MINUTES OF ACCOUNT REVIEW MEETING

Date	**13 November 2025**
Location	**Ecorp Tower, London**
Present	**Maria Castellanos, James Whitlock, Simon Lindqvist**
	Helen Brandt, Oliver Reyes
Apologies	**Oliver Reyes**

1. Site access

We need the meter serial number and the date of the last exchange before we can go further. I have asked metering for the full read history.

I have copied in Helen Brandt, who is dealing with the account day to day. My recommendation is that we credit the difference and re-bill on actual readings. Our billing team will issue a credit note once the corrected reading has been validated.

Please treat the earlier statement as withdrawn. Could you let me know who at Ecorp Research Labs can give our engineer access?

2. Price change

I understand the frustration and want to get this closed out. Our exposure on the disputed invoices is about £5,365.46. We would prefer to settle this without involving our solicitors.

3. Payment performance

We propose to clear the balance of £5,365.46 in three equal instalments. Billing confirms that no actual read was taken between August 2025 and the following quarter. The capacity charge was increased when the agreed supply capacity was exceeded in August 2025.

Helen Brandt will own the actions from here. We should expect a formal complaint if this is not resolved before the next review. I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours.

Please find the revised figures set out below. We have looked again at invoice AEC-2025-107149 and can confirm that it was based on an estimated reading. Credit control should hold the late payment charges until this is settled.

4. Meter exchange programme

The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp Research Labs.

The difference between the estimate and the actual reading comes to £5,365.46. This has now been outstanding for more than sixty days. Until this is resolved we will pay the undisputed part of each invoice only. Field services could not get access on two visits, and the visit notes are on the job record.

5. Any other business

Invoice AEC-2025-107149 should not have gone out in that form. As discussed on our call, the next step is a joint visit to the site.

6. Open invoices

I would be grateful if you could confirm the position by the end of the week. Our records show that the half-hourly data for Ecorp Research Labs is complete from August 2025 onwards.

Actions

Action	Owner	Due
Please do not discuss this with the customer until legal have	Oliver Reyes	19 December 2025
An actual reading was not obtained in August 2025 because our	Helen Brandt	22 November 2025
We do not accept that the charges were applied correctly, and	Helen Brandt	10 December 2025
Ecorp have now raised the estimated readings at Ecorp Research	Helen Brandt	26 November 2025

James Whitlock

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 13 September 2024 11:09
To: James Whitlock <james.whitlock@acme-electric.example>
Cc: David Mbeki <david.mbeki@acme-electric.example>
Subject: FW: Outstanding balance of £8,726.76

Hi James,

The figures in your schedule do not match the invoices we received. I would be grateful if you could confirm the position by the end of the week. I have copied in David Mbeki, who is dealing with the account day to day. The capacity charge was increased when the agreed supply capacity was exceeded in July 2024.

This has now been outstanding for more than sixty days. Please treat the earlier statement as withdrawn.

Please find the revised figures set out below. The difference between the estimate and the actual reading comes to £8,726.76.

Our billing team will issue a credit note once the corrected reading has been validated. I attach the readings we took ourselves so that you can compare them with yours.

Kind regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

Rachel Okafor

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Thursday, 3 October 2024 15:24
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: FW: Disputed charges for July 2024

Dear Nadia,

As discussed on our call, the next step is a joint visit to the site. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from July 2024 onwards. I understand the frustration and want to get this closed out.

It would help to have the read history for the last twelve months. The tariff applied was the one notified in the price change letter. This has now been outstanding for more than sixty days.

The capacity charge was increased when the agreed supply capacity was exceeded in July 2024. Our billing team will issue a credit note once the corrected reading has been validated.

Regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

James Whitlock

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 15 May 2026 16:31
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: Letter about the account for Ecorp Tower
Attachments: letter.pdf

David,

I have copied in Maria Castellanos, who is dealing with the account day to day. We need the meter serial number and the date of the last exchange before we can go further. I would be grateful if you could confirm the position by the end of the week.

