTuolyGloTIBMioKIRGycVYFinnqdnba+k9pZTZ54gJT1GymUj6223V0+P85/p4Cdyiq4NngVOTPiEC
LYXp9S+oreWGbGGe2nkZEE5SiW9lq4S3RBeYxAJiJSZyafMFw7ETsXO9cvKwo7UYpJBMEezlbOZKBtoZnhXmFKMESm2U
KSQQclMLcGSuJxmXXYRe9LEVE9iAfKtTgY+NRmVH5wo/IQwNkP0WmiS6T/duqlQN9Lr085gM/5bDaFcgoXgLVUGsQc
Ga4elDAkZSmpJgcdcgJdzqlFRZEQuYKkUrKL2KhIhQsplasTK4RnchG9qcC63DBR8kF4p7eN4/GGq+rxeoO8yiQtezkMwEh
EXGIEVaSX5+QJNtHkyg3riGmxnd78G1a/+colFS9f0tFPMV+rj2GEKT7H7kKrXDLCxR0/c8kXeNAEn0hNftVz5GyF1UjI2V9
mVqqSJypW9YjeVKitxitT5JxKi0Gve7K17FgRUT0uUuV7JSsNr9zyU7WLKEIEKSNQy1ca9NwIPXlXCo8YYRV9JBwoldgnG6
mXoS4LBxW3PFY9TBbfffM4zl2ZhuZb00hQIO/XxPETwC79Y16gkhdWeYwMnRnuWQwHLdHFH3ljQmQR7/h+XHHJVA5q
HEyh4OkW40qydfD4dl7/V/OpXPQ5yCLZUPFQj3372hDn9g3z8ZV+xYhna/WWB/8teDH4DU3qCJkzmMvskKOgvmgD5U
UtFD1X339ApUKwnMF4RrKmWqRXICFHu5YHKW+Sn6jp5Tn4SSvMTfHJdif3Mllz93TTCi9kWGOTvqlYIVtOK/kUTXMhA
vJ68liajiE5ZCo5u8fMiTkSgEBT/X1LU/7tghkyX+n61v8/ztr8P++7f8fmtEcW6MvTApIw5w5UJqems04FXd4v10sQNquN
F2oh6KhVov38QWaxZSeuvv/Bug2KRSIMnLQAAAAAEIFTkSuQmCC" style="height:34px; width:151px" />

Error! Filename not specified.Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

----- Original Message -----

From: [REDACTED]@ecotricity.co.uk]

Sent: 29/11/2019 15:54

To: invoice@tfl.gov.uk

Subject: Ecotricity

Hi [REDACTED]

Thank you for your quick response.

I have looked over your accounts and I can see that the bills for account number [REDACTED] have been emailed to you and the invoice@tfl address a few times, I can only apologise if you did not receive them.

Account number [REDACTED] - Could you please forward me the remittance for this and then I can liaise with our accounts team to locate, and apply the payment to your account as soon as possible.

Account number [REDACTED] - This bill became due for payment on the 20th November, again I can only apologise if you haven't received it.

If you could give me an indication when we are likely to receive payment I would be grateful.

Kind Regards

[REDACTED]

Business Credit Team

Telephone: [REDACTED]

Email: BusinessCredit@ecotricity.co.uk

Website: www.ecotricity.co.uk

Facebook: www.facebook.com/ecotricity

Twitter: www.twitter.com/ecotricity

0MEsMT3kUsXlXWlpTuolyGloTIBMioKIRGycVYFinnqdneba+k9pZTZ54gJT1GymUj6223V0+P85/p4Cdyiq4NgpVOTPiEC
LYXp9S+oreWGbGGe2nkZEE5SiW9lq4S3RBeYxAJiJSZyafMFw7ETsXO9cvKwo7UYpJBMEezlbOZKBtoZnhXmFKMESm2U
KSQQclMLcGSuJxmXXYRe9LEVE9iAfKTtgY+NRmVH5wo/IQwNkP0WmiS6T/duqlQN9Lr085gM/5bDaFcgoXgLVUGsQc
Ga4eIDAKZSmpJgcdcgJDzqlFRZEQuYKkUrKL2KhIhQsplasTK4RnchG9qcC63DBR8kF4p7eN4/GGq+rxeoO8yiQtezKmwEh
EXGIEVaSX5+QJNtHkyg3riGmxnd78G1a/+coIFs9f0TFPMV+rj2GEKT7H7kKrXDLCxR0/c8kXeNAEn0hNftVz5GyF1UjI2V9
mVqqSJypW9YjeVKitxitT5JxKi0Gve7K17FgRUT0uUuV7JssNr9zyU7WLKEIEKSNQy1ca9NwIPXlXCo8YYRV9JBwoldgnG6
mXoS4LBxW3PFY9TBbFFM4zl2ZhuZb00hQIO/XxPETwC79Y16gkhdWeYwMnRnuWQwHLdHFH3ljQmQR7/h+XHHJVA5q
HEyh4OkW40qydfD4dl7/V/OpXPQ5yCLZUPFQj3372hDn9g3z8ZV+xYhnA/WWB/8teDH4DU3qCJkzmMvskKOgvmgD5U
UtFD1X339ApUKwnMF4RrKmwqRXICFHU5YHKW+S6jp5Tn4SSvVMTfHjdif3Mllz93TTCi9kWG0tvqIYIVtOK/kUTXMhA
vJ68liajiE5ZCo5u8fMiTkcSgEBT/X1LU/7tghkyX+n61v8/ztr8P++7f8fmtEcW6MvTAplw5w5UJqems04FXd4v10sQNquN
F2oh6KhVov38QWaxZSeuvv/Bug2KRSIMnLQAAAAAEIFTkSuQmCC" />

Error! Filename not specified.Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

Hi [REDACTED]

I have spoken to Ecotricity on several occasions as have not received regular monthly billing. I am concerned that these are listed as overdue sums but only one of these have been received and this has been paid.

Please see responses below and Accounts, can you advise please?

Thanks,

[REDACTED] Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] Fax: +44 (0)20 7983 [REDACTED] Mob: [REDACTED]

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) | www.london.gov.uk

From: [REDACTED] [@ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)>

Sent: 29 November 2019 14:27

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]

Overdue sum: £570.00 – This bill was posted on 12.09.19 with ref: 1900045739 as appears on finance report P8

Account number: [REDACTED]

Overdue sum: £280.00 – This bill has only been received today?

Account number: [REDACTED]

Overdue sum: £42,062.92 – This bill has only been received today? I have called Ecotricity at concerns that I have not received bill for this account number for three months

----- Original Message -----

From: [REDACTED] [ecotricity.co.uk](mailto:[REDACTED]@ecotricity.co.uk)

Sent: 29/11/2019 14:26

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]
Overdue sum: £570.00

Account number: [REDACTED]
Overdue sum: £280.00

Account number: [REDACTED]
Overdue sum: £42,062.92

I am emailing regarding your electricity accounts as payments are overdue. I have attached a copies of your latest bills for your convenience.

Please now remit payment in full.

Payment should be made to:
Account name: [REDACTED] Limited
Sort code: [REDACTED]
Account number: [REDACTED]
Reference: Account numbers as above

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling **01453 790 255**.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]
Business Credit Team

Telephone: **01453 790 255**
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

= "data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAIcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHVZmlsZQAASA2dIndUU9kWh8+9N73QEilgJfQaegkg0jtlFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAApF1TY8fiYX5QKUU7PFGTL/BMroISkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5ejlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUZUXlpqemS0TMzAwOI89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKHh/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBdlwMkbj96An3rWxAXcsi+vGitka9zjzJ6/uf6Hwtci m7hTEiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmIABLIJBptgACkEx2AF2g2p wANSBetAETol2cAZcBFFADXALDIBHQAqGwUswAd6BaQiC8BAVokGqkBakD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPfQjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMgIA9FGWAgb8URCKfgkAREha5EipAKpRzqQDqQbuY1kXHkAwaHoWGYGBbGGeOHwYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhGbjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hXwfrgYXDJuNa4Etw/ XjLuA68MN4SbxeLwq3hTvvg/Bc/BifCG+Cn8cfx7fjx/GvyeQCvOeA4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI

From: Business Credit <businesscredit@ecotricity.co.uk>
Sent: 04 December 2019 15:45
To: smbqwe@tfl.gov.uk
Cc: [REDACTED]
Subject: Ecotricity - Copy Bills
Attachments: 3863067.pdf; 700004586069.pdf; 3951369.pdf

Hi [REDACTED]

Thank you for your email.

