



To all known creditors

3 January 2020

Our ref: NM/CF/Extra/wp20200103/D425D

Dear Sirs

Extra Energy Supply Limited and Utility Professional Business Operations Limited - both in administration ("the Companies")

As mentioned in my recent progress report for the period from 4 June 2019 to 3 December 2019, the period of the Companies' administrations has been extended by order of the court.

I provide below a statement of the reasons why we sought an extension:

1. Even though the book debt recoveries are progressing well, there remains a significant number of customers to contact in respect of billed as well as yet unbilled debts. In addition, we are considering the possibility to bill a proportion of these manually. Furthermore, the process has been and continues to be met with a number of challenges, which include:
 - initial delays experienced with establishing an appropriate billing solution, the challenges of adapting that solution to all situations, and restrictions on the length of time that solution was available;
 - the continued difficulties in confirming debtor positions caused by certain records not being available;
 - the number of customer enquiries/complaints as well as data subject access requests which are likely to increase during any forthcoming legal proceedings and which require time to address and process; and
 - complex and contentious debt claims requiring the instruction of solicitors.
2. We are still in the process of determining the bad debt relief claims with Her Majesty's Revenue & Customs and expect the claims will only be reconciled once the debt recovery processes are exhausted, so that it is clear which unpaid debts the Companies have already paid or accounted for VAT on. It is not anticipated that the debt recovery process will conclude for some time, and certainly not before the current term of the administrations expires.
3. There are still amounts in the Companies' bank accounts which we expect to recover and we are in discussions with the Companies' pre-administration bankers in respect of this. We do not anticipate this will conclude before the current term of the administrations expires.

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4. Once the billing and debt recovery processes have concluded, the office space from which we are operating will no longer be required and any assets used in the premises can be auctioned, with all realisations being recouped into the administration estates. The billing and debt recovery process is ongoing and it is not expected to conclude before the current term of the administrations expires.
5. In addition to the processes and tasks required to realise the remaining assets of the Companies, we are also providing continued support to Scottish Power (in respect of customer credit balances), addressing data subject access requests, as well as investigating the validity of the security position over Extra Energy Supply Limited and seeking a statement of affairs from the director of the Companies, amongst other matters. These tasks are ongoing and not expected to conclude before the current term of the administrations expires.

If you have any queries, please contact my colleague Nadia Mann at Nadia.mann@pwc.com or on 0113 289 4208.

Yours faithfully
For and on behalf of the Companies

Charlotte Fearnley
For Michael Denny
Joint administrator

Enclosures Notices on form AM19 of administration extension for each administration

Michael Thomas Denny and David Matthew Hammond have been appointed as joint administrators of Extra Energy Supply Limited and Utility Professional Business Operations Limited to manage their affairs, business and property as their agents without personal liability. Both are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales.

The joint administrators are bound by the Insolvency Code of Ethics which can be found at: <https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.

The joint administrators may act as controllers of personal data as defined by UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP may act as a processor on the instructions of the joint administrators. Personal data will be kept secure and processed only for matters relating to the joint administrators' appointment. Further details are available in the privacy statement on the PwC.co.uk website or by contacting the joint administrators.