Could you let me know who at Ecorp Contact Centre can give our engineer access? Please find the revised figures set out below. We do not accept that the charges were applied correctly, and we reserve our position. The figures in your schedule do not match the invoices we received.

Until this is resolved we will pay the undisputed part of each invoice only. An actual reading was not obtained in April 2026 because our engineer could not get access to the meter room. Our billing team will issue a credit note once the corrected reading has been validated.

Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting. We would prefer to settle this without involving our solicitors.

Regards,

James Whitlock
Field Services Supervisor, Acme Electric Company

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EG

Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

May 13, 2026

Our ref: OR/3701

Maria Castellanos
Head of Commercial
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Maria,

Re: Statement of account for Ecorp Tower

I would be grateful if you could confirm the position by the end of the week. Could you let me know who at Ecorp Retail Park can give our engineer access? The capacity charge was increased when the agreed supply capacity was exceeded in February 2026. Please treat the earlier statement as withdrawn.

Our billing team will issue a credit note once the corrected reading has been validated. I attach the readings we took ourselves so that you can compare them with yours. An actual reading was not obtained in February 2026 because our engineer could not get access to the meter room. Our records show that the half-hourly data for Ecorp Retail Park is complete from February 2026 onwards.

We need the meter serial number and the date of the last exchange before we can go further. We propose to clear the balance of £10,142.22 in three equal instalments. Until this is resolved we will pay the undisputed part of each invoice only. Please note that late payment charges continue to accrue under clause 7 of the agreement.

I understand the frustration and want to get this closed out. Thank you for your message about Ecorp Retail Park. I am sorry for the delay in coming back to you on this.

We would prefer to settle this without involving our solicitors. I have copied in James Whitlock, who is dealing with the account day to day. It would help to have the read history for the last twelve months. We do not accept that the charges were applied correctly, and we reserve our position.

As discussed on our call, the next step is a joint visit to the site. We have looked again at invoice AEC-2026-105700 and can confirm that it was based on an estimated reading. The figures in your schedule do not match the invoices we received. The difference between the estimate and the actual reading comes to £10,142.22. Please find the revised figures set out below.

This has now been outstanding for more than sixty days. The tariff applied was the one notified in the price change letter. I will raise it at the next account review meeting. Nothing has changed on our side since we last spoke.

I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours. It would help to have the read history for the last twelve months.

The difference between the estimate and the actual reading comes to £10,142.22. Could you let me know who at Ecorp Retail Park can give our engineer access? Please note that late payment charges continue to accrue under clause 7 of the agreement.

Yours sincerely,

Oliver Reyes

Oliver Reyes
General Counsel, Ecorp Group

David Mbeki

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Friday, 10 January 2025 10:36
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Dear Oliver,

I am sorry for the delay in coming back to you on this. Please find the revised figures set out below.

This has now been outstanding for more than sixty days. Please treat the earlier statement as withdrawn.

We do not accept that the charges were applied correctly, and we reserve our position. The tariff applied was the one notified in the price change letter. As discussed on our call, the next step is a joint visit to the site. Could you let me know who at Ecorp Contact Centre can give our engineer access?

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Thursday, 9 January 2025 08:43
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Hi David,

We propose to clear the balance of £4,976.77 in three equal instalments. I have copied in Helen Brandt, who is dealing with the account day to day.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Monday, 6 January 2025 17:54
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Oliver,

Nothing has changed on our side since we last spoke. Our billing team will issue a credit note once the corrected reading has been validated.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Saturday, 4 January 2025 08:29
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Dear David,

I will raise it at the next account review meeting. Until this is resolved we will pay the undisputed part of each invoice only.

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An actual reading was not obtained in October 2024 because our engineer could not get access to the meter room.

The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Many thanks,

Oliver Reyes

General Counsel, Ecorp Group

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Thursday, 2 January 2025 12:46
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Dear Oliver,

I understand the frustration and want to get this closed out. The figures in your schedule do not match the invoices we received.