I can confirm I have updated the email addresses on your account and I have attached copies of the outstanding bills as requested.

I would be grateful if you could confirm when we are likely to receive payment?

Many Thanks

[REDACTED]
Business Credit Team

Telephone: [REDACTED]
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity



="data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHVZmlsZQAASA2dIndUU9kWh8+9N73QEilGJfQaegkg0jtlFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAApF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPa n5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEO bxyDov5OWieAHimZ+SKBIIJYqYR15hp5ejlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIIWW2ZaJHtrRzt7VnW5m j5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7Gx zAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJh llou4U8gViQLmQKhH/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBdlwMkbj96An3rWxAXcsi+vGitka9zjzJ6/uf6Hwtci m7hTEEIU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWAy5IAmLABLJBptgACKEx2AF2g2p wANSBetAETol2cAZcBFFADXALDIBHQAqGwUswAd6BaQjC8BAVokGqkqBakD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPfQjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMgIA9FGWAgb8URCKfGkAREha5EipAKpRzqQDqQbuY1kXhKAwAHoWGYGBbGGeOHwYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhgBjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4Etw/ XjLuA68MN4SbxeLwq3hTvvg/Bc/BifCG+Cn8cfx7fjx/GvyeQCvEa4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI psY7YQbxJHCZOKxRJhiQUXiQpmbSBVElqllOmPSa9lZPJOMRhhZQF5PriSfIF8D5I/UJQoJhRPSHxFTlOOuq5QHIAeUO lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXl3eXXy6fJ18hf0r+pvy4AIHBQMFTgaOwVqFG4bTCPYV JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE20Otpl2jAdRzek+9OT6cX0H+i99AIIJWVb5SjlHOua5 bPKUgbCMGD4M1IZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUilWaVAZWPqkxVb9UU1Z2qbapP1DBqJmphatIq +9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLtQRa5VrntV 4wlZnuZFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6NOs84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQI Npgi0GbwhaihqG/YZ5ho+Fjl6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3lRgus+Ozwrx5mgmNKs1u8eisNxZWax

yRU0tsxOEwWQKaT6QYchxIhE2IRoSsN3fmxl8bHx2/ff6+0u2JVWsyex3aS9Asa5Tya6AcZcAAvA6JC95Wvj13GtnfnZ68tJ6/OX7n/5zau2YdohpU5vkOa9ckGHDLUgnUj4lrCHR5J/pfhqUct73ovPv7q2+fCwvWnXQSj610C4HAZih3YqMJWTCOnKhYgbUQO7vt8IB9JrYn1Q1vHsOOvqxBPaqMRGuvs44NlkhkZMVBm7JTAkFN0gpgWfY8LS68QPtYOrnGclEEA81V+2DW9cvrNI366PPIdtMgR7+cPf3HzYf806x1iNamc5KtQyTIBMnSq8clPX/jPNTVvFAGpCgIXINavHQTPrx50N69t/mBYyQUVxLlNjSciS4oDOH40oG1pcAhZEj6WdjpwDg/f+XC2Jvjrbn3P/IFd7Bm1zwQgBKCPkSt5sThAVULUCVRCihYJzlvz/DSntG0Zi4tfX+qPtM7bj/auOY0yBTOnNMe7Hp1b157zmlSk4RFzv2Ug3jjzCr8InaX5q+emXxRykG8j3qfHEB4Mak7aXEkaZ/GLOOkbtielFO8y8H7ANT5VlnpwGuSwbTtWs+KBpZgiRzELyRGKQ3KLps3GzML88v37nylyliZoWEXA5q3BH8p+kMshJSc1FtKYRqAkGABKuX40NLExMTDJ9eITRkJETxyBOIjvy+RbEKDS+m5oUkLvRLmOSAYK25WdR2a0AohwBDhWpQON7Z+G1W9Djai3EmDBGNMb9wZsb0039gZ6mGpW/ADzgB1CvfUZOVxvibs9N/IXaRovyscUoOKOBfv+FstYYxTVWmVtapX1x467Xz77hqdsP55c2rfxfYM5xsQxR1J8lGnFKbe9rD2lI4k1vAv2n32olvd9/+sez9au+mn/p7E/PzbyV9OiSwCcUUSpIFkowl+PHHVgK7fAXV4t6zpVn3n7zn/a8tYIPqfTE3m/hFvWOxPPo/ID58W5SHvIrvEkiaaic0kqiUTonHFkqy/JzGkh5JEk4qJ2Xt8wbVrBo995+fzbTjoVDag6MFvxMMIBCpBohnFJDSPtCwgOO0XTnn3h9NsZQ88XMZtBNqpiO4QrHskJBzRoeRe3tUDJwkhQgszYV16AiAN8QLxOiYqC+MDM2R5ot/Y1xgfQpYW77TOj1DdloX66yyTgmNussgguiB9+IXL/51vd68tfphlOw0WzWOC8TY5biYdQAaQQakGZhf89/5/zcG646JX1FIU83nvBq3/3xxu/DNO9sHNocCQk/RRh1ZU3z8iOgoy2ZZJPj1x68ewPF1svWmqERHTYPPpIsxwS+Pee/ClsH9iAtMhXEhYuz6ulMTULuO/51ujVF76/NP66q6Zo+oO1Ji2YHFSpicKQx4n1+i+ufQxv3wTYyTw5S6dZKOoEZ1zup6EcjmxotEo2WiS5hxYcsIRHQObfNj33Evjt149Lvd3irhgBe4HBuFktXKguTZmEncJRJ4i6fOXVx6fa7xwqPd22VSo6shBiT+zZi91xsUZJFZTUsyEjql6cM4HQ5MZ5UGR1ztnEfHIAupLu/MSZneO7uL4cEHJxXhuZ4xPzTfuUoeHrSgxCRlK0ECNWQxVGzwdFL1dHJkeby2/dXKk+uGyZlkyPtJuj9FSdYYb84M12cuLL884Z/huAOT0p0ZDv5Gpr2X331+dHWl/fXrnei9Syn059wbgl5DhWURutTS0uX12cujiCa2eqgewQlWbZMBdFXpZp3MjzK1s3dg7v95OD3BzAJMQlsWdkrWFvZmH22fmpy6P1+UByZo47sENefxv2ilkjUni/nLX7jiWeYwovGSW1TFPWKnYeLbyXjDSIKrjehFPIVfMXybTtNyGbdEXdORXXPnzW7fmp0aAGO9oX9ztrSXGEn8qagCpVr9Wars0uzDy3PP1cyxTh0qH2jWnDhKIm1jiCeIQGoafMOcdha6ypZixl70snwJg4TSfbHDWzlfwQa8KHcbWF6f03H38SIhssQH6UxCTb9eXFq7rnh30wj7W1JEAvkeLTGUAN5AyS/UL1e2Xm7R/uuFhlPDGThY4jUztcrg10zB4y6NuqyYmAiZocNdRgF04GFGDgdrvpv77fV+eExnD1/03fpoa3rInf1mQakSnKm++C6GJVkBAymYdhT20fd9aPudpz1kULNa40NzY3WFmpqnPMXxTtzHKXiWjYwJUdl/Ww/N7q8WCKIKegEe2L1fBI4+ZRUnkt+4p5fOQ+zm04jKjuUH1JfSKInOtYAJY5m8w5KXB/yJsu8RuIFMzJV3VAddgabnZDjjv0syTw3aNaGhhqTI/6iq0bouejToBKsesXjnfBannSs9PbyQa+BcFO3xpBJmB0KBmi8QQwYdBS7LW+KdXBxepwDtrWRld98/t872TonE9CYJnbLn/nuy/9pUr3CyYIY5InSqrUF3+VMgMYNx5agP6kMCJuSbohZcGhJjMRE8FpQgqAFVCJGeQ9DylZBfwiRhhkpKGhPRqr7C6wjgQGL4cOhCSnPeoAGUeKpgYqIQg2WRBIOFZiqiAjOpuwlDgmtnkPlfzVBOOJZRuVZyXgkOUQL1PhSMmlQEQuV/5ek7qlihE6tUdGjaJu0GbWxuXzGiECYvG0LJ/L6KKEDdNWxWY5WspJXyOBE6m1NEntV6yANqhTkQBOAKTIL0UGPFLqakooGwVJ5VI5pFBZEIHfYEpEPI5YM47y0x6xwr3f7i7u/7KmV48GaEwBXvCnJY+Qo9aa5fH78nUtz36N3qVmWx9kX3ciFDtAes2nEkS7z1ZHaGSrFbRE0ngFqSU9LV5uayoljB2TKxQwWcW3p+drS3KNrw2I8K6+f6GfFh3TeLBivf+IX1In22JojNaK/45RiHJiZoBzLlmv5wwDFiBiKjMmFvFegI5x0+ScknuyIuihm9CTR90noYBmG9DdaR9+ITyhEivYpqrqyZjLYDaGiqqhiopSxCxpPWWHXhgVcYMB848FxHTIOeUhSm0MEsMT3kUsXlxWlpTuoLyGloTIBMioKIRGycVYFinnqdnaba+k9pZTZ54gJT1GymUj6223V0+P85/p4Cdyiq4NgpVOTPiECLYXp9S+oreWGbGGe2nkZEE5SiW9lq4S3RBeYxAjiSZyafMFw7ETsXO9cvKwo7UYpJBMEezlbOZKBtoZnhXmFKMESm2UKSQQclMLcGSuJxmXXYRe9LEVE9iAfKtTgY+NRmVH5wo/IQwNkP0WmiS6T/duqIQN9Lr085gM/5bDaFcgoXgLVouGSQcGa4elDAkZSmpJgdcgJdZqlFRZEQuYKkUrKL2KhlhQsplasTK4RnchG9qcC63DBR8kF4p7eN4/GGq+rxeoO8yiQtezkMwEhEXGIEVaSX5+QJNtHkyg3riGmxnd78G1a/+coIFs9f0TFPMV+rj2GEKT7H7kKrXDLcXr0/c8kXeNAEn0hNftVz5GyF1Uj12V9mVqqSjypW9YjeVKitxitT5JxKi0Gve7K17FgRUTOUuUv7JSsNr9zyU7WLKEIEKSNQy1ca9NwIPXlXCo8YYRV9JBwoldgnG6mXoS4LBxW3PFY9TBbfffM4zl2ZhuZb00hQIO/XpPETwC79Y16gkhdWeYwMnRnuWQwHLdHFH3ljQmQR7/h+XHHJVA5qHEyh4OkW40qydfD4dl7/V/OpXPQ5yCLZUPFQj3372hDn9g3z8ZV+xYhna/WWB/8teDH4DU3qCJkzmMvskKOGvmgD5UUtFD1X339ApUKwnMF4RrKmWqRXICFu5YHKW+Sn6jp5Tn4SSvVMTfHjdif3Mllz93TTCi9kWG0tvqlYIVtOK/kUTXMhAvJ68IiajiE5ZCo5u8fMiTkcSgEBT/X1LU/7tghkyX+n61v8/ztr8P++7f8fmtEcW6MvTApIw5w5UJqems04FXd4v10sQNquNF2oh6KhVov38QWaxZSeuvv/Bug2KRSIMnLQAAAAAEIFTkSuQmCC" />