I would be grateful if you could confirm the position by the end of the week. I attach the readings we took ourselves so that you can compare them with yours. We have looked again at invoice AEC-2024-106489 and can confirm that it was based on an estimated reading. We need the meter serial number and the date of the last exchange before we can go further.

Thank you for your message about Ecorp Contact Centre. It would help to have the read history for the last twelve months. The difference between the estimate and the actual reading comes to £4,976.77. We would prefer to settle this without involving our solicitors.

Regards,

David Mbeki

Credit Control Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Monday, 30 December 2024 09:37
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Hi David,

Our records show that the half-hourly data for Ecorp Contact Centre is complete from October 2024 onwards. I am sorry for the delay in coming back to you on this. We need the meter serial number and the date of the last exchange before we can go further.

Thank you for your message about Ecorp Contact Centre. Please note that late payment charges continue to accrue under clause 7 of the agreement.

The tariff applied was the one notified in the price change letter. I have copied in Helen Brandt, who is dealing with the account day to day.

Regards,

Oliver Reyes

General Counsel, Ecorp Group

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Sunday, 29 December 2024 14:26
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Hi Oliver,

Our records show that the half-hourly data for Ecorp Contact Centre is complete from October 2024 onwards. As discussed on our call, the next step is a joint visit to the site.

I attach the readings we took ourselves so that you can compare them with yours. I will raise it at the next account review meeting.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Wednesday, 25 December 2024 18:28
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Contact Centre

Dear David,

I would be grateful if you could confirm the position by the end of the week. We would prefer to settle this without involving our solicitors. The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. Please find the revised figures set out below.

We propose to clear the balance of £4,976.77 in three equal instalments. We have looked again at invoice AEC-2024-106489 and can confirm that it was based on an estimated reading. We do not accept that the charges were applied correctly, and we reserve our position. This has now been outstanding for more than sixty days.

The difference between the estimate and the actual reading comes to £4,976.77. Please treat the earlier statement as withdrawn. I understand the frustration and want to get this closed out. It would help to have the read history for the last twelve months.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

16 October 2024

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 December 2024. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	20.92p	22.05p
Night unit rate, per kWh	11.93p	13.48p
Standing charge, per day	66.81p	71.18p
Capacity charge, per kVA per month	157.43p	175.31p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

ACME ELECTRIC COMPANY

Powering business since 1954

INVOICE

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

Invoice number	**AEC-2024-108110**
Invoice date	**12 September 2024**
Account number	**4201 5113 92**
Site	**Ecorp Warehouse 3**

Total due

£6,129.99

Please pay by 12 October 2024

Charges for the period 9 August 2024 to 8 September 2024

Charge	Amount
Unit charges, day	£2,298.61
Unit charges, night	£1,755.89
Standing charge	£88.01
Capacity charge	£537.97
Climate change levy	£427.85

Net	£5,108.33
VAT at 20%	£1,021.67
Total due	**£6,129.99**

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Date	MPAN	Register	Reading	Type	kWh
09 Aug	7909 6111	Night	64881	A	577.6
10 Aug	6077 7416	Night	73016	A	574.5
11 Aug	8492 8340	Day	20089	A	192.3
12 Aug	7705 3499	Night	89510	A	312.5
13 Aug	4525 5034	Night	40175	A	415.6
14 Aug	1607 9132	Day	23782	E	891.2
15 Aug	1902 4116	Day	46475	A	310.1
16 Aug	4514 6625	Day	12783	E	286.1
17 Aug	1172 7340	Day	90652	A	646.2
18 Aug	4355 2413	Night	86914	A	197.7
19 Aug	2846 4930	Day	34326	E	768.9
20 Aug	3948 4320	Night	86718	E	137.4
21 Aug	9025 5627	Night	63821	E	773.0
22 Aug	5267 7324	Day	47230	E	887.6
23 Aug	4811 5705	Night	91496	A	505.7
24 Aug	7229 2093	Day	49101	E	153.3
25 Aug	2455 6222	Day	93191	A	733.1
26 Aug	1706 4106	Day	54798	A	734.0
27 Aug	9387 3557	Day	51743	A	805.9
28 Aug	9984 7419	Night	18452	E	698.4
29 Aug	7282 8383	Day	89792	A	663.9
30 Aug	1916 1696	Night	42320	A	810.3
31 Aug	7393 2101	Night	13240	A	253.3
01 Sep	6908 3317	Day	61479	A	762.5
02 Sep	6331 2396	Day	20475	A	397.3
03 Sep	5720 6164	Night	77185	E	182.2
04 Sep	1160 1717	Night	57231	A	495.8
05 Sep	3719 2940	Night	84647	A	509.2
06 Sep	7304 2585	Day	60530	A	440.3
07 Sep	5708 4544	Day	11040	E	585.5

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 3 October 2024 15:25
To: Oliver Reyes <oliver.reyes@ecorp.example>
Cc: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Hi Oliver,

Thank you for your message about Ecorp Data Centre South. Our billing team will issue a credit note once the corrected reading has been validated. I am sorry for the delay in coming back to you on this.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 1 October 2024 14:01
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Hi Priya,

Until this is resolved we will pay the undisputed part of each invoice only. Please find the revised figures set out below.

Could you let me know who at Ecorp Data Centre South can give our engineer access? Nothing has changed on our side since we last spoke.

Best,
Oliver Reyes
General Counsel, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 26 September 2024 09:27
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Disputed charges for June 2024

Dear Oliver,

The tariff applied was the one notified in the price change letter. I would be grateful if you could confirm the position by the end of the week. It would help to have the read history for the last twelve months.

Our records show that the half-hourly data for Ecorp Data Centre South is complete from June 2024 onwards. We do not accept that the charges were applied correctly, and we reserve our position. We have looked again at invoice AEC-2024-106459 and can confirm that it was based on an estimated reading.

Please treat the earlier statement as withdrawn. We propose to clear the balance of £22,745.70 in three equal instalments. This has now been outstanding for more than sixty days.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Saturday, 21 September 2024 10:34

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To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Priya,

An actual reading was not obtained in June 2024 because our engineer could not get access to the meter room. I will raise it at the next account review meeting. I have copied in Nadia Iqbal, who is dealing with the account day to day. The capacity charge was increased when the agreed supply capacity was exceeded in June 2024.

We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours. As discussed on our call, the next step is a joint visit to the site. I understand the frustration and want to get this closed out.

Many thanks,
Oliver Reyes
General Counsel, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 19 September 2024 08:29
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Disputed charges for June 2024

Hi Oliver,

We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement. The figures in your schedule do not match the invoices we received.

The difference between the estimate and the actual reading comes to £22,745.70. An actual reading was not obtained in June 2024 because our engineer could not get access to the meter room. Please find the revised figures set out below.

I have copied in Nadia Iqbal, who is dealing with the account day to day. Our billing team will issue a credit note once the corrected reading has been validated.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Thursday, 19 September 2024 09:47
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Dear Priya,

The figures in your schedule do not match the invoices we received. Our records show that the half-hourly data for Ecorp Data Centre South is complete from June 2024 onwards. Nothing has changed on our side since we last spoke.

We have looked again at invoice AEC-2024-106459 and can confirm that it was based on an estimated reading. I will raise it at the next account review meeting. I would be grateful if you could confirm the position by the end of the week.

We do not accept that the charges were applied correctly, and we reserve our position. Thank you for your message about Ecorp Data Centre South. We need the meter serial number and the date of the last exchange before we can go further.

Best,
Oliver Reyes
General Counsel, Ecorp Group

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From: Priya Anand <priya.anand@acme-electric.example>
Sent: Saturday, 14 September 2024 07:44
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Disputed charges for June 2024

Hi Oliver,

Please treat the earlier statement as withdrawn. We would prefer to settle this without involving our solicitors. As discussed on our call, the next step is a joint visit to the site. We propose to clear the balance of £22,745.70 in three equal instalments.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Friday, 13 September 2024 12:27
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Priya,

I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out. The capacity charge was increased when the agreed supply capacity was exceeded in June 2024. This has now been outstanding for more than sixty days.