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

----- Original Message -----

From: GWE [smbgwe@tfl.gov.uk]

Sent: 04/12/2019 10:58

To: businesscredit@ecotricity.co.uk

Cc: [REDACTED]@london.gov.uk
Subject: RE: Ecotricity

Good morning,

You have been sending the invoices to the wrong email address , that's why we haven't received them . The correct email is Invoices@tfl.gov.uk, this is for all general invoices

However would you be able please to add SMBGWE@tfl.gov.uk to your list as well. This email is for all utility invoices and queries (electricity , gas and water)

Please send me copies of all outstanding invoices to SMBGWE@tfl.gov.uk

What do you mean by No payment have been received to date? Since beginning of the year?

Regards,

[REDACTED]

From: [REDACTED]@london.gov.uk]
Sent: 03 December 2019 10:43
To: Business Credit
Cc: Invoices; [REDACTED]
Subject: RE: Ecotricity

[REDACTED]

Our accounts department are not based at City Hall, so I do not have access to payments, remittances etc. We are only able to see and approve invoices for payment once they have been uploaded to SAP.

Accounts Payable, I am concerned that payments do not appear to be being made to Ecotricity? As this is the Mayor's Office, it is important out payments are made on time and do not run the risk of being passed to collection agencies.

Please liaise with Ecotricity and advise me when this has been resolved.

Regards,

[REDACTED]

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA


Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: + [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

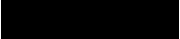
From: Business Credit
Sent: 03 December 2019 10:34
To: [REDACTED]
Subject: Ecotricity

Hi [REDACTED]

No payment have been received to date. If you could send me a copy of the remittance or advise when payments are likely to be received we can ensure they are allocated correctly.