Please note that late payment charges continue to accrue under clause 7 of the agreement. The difference between the estimate and the actual reading comes to £22,745.70. Could you let me know who at Ecorp Data Centre South can give our engineer access?

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Wednesday, 11 September 2024 11:17
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Disputed charges for June 2024

Oliver,

The tariff applied was the one notified in the price change letter. It would help to have the read history for the last twelve months. I am sorry for the delay in coming back to you on this. Until this is resolved we will pay the undisputed part of each invoice only.

Please note that late payment charges continue to accrue under clause 7 of the agreement. This has now been outstanding for more than sixty days.

The difference between the estimate and the actual reading comes to £22,745.70. I understand the frustration and want to get this closed out.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>

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Sent: Saturday, 7 September 2024 13:08
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Disputed charges for June 2024

Priya,

I am sorry for the delay in coming back to you on this. Could you let me know who at Ecorp Data Centre South can give our engineer access?

Best,
Oliver Reyes
General Counsel, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 5 September 2024 09:08
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Disputed charges for June 2024

Hi Oliver,

I have copied in Nadia Iqbal, who is dealing with the account day to day. I will raise it at the next account review meeting.

Please find the revised figures set out below. Nothing has changed on our side since we last spoke. An actual reading was not obtained in June 2024 because our engineer could not get access to the meter room.

Our billing team will issue a credit note once the corrected reading has been validated. I attach the readings we took ourselves so that you can compare them with yours.

Many thanks,
Priya Anand
Metering Analyst, Acme Electric Company

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David Mbeki

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Thursday, 18 September 2025 13:58
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Hi James,

Please find the revised figures set out below. The tariff applied was the one notified in the price change letter. I understand the frustration and want to get this closed out. I will raise it at the next account review meeting.

Please note that late payment charges continue to accrue under clause 7 of the agreement. I have copied in Priya Anand, who is dealing with the account day to day.

Many thanks,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Thursday, 18 September 2025 14:27
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Hi David,

The difference between the estimate and the actual reading comes to £35,089.60. I would be grateful if you could confirm the position by the end of the week.

Best,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Wednesday, 17 September 2025 18:40
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

James,

We need the meter serial number and the date of the last exchange before we can go further. As discussed on our call, the next step is a joint visit to the site. We would prefer to settle this without involving our solicitors.

Nothing has changed on our side since we last spoke. We propose to clear the balance of £35,089.60 in three equal instalments.

This has now been outstanding for more than sixty days. Until this is resolved we will pay the undisputed part of each invoice only. Our billing team will issue a credit note once the corrected reading has been validated.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 14 September 2025 11:58
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

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Dear David,

We have looked again at invoice AEC-2025-108095 and can confirm that it was based on an estimated reading. Please treat the earlier statement as withdrawn.

We do not accept that the charges were applied correctly, and we reserve our position. Thank you for your message about Ecorp Distribution Hub. It would help to have the read history for the last twelve months. The figures in your schedule do not match the invoices we received.

The capacity charge was increased when the agreed supply capacity was exceeded in June 2025. I am sorry for the delay in coming back to you on this. Could you let me know who at Ecorp Distribution Hub can give our engineer access?

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Tuesday, 9 September 2025 18:16
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

James,

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from June 2025 onwards. An actual reading was not obtained in June 2025 because our engineer could not get access to the meter room.

I attach the readings we took ourselves so that you can compare them with yours. An actual reading was not obtained in June 2025 because our engineer could not get access to the meter room. Until this is resolved we will pay the undisputed part of each invoice only.