Kind Regards


Business Credit Team

Telephone: 
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

= "data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dlnUU9kWh8+9N73QEilgJfQaegkg0jtIFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPF1TY8fiYX5QKUU7PFGTL/BMrOlSkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjASHXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5eJlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JfqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EJSRUZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKH/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBDIwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtci m7hTEEiU+b2DI9kciWiLBmj34RswQISkAd0oAo0gS4wAixgDRyAM3AD3iAAHlBIEAOWAy5IAmLABLJBPTgACkEx2AF2g2p wANSBetAETol2cAZcBFFADXALDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPN QJqgYKoOqoUNQPfQjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALaA2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMglA9FGWAgb8URCKfGkAREha5EipAKpRZqQDqQbuY1IkXHkAwaHoWGYGBbGGeOHwYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNhbGjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4EtW/ XjLuA68MN4Sbxelwq3hTvgg/Bc/BifCG+Cn8cf7fjx/GvyeQCvOeA4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI psY7YQbxJHCZOKxRJhiQUiQpmbSBVElqIl0mPSa9IZPJOMRhhZQF5PriSfIF8ID5I/UJQoJhRPSHxQtI0OUq5QHIAeUO lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXI3eXXy6fJ18hf0r+pvy4AIHBQMFTgaOwVqFG4bTCPYV JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE20Otpl2jAdRzek+9OT6cX0H+i99AIIJWVb5SjIHOUa5 bPKUgbCMGD4M1IZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUilWaVAZWPqkvB9UU1Z2qbpP1DBqJmphantlq +9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLQtRa5VrntV 4wlZnuzFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6NOs84TXZluWzdBt1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQI Npgi0GbwhaihqG/YZ5ho+Fjl6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3lRgus+Ozwxr5mgmNks1u8eisNxZWax G1qA5wzzlfnKN5m/krCz2LWludFt0WXYztLFMt6ywfWSlZBVhttoQw+sPaxJprXWN9x4Zq42Ozzqbd5rWtqS3fdr/tfTuaXb DdFrtOu8/2DvYi+Yb7MQc9h3iHvQ732HR2KLufdUR6+jhuM7xjOMHJ3nsndNJp9+dWc4pzg3OowsMF/AX1C0YctFx4bg ccpEuZC6MX3hwoRV25XjWuv6zE3Xjed2xG3E3dg92f24+ysPSw+RR4vHlKeT5xrPC16l169XkVevt5L3Yu9q76c+Oj6JPo0 +E752vqt9L/hh/QL9dvrd89fw5/rX+08EOASsCegKpARGBFYHPgsyCRIFdQTDwQHBU4fL9JfJfUFGJC/EN2hTwJNQxdFfp zGC4sNKwm7Hm4VXh+eHcELWJFREPEu0iPyNlIR4uNFksWd0bJR8VF1UdNRXtFIOVLI1gsWbPkRoxajCCmPRYfGxV7JHZ yqffS3UuH4+ziCuPuLjNclrPs2nK15anLz66QX8FZcSoeGx8d3xD/iRPCqeVMrvRfuXfIBNeTu4f7kufGK+eN8V34ZfyRBJeEs oTRRJfEXYljSa5JFUnjAk9BteB1sl/ygeSplJCUoykzqdGpzWmEtPi000IIYYqwK10zPSe9L8M0ozBDuspp1e5VE6JA0ZFMKH NZZruYjv5M9UiMJJslg1kLs2qy3mdHZZ/KUcwR5vTkmuRuyx3J88n7fjVmnXdlZ752/ob8wTXuaw6thdauXNu5Tnddwbr h9b7rj20gbUjZ8MtGy41IG99uit7UUAbrSL5gaLPv5sZCuUJR4b0tZlsObMVsfWzt3WazrWrblyJeOfViy+KK4k8l3JlR31I9V/ ndzPaE7b2l9qX7d+B2CHfc3em681iZYlle2dCu4F2t5czyovK3u1fsvlZhW3FgD2mPZI+0MqiyUvQvakfVp+qk6oEaj5rmvpep 7t+2d2sfb17/fbX/TAY0DxQc+HhQcvH/I91BrrUftxWHc4azDz+ui6rq/Z39ff0TSPGRz0eFR6XHwo911TvU1zeoN5Q2wo2 SxrHjccdv/eD1Q3sTq+IQM6O5+AQ4ITnx4sf4H++eDDzZeYp9qukn/Z/2ttBailqh1tzWibakNml7THvf6YDTnR3OHS0/m/9 89lZ2mZqzymdLz5HOFZybOZ93fjVCxoXxi4kXhZpXdd66tOTSna6wrt7LgZevXvG5cqnbfv8VZerZ645XTt9nX297Yb9jdYe u56WX+x+aem172296XCz/ZbjrY6+BX3n+I37L972un3ljv+dGwOLBvruL57/17cPel93v3RB6kPXj/Mejj9aP1j7OOiJwpPK p6qP6391fjXZqm99Oyg12DPs4hnj4a4Qy//lfmvT8MFz6nPK0a0RupHrUfPjPmM3Xqx9MXwy4yX0+OFvyn+tveV0auffnf 7vWdiycTwa9HrmT9K3qi+OfrW9m3nZOjk03dp76anit6rvj/2gf2h+2P0x5Hp7E/4T5Wfjt93fAn88ngmbWbm3/eE8/syOl l+AAAACXBIWXMAAAAE7EAAAOxAGVVKw4BAAAI7EIEQVRoBcWbZ48d15nnT+Wqmqzqc1IziUEUIbWyxpandYA0GGD8Yh ae2S+yX2K/wr4ZYAdrYGyXMGyVPLYIwBksZJKixEx2s9k531i5an/PqaasBfbNAGtMmb5d99xT5zzx/4RTMsqyLlrCNBUX9/

ei9Syn059wbgl5DhWURutTS0uX12cujiCa2eqgewQIWbZMBdfXPzp3MjzK1s3dg7v95OD3BzAJMQIsWdkrWFvZmH22f
mpy6P1+UByZo47sENefxv2ilkjrUniJ/nLX7jiWeYwovGSW1TFPWKnYeLbyXjDSIKrjehFPIVfMXybTtNyGbdEXdORXXPnz
w7fmp0aAGO9o9X9ztrSXGEn8qagCpVr9Wars0uzDy3PP1cyxTh0qH2jWnDhKIm1jiCeIQGoafMOcdha6ypZixl70snwJg4
TSfbHDWzlfwQa8KHcbWF6f03H38SIhssQH6UxCTb9eXFq7rnH30wj7W1JEAxVkeLTGUAN5AyS/UL1e2Xm7R/uuFhIPD
GThY4jUZtcrg10zB4y6NuqyYmAiZocNdRgF04GFGDgdrvpv77fV+eExnD1/03fpoa3rInfb1mQAKSnKm++C6GJVkBAymY
dhT20fd9aPudpz1kULNa40NzY3WFmpqnPMXxTtzHKXiWjYwJUdl/Ww/N7q8WCKIKegEe2L1fBI4+ZRUnkt+4p5fOQ+z
m04jKjuUH1JfSKInOtYAJY5m8w5KXB/yJsu8RuIFMzJV3VAddgabnZDjjv0syTw3aNaGhhqTI/6iq0bouejToBKSESXjnFBannS
s9PbyQa+BcFO3xpBJmB0KBmi8QQwYdB57LW+KdXBxepwDtrWRld98/t872TonE9CYJnbLn/nuy/9pUr3CyIYI5InSqrUF
3+VMgMYNx5agP6kMCJuSbohZcGhJjMRE8FpQgqAFVCJGeQ9DylZBfwiRhhkpKGhPRqr7C6wjgQGL4cOhCSnPeoAGUe
KpgYqlQg2WRBIOFZiqiAjOpuwlDgmtnPlfzVBOOJZRuVZyXgkOUQL1PhSMmlQEQuV/5ek7qlihE6tUdGjaJu0GbWxuCzGi
ECYvG0LJ/L6KKEDdNWxWY5WspJXyOBE6m1NEntV6yANqhTkQBOAKTIL0UGPFLqakooGwVJ5Vl5pFBZEIHfEPEPI5YM
47y0x6xwr3f7i7u/7KmV48GaEwBXvCnJY+Qo9aa5fH78nUtz36N3qVmWx9kX3ciFdtaEs2nEkS7z1ZHaGSrFbRE0ngFqSU
9LV5uayoljB2TKxQwWcW3p+drS3KNrw2I8K6+f6GfH3TeLBivf+IX1In22JojNaK/45RiHJiZoBzLlmv5wwDFiBiKjMmFVfEg
I5x0+ScknuyIUiHm9CTR90noYBmG9DdaR9+ITyHivPyPqrqyZjLYDaGiqqhiopSxCxpPWWHXhgVcYMB848FxHTIOeUhSm
OMESMT3kUsXlXWlpTuoLyGloTIBMioKIRGycVYFinnqdneba+k9pZT54gJT1GymUj6223V0+P85/p4Cdyiq4NgpVOTPiEC
LYXp9S+oreWGbGGe2nkZEE5SiW9lq4S3RBeYxAJiJSZyafMFw7ETsXO9cvKwo7UYpJBMEezlbOZKBtoZnhXmFKMESm2U
KSQQclMlCGSuJxmXXYRe9LEVE9iAfKTgY+NrmVH5wo/IQwNkP0WmiS6T/duqlQN9Lr085gM/5bDaFcgoXgLVUGsQc
Ga4elDAkZSmpJgdcgJdZqlFRZEQuYKkUrKL2KhlhQsplasTK4RnchG9qcC63DBR8kF4p7eN4/GGq+rxeoO8yiQtezKmwEh
EXGIEVaSX5+QJNtHkyg3riGmxnd78G1a/+colFS9f0TFPMV+rj2GEKT7H7kkrXDLcXr0/c8kXeNAEn0hNftVz5GyF1UjI2V9
mVqqSJypW9YjeVKitxitT5JxKi0Gve7K17FgRUT0uUuV7JSsNr9zyU7WLKEIEKSNQy1ca9NwIPXlXCo8YYRV9JBwoldgnG6
mXoS4LBxW3PFY9TBbfffM4zl2ZhuZb00hQIO/XxPETwC79Y16gkhdWeYwMnRnuWQwHLdHFH3ljQmQR7/h+XHHJVA5q
HEyh4OkW40qydfD4dl7/V/OpXPQ5yCLZUPFQj3372hDn9g3z8ZV+xYhna/WWB/8teDH4DU3qCJkzmMvskKOgvmgD5U
UtFD1X339ApUKwnMF4RrKmWqRXlCFHu5YHKW+Sn6jp5Tn4SSvMTfHJdif3Mllz93TTCi9kWG0tvqIYIVtOK/kUTXMhA
vJ68liajiE5ZCo5u8fMiTkcSgEBT/X1LU/7tghkyX+n61v8/ztr8P++7f8fmtEcW6MvTAplw5w5UJqems04FXd4v10sQNQuN
F2oh6KhVov38QWaxZSeuvv/Bug2KRSIMnLQAAAAAEIFTkSuQmCC" style="height:34px; width:151px" />

Error! Filename not specified.Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

----- Original Message -----

From: [REDACTED]@ecotricity.co.uk]
Sent: 29/11/2019 15:54
To: invoice@tfl.gov.uk
Subject: Ecotricity

Hi [REDACTED]

Thank you for your quick response.

I have looked over your accounts and I can see that the bills for account number [REDACTED] have been emailed to you and the invoice@tfl address a few times, I can only apologise if you did not receive them.

Account number [REDACTED] - Could you please forward me the remittance for this and then I can liaise with our accounts team to locate, and apply the payment to your account as soon as possible.

Account number [REDACTED] - This bill became due for payment on the 20th November, again I can only apologise if you haven't received it.

If you could give me an indication when we are likely to receive payment I would be grateful.

Kind Regards

Business Credit Team

Telephone: [REDACTED]

Email: BusinessCredit@ecotricity.co.uk

Website: www.ecotricity.co.uk

Facebook: www.facebook.com/ecotricity

Twitter: www.twitter.com/ecotricity

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

= "data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHVZmlsZQAASA2dlnUU9kWh8+9N73QEilJfQaegkg0jtlFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAAPf1TY8fiYX5QKUU7PFGTL/BMROlSkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGbw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yJT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5eJlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEIIWW2ZaJHtrRzt7VnW5mj5v9nfHn5T/T3levtV8Sbsz55BjJ5Z32zsrC+9FgD2JFqbHbO+IVUAtG0GQOXhrE/vIADyBQC03pzzHoZsXpLE4gwnC4vs7GxzAZ9rLivoN/ufgm/Kv4Y595nL7vtWO6YXP4EjSRUZUXlpqemS0TMzAwOl89k/fcQ/+PAOWnNycMsnJ/AF/GF6FVR6JQJhllou4U8gViQLmQKhh/V4X8YNicHGx6daxRodV8AfYU5ULhJB8hvpQBdlwMkbj96An3rWxAxCsi+vGitka9zjzJ6/uf6Hwtci m7hTEEiU+b2DI9kciWiLBmj34RswQlSkAd0oAo0gS4wAixgDRyAM3AD3iAAhIBIEAOWay5IAmIABLJBPTgACKEx2AF2g2p wANSBetAETol2cAZcBfFADXDIBHQAqGwUswAd6BaQiC8BAVokGqkBAkD5IC1hAbWgh5Q0FQOBQDxUOJkBCSQPn QJqgYKoOqoUNQPfQjdBq6CF2D+qAH0CA0Bv0BfYQRmALTYQ3YALa2bA7HAhHwsvgRHgVnAcXwNvhSrgWPg63whfh G/AALIVfwpMIQMgiA9FGWAgb8URCKfGkAREha5EipAKpRzQqDQqbuY1IkXhKAwAhoWGYGBbGGeOHwYzhYIzh1mJK MNWYY5hWTBfmNmYQM4H5gqVi1bGmWCesP3YJNHGbjS3EVmCPYFuwl7ED2GHsOxwOx8AZ4hxwfrgYXDJuNa4Etw/ XjLuA68MN4SbxeLwq3hTvvg/Bc/BifCG+Cn8cfx7fjx/GvyeQCvOeA4IPIZYgJGwkVBAAcOcl/YQRwjRRgahPdCKGEHnEXGI psY7YQbxJHCZOKxRJhiQXUiQpmbSBVlqll0mPSa9lZPJOMRHchhZQF5PriSfIF8ID5I/UJQoJhRPSHxqFtLOOUq5QHIAeUO lUg2obtRYqpi6nVpPvUR9Sn0vR5Mzl/OX48mtk6uRa5Xrl3sIT5TXl3eXXy6fJ18hf0r+pvy4AIHBQMFTgaOwVqFG4bTCPYV JRZqilWKIYppiiWKD4jXFUSW8koGStxJPqUDpsNllpSEaQtOledK4tE20Otp12jAdRzek+9OT6cX0H+i99AIIJWVb5SjlHOua5 bPKUgbCMGD4M1ZpYyTjLuMj/M05rnP48/bNq9pXv+8KZX5Km4qfJUIlWaVAZWpQkxVb9UU1Z2qbpP1DBqJmphat1q +9Uuq43Pp893ns+dXzT/5PyH6rC6iXq4+mr1w+o96pMamhq+GhkaVRqXNMY1GZpumsma5ZrnNMe0aFoLQRa5VrntV 4wlZnuzFRmJbOLOaGtru2nLdE+pN2rPa1jqLNYZ6N0s84TXZluWzdBT1y3U3dCT0svWC9fr1HvoT5Rn62fpL9Hv1t/ysDQl Npgi0GbwaihiqG/YZ5ho+Fjl6qRq9Eqo1qjO8Y4Y7ZxivE+41smslmdSZJJclNU9jU3IRgus+Ozwxr5mgmNKs1u8eisNxZWax G1qA5wzzlFKN5m/krCz2LWludFt0WXYztLFMt6ywfWSlZBVhtOqw+sPaxJprXWN9x4Zq42Ozzqbd5rWtqS3fdr/tfTuaXb DdFrtOu8/2DvYi+Yb7MQc9h3iHvQ732HR2KLufdUR6+jhuM7xjOMHJ3nsndNJp9+dWc4pzg3OowsMF/AX1C0YctFx4bg ccpEuZC6MX3hwoRV25XjWuv6zE3Xjed2xG3E3dg92f24+ysPSw+RR4vHIKeT5xrPC16l69XkVevt5L3Yu9q76c+Oj6JPo0 +E752vqt9L/hh/QL9dvrd89fw5/rX+08EOASsCegKpARGBFYHPgsyCRIFdQTDwQHBU4fL9JfJfzUFgJC/EN2hTwJNQxdFfp zGC4sNKwm7Hm4VXh+eHcELWJFREPEu0iPyNlIR4uNFksWd0bJR8VF1UdNRXtFIOVLI1gsWbPkRoxajCCmPRYfGxV7JHZ yqffS3UuH4+ziCuPuLjNclrPs2nK15anLz66QX8FZcSoeGx8d3xD/iRPCqeVMrvRfuXfIBNeTu4f7kufGK+eN8V34ZfyRBJeEs oTRRfEXYljSa5JFUnjAk9BteB1sl/ygeSplJCUoykzqdGpzWmEtPi000IYYqwK10zPSe9L8M0ozBDuspp1e5VE6JA0ZFMKH NZZruYjv5M9UiMJJslg1kLs2qy3mdHZZ/KUcwR5vTkmuruyx3J88n7fjVmnXNd1Z752/ob8wTXuaw6thdauXNu5Tnddwbr h9b7rj20gbUjZ8MtGy41IG99uit7UUAbrSL5gaLPv5sZCuUJR4b0tZlsObMVsfWzt3WazrWrblyJeOfViy+KK4k8l3JLr31I9V/ ndzPaE7b2l9qX7d+B2CHfc3em681iZYlle2dCu4F2t5czyovK3u1fsvlZhW3FgD2mPZI+0MqiyvUqvakfVp+qk6oEaj5rmvep 7t+2d2sfb17/fbX/TAY0DxQc+HhQcvH/I91BrrUfTxWHc4azDz+ui6rq/Z39ff0TtSPGRz0eFR6XHwo911TvU1zeoN5Q2wo2 SxrHjccdv/eD1Q3sTq+IQM6O5+AQ4ITnx4sf4H++eDDZzEYp9qukn/Z/2ttBailqh1tzWibakNml7THvf6YDTnR3OHS0/m/9 89l2mZqzymdLz5HOFZybOZ93fvJCxoXxi4kXhZpXdd66tOTSna6wrt7LgZevXvG5cqnbfv8VZerZ645XTt9nX297Yb9jdYe u56WX+x+aem172296XCz/ZbjrY6+BX3n+I37L972un3ljv+dGwOLBvruLr57/17cPel93v3RB6kPXj/Mejj9aP1j7OOiJwpPK p6qP6391fjXZqm99Oyg12DPs4hnj4a4Qy//lfmvT8MFz6nPK0a0RupHrUfPjPmM3Xqx9MXwy4yX0+OFvyn+tveV0auffnf 7vWdiycTwa9HrmT9K3qi+OfrW9m3nZOjk03dp76anit6rvj/2gf2h+2P0x5Hp7E/4T5Wfjt93fAn88ngmbWbm3/eE8/syOl l+AAAACXBIWXMAAA7EAAAOxAGVKw4BAAAI7EIEQVRoBcWbZ48d15nnT+Wqmqzqyc1IziUEUlBWyxpandYA0GGD8Yh ae2S+yX2K/wr4ZYAdryGYxMGyVPLYWbKsZJKixEx2s9k531i5an/PqaasBfbNAgtMmb5d99xT5zzx/4RTMsqyLlrCNBUX9/ JHmYzhIEXGnWHafBZFZsoMUyarnF+NUubwCyN8kTIKPK3l6EUKezb/6xk8K7MMIly8z+VM9pSz9u2zMI3p9ueGSOXpx/T 2XVTUI/KRksxLicuNoM/rw/Ws/76kNw0vKpDCT4bnhN35w5e89NVXmgd4UkgqWKjXNZWHBgaGMTGV26eTG3q29f/7 o5r/YzTwt+7ZhqsHIS8s/e37+J6VyTeVaylFlzgMQyP48KHISXiBJLk2kplHlpmGzIYyaWaa2fnXzv64dXzM9JmVGmdXyhXde /S8tayFXx+/d/B+PD9+3Gz0kWaBGZ36j6/9w1zwpq3GNO8wyfrCIXsVheLzRGJazqXWTiUTuOMyDeSLCD5LSBSGqOuW 42EZZOUZh7xqgmmwqMxiDpceRy2ojXGrGmHw5MYQUriv5gur8IX+ypNBvnIxp7rhs9qLGx7SX0XZrCljDDBantDDIIlWW