Kind regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 7 September 2025 16:08
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Dear David,

It would help to have the read history for the last twelve months. I understand the frustration and want to get this closed out.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Wednesday, 3 September 2025 15:43
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

James,

We have looked again at invoice AEC-2025-108095 and can confirm that it was based on an estimated reading. As discussed on our call, the next step is a joint visit to the site.

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We do not accept that the charges were applied correctly, and we reserve our position. This has now been outstanding for more than sixty days. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from June 2025 onwards. Thank you for your message about Ecorp Distribution Hub.

We propose to clear the balance of £35,089.60 in three equal instalments. The difference between the estimate and the actual reading comes to £35,089.60.

Kind regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 29 August 2025 11:43
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Hi David,

The figures in your schedule do not match the invoices we received. I am sorry for the delay in coming back to you on this. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Please find the revised figures set out below. We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors.

Best,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Tuesday, 26 August 2025 18:05
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

James,

Our billing team will issue a credit note once the corrected reading has been validated. Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting.

The tariff applied was the one notified in the price change letter. I attach the readings we took ourselves so that you can compare them with yours. The capacity charge was increased when the agreed supply capacity was exceeded in June 2025.

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 24 August 2025 13:32
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Dear David,

Nothing has changed on our side since we last spoke. I have copied in Priya Anand, who is dealing with the account day to day.

Regards,

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Saturday, 23 August 2025 14:04
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

James,

I would be grateful if you could confirm the position by the end of the week. Could you let me know who at Ecorp Distribution Hub can give our engineer access? We have looked again at invoice AEC-2025-108095 and can confirm that it was based on an estimated reading. The capacity charge was increased when the agreed supply capacity was exceeded in June 2025.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Saturday, 23 August 2025 11:04
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Distribution Hub

Hi David,

Our billing team will issue a credit note once the corrected reading has been validated. I understand the frustration and want to get this closed out. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from June 2025 onwards. I am sorry for the delay in coming back to you on this.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

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Meter readings: Ecorp Distribution Hub

Metering system export

Date	MPAN	Register	Reading	Type	kWh	Note
08/08/2024	16 2578 9424	Night	87624	A	81.2	
09/08/2024	18 6322 5497	Day	35812	A	814.1	
10/08/2024	10 1766 5295	Night	24588	A	889.7	
11/08/2024	14 8398 1737	Day	67308	A	657.4	
12/08/2024	16 5407 1691	Day	74564	A	156.4	
13/08/2024	20 8148 3396	Night	85036	E	755.1	
14/08/2024	16 8927 7121	Day	99369	A	620.0	
15/08/2024	14 8608 1937	Night	72374	E	298.3	
16/08/2024	15 5947 9976	Night	21001	A	112.2	est.
17/08/2024	22 2632 3373	Day	50823	A	766.1	no access
18/08/2024	23 6120 7660	Night	67721	A	219.0	
19/08/2024	22 9117 4879	Day	72038	A	391.4	
20/08/2024	17 9590 3155	Night	15457	E	116.8	
21/08/2024	17 2249 7879	Day	20279	A	753.6	
22/08/2024	18 8557 5017	Night	38648	E	828.6	
23/08/2024	22 3399 1523	Day	84337	A	172.9	no access
24/08/2024	23 9535 8651	Night	53401	A	303.0	
25/08/2024	13 6844 5074	Night	89011	E	872.3	
26/08/2024	18 7618 1945	Day	82993	A	393.3	
27/08/2024	12 6756 3702	Night	80707	A	808.7	
28/08/2024	16 7571 1650	Night	10674	A	656.4	est.
29/08/2024	19 1787 5948	Day	50627	A	252.4	
30/08/2024	22 7847 5563	Day	43215	A	385.8	no access
31/08/2024	13 2365 2344	Day	67759	A	310.1	
01/09/2024	16 4516 5029	Day	47679	A	257.6	
02/09/2024	15 6028 5359	Day	78168	A	511.0	no access

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Meter readings: Ecorp Distribution Hub