dhT20fd9aPudpz1kULNa40NzY3WFmpqnPMXtTzHKXiWjYwJUdl/Ww/N7q8WCKIKegEe2L1fBI4+ZRUnkt+4p5fOQ+zm
04jKjuUH1JfSKInOtYAJY5m8w5KXB/yJsu8RuIFMzJV3VAddgabnZDjjv0syTw3aNaGhhqTI/6iq0bouejToBKSESXjnFBannS
s9PbyQa+BcFO3xpBJmB0KBmi8QQwYdB57LW+KdXBxepwDtrWRld98/t872TonE9CYJnbLn/nuy/9pUr3CyYIY5InSqrUF
3+VMgMYNx5agP6kMCJuSbohZcGhJjMRE8FpQgqAFVCJGeQ9DylZBfwiRhhkpKGhPRqr7C6wjgQGL4cOhCSnPeoAGUe
KpgYqIQg2WRBIOFZiqiAjOpuwlDgmtknPlfzVBOOJZRuVZyXgkOUQL1PhSMmlQEQvV/5ek7qlihE6tUdGjaJu0GbWxuCzGi
ECYvG0LJ/L6KKEDdNWxWY5WspJXyOBE6m1NEntV6yANqhTkQBOAKTIL0UGPFLqakooGwVJ5Vl5pFBZEIHfYEpEPI5YM
47y0x6xwr3f7i7u/7KmV48GaEwBXvCnJY+Qo9aa5fH78nUtz36N3qVmWx9kX3ciFDtAEs2nEkS7z1ZHaGSrFbRE0ngFqSU
9LV5uayoljB2TKxQwWcW3p+drS3KNrw2I8K6+f6GfH3TeLBivf+IX1In22JojNaK/45RiHJiZoBzLlmv5wwDFiBiKjMmFVfEg
I5x0+ScknuylUihm9CTR90noYBmG9DdaR9+ITyhEivyPqrqyZjlLYDaGiqqhiopSxCxpPWWHXhgVcYMB848FxHTIOeUhSm
0MEsMT3kUsXlXWlpTuolyGloTIBMioKIRGycVYFinnqdneba+k9pZT54gJT1GymUj6223V0+P85/p4Cdyiq4NgpVOTPiEC
LYXp9S+oreWGbGGe2nkZEE5SiW9lq4S3RBeYxAJiSZyafMFW7ETsXO9cvKwo7UYpJBMEEzlbOZKBtoZnhXmFKMESm2U
KSQQclMLcGSuJxmXXYRe9LEVE9iAfKTtgY+NRmVH5wo/IQwNkP0WmiS6T/duqlQ9Lr085gM/5bDaFcgOxGLVoUGsQc
Ga4elDAkZSmpJgcdcgJdzqlFRZEQuYKkUrKL2KhIhQsplasTK4RnchG9qcC63DBR8kF4p7eN4/GGq+rxeoO8yiQtezkMwEh
EXGIEVaSX5+QJNtHkyg3riGmxnd78G1a/+coIFs9f0TFPMV+rj2GEKT7H7kKrXDLcXr0/c8kXeNAEn0hNftVz5GyF1UjI2V9
mVqQsJypW9YjeVKitxitT5JxKi0Gve7K17FgRUT0uUuV7JSSnr9zyU7WLKEIEKSNQy1ca9NwIPXlXCo8YYRV9JBwoldgnG6
mXoS4LBxW3PFY9TBbFFM4zI2ZhuZb00hQIO/XxPETwC79Y16gkhdWeYwMnRnuWQwHLdHFH3ljQmQR7/h+XHHJVA5q
HEyh4OkW40qydfD4dl7/V/OpXPQ5yCLZUPFQj3372hDn9g3z8ZV+xYhna/WWB/8teDH4DU3qCJkzmMvskKOgvmgD5U
UtFD1X339ApUKwnMF4RrKmWqRXICFHu5YHKW+Sn6jp5Tn4SSvMTfHJdif3Mllz93TTCi9kWG0tvqlYIVtOK/kUTXMHa
vJ68liajiE5ZCo5u8fMiTkcSgEBT/X1LU/7tghkyX+n61v8/ztr8P++7f8fmtEcW6MvTAplw5w5UJqems04FXd4v10sQNquN
F2oh6KhVov38QWaxZSeuvv/Bug2KRSIMnLQAAAAAEIFTkSuQmCC" />

Error! Filename not specified.Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

Hi [REDACTED]

I have spoken to Ecotricity on several occasions as have not received regular monthly billing. I am concerned that these are listed as overdue sums but only one of these have been received and this has been paid.