Metering system export

Date	MPAN	Register	Reading	Type	kWh	Note
03/09/2024	21 2033 3362	Night	44019	E	294.2	est.
04/09/2024	12 5816 1130	Day	45180	E	416.9	est.
05/09/2024	13 4037 2836	Day	24604	A	125.5	
06/09/2024	17 9917 9732	Day	48056	A	306.3	
07/09/2024	22 7680 6129	Night	49391	A	358.5	
08/09/2024	12 4127 2969	Night	22478	E	670.3	
09/09/2024	20 5446 4444.	Day	95605	E	278.8	
10/09/2024	23 1426 5523	Day	61705	A	380.0	
11/09/2024	12 5091 2117	Night	53748	A	197.9	
12/09/2024	16 1131 6444	Night	28515	A	185.2	est.
13/09/2024	15 6451 8297	Night	54625	A	708.8	est.
14/09/2024	13 7264 9725	Night	57741	A	638.7	
15/09/2024	20 5679 3082	Night	38084	A	92.1	
16/09/2024	15 6899 5811	Day	65678	A	277.8	no access
17/09/2024	10 3167 2504	Night	73745	E	836.5	
18/09/2024	13 2760 6110	Night	96468	A	478.1	
19/09/2024	17 5181 6066	Day	10595	E	451.6	
20/09/2024	10 8755 5703	Night	28937	A	520.0	
21/09/2024	12 8798 3235	Day	95717	A	156.3	
22/09/2024	10 6903 2161	Night	92400	A	620.2	no access
23/09/2024	22 3773 3341	Day	10174	E	308.7	
24/09/2024	16 8050 3704	Night	84000	A	372.4	no access
25/09/2024	12 9691 8743	Night	25490	A	678.9	est.
26/09/2024	10 5515 2167	Night	28634	A	152.2	
27/09/2024	14 9741 8855	Night	62117	A	154.1	
28/09/2024	15 1564 9870	Night	40158	E	152.6	est.

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Meter readings: Ecorp Distribution Hub

Metering system export

Date	MPAN	Register	Reading	Type	kWh	Note
29/09/2024	16 7104 8254	Night	87648	A	380.4	
30/09/2024	11 6898 1844	Night	75750	E	157.2	no access
01/10/2024	15 2159 9427	Night	68410	A	836.2	
02/10/2024	13 8570 6252	Day	70229	A	851.4	
03/10/2024	19 6234 8963	Night	46644	E	869.6	
04/10/2024	17 3548 4569	Night	95607	E	407.1	
05/10/2024	14 1365 3250	Day	85357	A	596.3	
06/10/2024	12 9907 7927	Night	92181	A	758.9	
07/10/2024	10 9444 9539	Day	67480	A	483.5	
08/10/2024	10 6774 1838	Day	33786	A	94.8	est.
09/10/2024	21 6787 4382	Night	41033	A	96.0	
10/10/2024	14 7357 2118	Day	68227	A	361.2	
11/10/2024	13 4929 3464	Night	85451	A	182.7	
12/10/2024	12 5388 2310	Day	49182	E	743.0	
13/10/2024	17 5325 2113	Night	90724	E	571.4	no access
14/10/2024	22 2316 6258	Night	35671	A	177.6	no access
15/10/2024	22 4303 5697	Night	34427	A	444.7	
16/10/2024	12 7889 9464	Day	71461	A	125.8	
17/10/2024	19 7990 8651	Day	45278	A	243.7	
18/10/2024	12 9699 4803	Night	99938	A	89.8	no access
19/10/2024	13 9584 4931	Day	91252	E	114.9	
20/10/2024	23 6072 5776	Night	92043	A	458.0	
21/10/2024	13 3153 9313	Night	57718	A	235.1	
22/10/2024	12 4243 6596	Day	99150	A	352.5	
23/10/2024	12 6146 7333	Night	43590	E	851.6	est.
24/10/2024	14 4794 2623	Night	76421	A	465.5	no access

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INTERNAL MEMORANDUM

Acme Electric Company

To: Maria Castellanos, Head of Commercial

From: James Whitlock, Field Services Supervisor

Date: 14 May 2025

Re: Account review actions for Q3

Credit control should hold the late payment charges until this is settled. The account remains commercially important and we want to keep it.