Please see responses below and Accounts, can you advise please?

Thanks,

[REDACTED] | Assistant Facilities Officer – Hard Services | Facilities Management Unit
Greater London Authority

City Hall | The Queen's Walk | More London | London | SE1 2AA

Tel: +44 (0)20 7983 [REDACTED] | Fax: +44 (0)20 7983 [REDACTED] | Mob: [REDACTED]
[REDACTED]@london.gov.uk | www.london.gov.uk

From: [REDACTED]@ecotricity.co.uk>

Sent: 29 November 2019 14:27

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]

Overdue sum: £570.00 – This bill was posted on 12.09.19 with ref: 1900045739 as appears on finance report P8

Account number [REDACTED]

Overdue sum: £280.00 – This bill has only been received today?

Account number: [REDACTED]

Overdue sum: £42,062.92 – This bill has only been received today? I have called Ecotricity at concerns that I have not received bill for this account number for three months

----- Original Message -----

From: [REDACTED]@ecotricity.co.uk]

Sent: 29/11/2019 14:26

To: invoice@tfl.gov.uk

Subject: Ecotricity - Outstanding Invoices

Good Afternoon

Account number: [REDACTED]

Overdue sum: £570.00

Account number: [REDACTED]

Overdue sum: £280.00

Account number [REDACTED]

Overdue sum: £42,062.92

I am emailing regarding your electricity accounts as payments are overdue. I have attached a copies of your latest bills for your convenience.

Please now remit payment in full.

Payment should be made to:

Account name: [REDACTED] Limited

Sort code: [REDACTED]

Account number [REDACTED]

Reference: Account numbers as above

Credit/debit card payments can be made through our website at www.ecotricity.co.uk/pay-my-bill or over the phone by calling 01453 790 255.

We look forward to hearing from you as a matter of priority.

Yours sincerely

[REDACTED]
Business Credit Team

Telephone: 01453 790 255

Email: BusinessCredit@ecotricity.co.uk

Website: www.ecotricity.co.uk

Facebook: www.facebook.com/ecotricity

Twitter: www.twitter.com/ecotricity

Error! Filename not specified.Error! Filename not specified.Error! Filename not specified.

=>data:image/png;base64,iVBORw0KGgoAAAANSUHEUgAAAJcAAAAiCAIAAADd+tzoAAAKQWIDQ1BJQ0MgUHJvZmlsZQAASA2dlnUU9kWh8+9N73QEilGfQaegkg0jtlFQRRiUmAUAKGhCZ2RAVGFBEPVmRUwAFHhyJjRRQLg4Ji1wnyEFDGwVFEReXdjGsJ7601896a/cdZ39nnt9fZZ+9917oAUPyCBMJ0WAGANKFYFO7rwVwSE8vE9wIYEAEOWAHA4WZmBEf4RALU/L09mZmoSMaz9u4ugGS72yy/UCZz1v9/kSI3QyQGAApF1TY8fiYX5QKUU7PFGTL/BMr0ISkyhjEyFqEJoqwi48SvbPan5iu7yZiXJuShGlnOGBw0noy7UN6aJeGjjAShXJgl4GejfAdlvVRJmgDI9yjT0/icTAAwFJlfzOcmoWyJMkUUGe6J8glACJTEObxyDov5OWieAHimZ+SKBIIJYqYR15hp5ejlZvrxs1P5YjErIMNN4Yh4TM/0tAyOMBeAr2+WRQEiWW2ZaJHtrRzt7VnW5m

Your Electricity Bill

Greater London Authority
PO BOX 45276
14 Pier Walk
LONDON
SE10 1AJ

Charge for the period **£41979.95**

Invoice No. 3863067

Date 22 August 2019

Account Number [REDACTED]

Payment Terms: 28 days

[D]

If you'd like to speak to us just call: 0345 230 6 102

CCL Accounting Document

Period : From 1st July 2019 to 31st July 2019
Site : City Hall, The Queens Walk

				Amount
Availability Charge		██████ @	██████/day	£1,627.50
Meter Maintenance Charge				£41.50
Standing Charge		████ Days @	██████	£248.81
Energy Charges	On Peak	██████ kWh @	██████	£27,514.84
	Off Peak	██████ kWh @	██████	£5,550.64
Maximum Demand		██████ kW		
Sub-Total				£34,983.29
VAT at 20.00%				£6,996.66
Total				£41,979.95

S	00	845	359
	12	0005	0846 760



www.ecotricity.co.uk
business@ecotricity.co.uk
Call 0345 230 6 102

Greater London Authority
PO BOX 45276
14 Pier Walk
LONDON
SE10 1AJ

Power cut? Call 105

Smell gas? Call 0800 111 999

Account number [REDACTED]
Date of bill **9 September 2019**
Bill number **700004586069**

Your electricity bill

Your current balance is **£570.00 in debit**

Your **electricity** charges are for the period 1 August 2019 to 1 September 2019 and are based on estimated meter reads.

Please pay now at www.ecotricity.co.uk/pay-my-bill, or see bill insert for other options. Thank you.

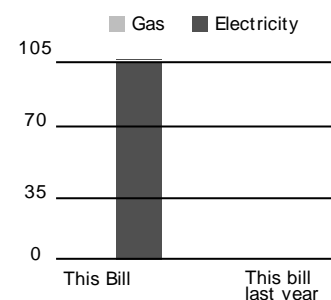
If your bill is estimated, please take your own meter readings and submit them at www.ecotricity.co.uk/meter-reading. We can then ensure that your account is updated accurately.

This is a VAT and CCL accounting document

Supply address B
THE UNDERCROFT RESTAURANT
LONDON
WC2N 5DS

Your usage

Average units (kWh) per day



This bill

	Amount
Electricity charges	£590.38
Total cost of energy	£590.38

Your account summary

Payment Date	Description	Amount	
	Previous balance	£1,314.05	Debit
23.08.2019	Incoming Payment	£1,334.43	Credit
	This bill	£590.38	Debit
Current balance		£570.00	Debit

Your electricity costs

for the period 1 August 2019 to 1 September 2019



Your meter readings

	Previous	Current	Units used
Meter ID: I03A 00127			
All Day	825107	828411 Estimated	3304

How we calculated your bill

	Price per unit	Amount
All Day Units <div>██████████ (kWh)</div>	██████ p	£474.45
Standing Charge <div>██ days</div>	██████ p	£17.53
Sub Total		£491.98
VAT at 20%		£98.40
Total		£590.38

About your tariff

Here's information about your tariff to help you compare it with others available.

Electricity
Tariff Name: Green Electricity
Payment Method: Cash Cheque
Contract end date: 31.03.2020

MPAN Number:

S	03	801	952
	12	0005	1305 638



9826015003101167951



www.ecotricity.co.uk
business@ecotricity.co.uk
Call 0345 230 6 102

Greater London Authority
PO BOX 45276
14 Pier Walk
LONDON
SE10 1AJ

Power cut? Call 105

Smell gas? Call 0800 111 999

Account number [REDACTED]

Date of bill **23 October 2019**

Bill number **3951369**

Your electricity bill

Your current balance is **£280.00 in debit**

Your **electricity** charges are for the period 1 April 2019 to 1 October 2019 and are based on estimated meter reads.

Please pay now at www.ecotricity.co.uk/pay-my-bill, or see bill insert for other options. Thank you.

If your bill is estimated, please take your own meter readings and submit them at www.ecotricity.co.uk/meter-reading. We can then ensure that your account is updated accurately.

This is a VAT and CCL accounting document

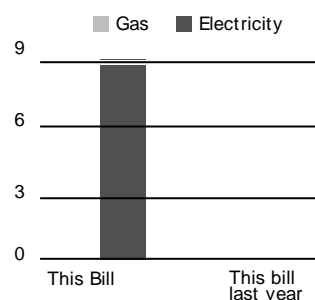
Supply address



THE UNDERCROFT CONVENIENCE
NORTH WEST TERRACE
TRAFALGAR SQUARE
LONDON
WC2N 5DS

Your usage

Average units (kWh) per day



This bill

	Amount
Electricity charges	£280.00
Total cost of energy	£280.00

Your account summary

Payment Date	Description	Amount
	Previous balance	£0.00
	This bill	£280.00 Debit
Current balance		£280.00 Debit

Your electricity costs

for the period 1 April 2019 to 1 October 2019



About your tariff

Here's information about your tariff to help you compare it with others available.

Electricity

Tariff Name: Green Electricity

Payment Method: Cash Cheque

Your meter readings

	Previous	Current	Units used
Meter ID: P02A03166			
On Peak	29188 Actual	29511 Estimated	323
Off Peak	413630 Actual	413953 Estimated	323
Winter Weekday Day	322462 Actual	322785 Estimated	323
Feb&Nov Weekday Peak	40021 Actual	40344 Estimated	323
Jan&Dec Weekday Peak	47911 Actual	48234 Estimated	323

How we calculated your bill

	Price per unit	Amount
All Day Units <div>██████████ (kWh)</div>	██████p	£231.92
Standing Charge <div>████ days</div>	████p	£34.75
Sub Total		£266.67
VAT at 20%		£0.00
VAT at 5%		£13.33
Total		£280.00

MPAN Number:

S	05	008	404
	12	0005	1305 629



9826015003101172795

From: GWE <SMBGWE@tfl.gov.uk>
Sent: 05 December 2019 14:18
To: 'Business Credit'
Cc: [REDACTED]; [REDACTED]
Subject: RE: Ecotricity - Copy Bills
Attachments: Ecotricity...pdf; Ecotricity.pdf

Hi [REDACTED]
Two of the invoices have been paid already
Please see attached the remittances
Invoice 3951369 has been processed today and once approved will be paid next week Monday.
Hi [REDACTED],
Could you please check your SAP inbox and approve SAP ref 1900046851
Regards,
[REDACTED]

From: Business Credit [mailto:businesscredit@ecotricity.co.uk]
Sent: 04 December 2019 15:45
To: GWE
Cc: [REDACTED]@london.gov.uk
Subject: Ecotricity - Copy Bills
Hi [REDACTED]

Thank you for your email.

I can confirm I have updated the email addresses on your account and I have attached copies of the outstanding bills as requested.


I would be grateful if you could confirm when we are likely to receive payment?

Many Thanks

[REDACTED]
Business Credit Team

Telephone: [REDACTED]
Email: BusinessCredit@ecotricity.co.uk
Website: www.ecotricity.co.uk
Facebook: www.facebook.com/ecotricity
Twitter: www.twitter.com/ecotricity



 **Hug that tree. Don't print this e-mail unless you really REALLY need to.**

Ecotricity Group Limited: Lion House, Rowcroft, Stroud, GL5 3BY
Registered in England and Wales Office: Company No. 3521776

Remittance advice

Page 1 of 1

Vendor address

Company
Ecotricity
Unicorn House
Gloucestershire
GL5 3AX

Information

Vendor number: 11000346
Payment date: 02.10.2019

Notification: The invoice(s) listed below have been settled on 02.10.2019. Our payment reference is (2000111350). All enquiries quoting supplier no. (11000346) should be made to:
Accounts Payable, 1st Floor, PO Box 45276, 14 Pier Walk, London SE10 1AJ. Telephone: 0343 222 5100, Fax: 020 3054 5331 email: accountspayable@tfl.gov.uk

Invoice No	Date	Our ref	Gross amt	Discount	Net amt
10116795/586069	09.09.2019	1900045739	590.38	0.00	590.38
Payment Total (GBP)			590.38		590.38

Remittance advice

Page 1 of 1

Vendor address

Company
Ecotricity
Unicorn House
Gloucestershire
GL5 3AX

Information

Vendor number: 11000346
Payment date: 12.09.2019

Notification: The invoice(s) listed below have been settled on 12.09.2019. Our payment reference is (2000110422). All enquiries quoting supplier no. (11000346) should be made to:
Accounts Payable, 1st Floor, PO Box 45276, 14 Pier Walk, London SE10 1AJ. Telephone: 0343 222 5100, Fax: 020 3054 5331 email: accountspayable@tfl.gov.uk

Invoice No	Date	Our ref	Gross amt	Discount	Net amt
10116795/3830495	31.07.2019	1700003004	745.52-	0.00	745.52-
10117344/3863067	22.08.2019	1900045590	41,979.95	0.00	41,979.95
Payment Total (GBP)			41,234.43		41,234.43

From: GWE <SMBGWE@tfl.gov.uk>
Sent: 05 December 2019 14:45
To: 'Payment Queries'; CSR (FSC)
Cc: Accounts Receivable; [REDACTED]
Subject: VN 11000346, Ecotricity
Attachments: remit ecotricity.pdf

Good afternoon [REDACTED],
Please see attached the remit
Dear CSR ,
Could you please advise [REDACTED] how to update the below email address in Bravo
Many thanks,
[REDACTED]

From: Payment Queries [mailto:PaymentQueries@ecotricity.co.uk]
Sent: 05 December 2019 11:37
To: [REDACTED]@london.gov.uk'; GWE
Cc: Accounts Receivable
Subject: Payment received - Remittance request
Importance: High

Good morning,

We've received the following payment which we believe you have made:

2001 2000113871 K GREATER LONDON AUT	2001 2000113871 K	BACS	04/12/2019	622.62
---	-------------------	------	------------	--------

Without remittance advice we're unable to allocate the payment and your account will begin accruing a debt balance, so please forward this on as soon as possible.

Please send the remittance to accountsreceivable@ecotricity.co.uk

If you've got any queries regarding the payment don't hesitate to get in touch.

Regards,

[REDACTED]
Payment Processing (Accounts Receivable) Assistant

Telephone: [REDACTED]
Email: [REDACTED]@ecotricity.co.uk
Twitter : <http://www.twitter.com/ecotricity>
Facebook: <http://www.facebook.com/ecotricity>
Website: www.ecotricity.co.uk



Hug that tree. Don't print this e-mail unless you really REALLY need to.

Ecotricity Group Limited: Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX
Registered in England and Wales Office: Company No. 3521776

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at postmaster@tfl.gov.uk and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at 5 Endeavour Square, London, E20 1JN. Further information about Transport for London's subsidiary companies can be found on the following link:
<http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

This message has been scanned for viruses by the Greater London Authority.

Click [here](#) to report this email as spam.

Remittance advice

Page 1 of 1

Vendor address

Company
Ecotricity
Unicorn House
Gloucestershire
GL5 3AX

Information

Vendor number: 11000346
Payment date: 02.12.2019

Notification: The invoice(s) listed below have been settled on 02.12.2019. Our payment reference is (2000113871). All enquiries quoting supplier no. (11000346) should be made to:
Accounts Payable, 1st Floor, PO Box 45276, 14 Pier Walk, London SE10 1AJ. Telephone: 0343 222 5100, Fax: 020 3054 5331 email: accountspayable@tfl.gov.uk

Invoice No	Date	Our ref	Gross amt	Discount	Net amt
10116795/401971	09.11.2019	1900046659	575.76	0.00	575.76
10117279/402016	09.11.2019	1900046660	46.86	0.00	46.86
Payment Total (GBP)			622.62		622.62