Rachel Okafor will own the actions from here. Field services could not get access on two visits, and the visit notes are on the job record.

Ecorp have now raised the estimated readings at Ecorp House Manchester three times. Invoice AEC-2025-106980 should not have gone out in that form. My recommendation is that we credit the difference and re-bill on actual readings. Please do not discuss this with the customer until legal have reviewed it.

James

HARCOURT & VALE LLP

22 Chancery Row, London WC2A 9XY · info@harcourtvale.example

27/02/2026

Our ref: EH/2673

Marcus Stokes
Partner
Brennan Stokes LLP
5 Cutlers Yard, Sheffield S1 9ZQ

Dear Sirs,

Re: Ecorp Group v Acme Electric Company: response to letter before claim

The invoices were based on estimated readings, contrary to clause 5 of the agreement. We do not accept your account of the meeting between the parties. Please ensure that all documents relating to the metering of Ecorp Warehouse 3 are preserved. We act for our client in relation to the electricity supply agreement between the parties.

If we do not hear from you by that date our client will issue proceedings without further notice. We invite your client to propose dates for a without prejudice meeting. Your client's own site visit report records that the meter display was blank.

We look forward to hearing from you. Our client disputes the sums claimed in the invoices for the period from January 2026. Our client's position remains as set out in our previous letter. We enclose a schedule of the disputed invoices, which total £40,566.72.

Nothing in this letter is to be taken as a waiver of any of our client's rights. Your client has had this information since January 2026 and has not responded to it. Please confirm within fourteen days that the late payment charges will be withdrawn. We do not accept your account of the meeting between the parties. We enclose a schedule of the disputed invoices, which total £40,566.72.

The invoices were based on estimated readings, contrary to clause 5 of the agreement. We look forward to hearing from you. Please ensure that all documents relating to the metering of Ecorp Warehouse 3 are preserved.

Our client's position remains as set out in our previous letter. Please confirm within fourteen days that the late payment charges will be withdrawn. We invite your client to propose dates for a without prejudice meeting.

Yours faithfully,

Harcourt & Vale LLP

Harcourt & Vale LLP

Maria Castellanos

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Friday, 18 October 2024 08:26
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Cc: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meeting to discuss billing errors

Nadia,

Please note that late payment charges continue to accrue under clause 7 of the agreement. We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours.

Please treat the earlier statement as withdrawn. We have looked again at invoice AEC-2024-104891 and can confirm that it was based on an estimated reading. Please find the revised figures set out below. I would be grateful if you could confirm the position by the end of the week.

I understand the frustration and want to get this closed out. Could you let me know who at Ecorp Distribution Hub can give our engineer access? Our billing team will issue a credit note once the corrected reading has been validated. As discussed on our call, the next step is a joint visit to the site.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Friday, 18 October 2024 07:18
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meeting to discuss billing errors

Hi Maria,

It would help to have the read history for the last twelve months. The figures in your schedule do not match the invoices we received. The capacity charge was increased when the agreed supply capacity was exceeded in July 2024. I am sorry for the delay in coming back to you on this.

Nothing has changed on our side since we last spoke. We propose to clear the balance of £42,485.98 in three equal instalments.

Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 13 October 2024 14:06
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Meeting to discuss billing errors

Hi Nadia,

Until this is resolved we will pay the undisputed part of each invoice only. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from July 2024 onwards. This has now been outstanding for more than sixty days.

The difference between the estimate and the actual reading comes to £42,485.98. The tariff applied was the one notified in the price change letter.

Best,

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Thursday, 10 October 2024 11:25
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meeting to discuss billing errors

Hi Maria,

Thank you for your message about Ecorp Distribution Hub. We need the meter serial number and the date of the last exchange before we can go further.

Best,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Tuesday, 8 October 2024 09:34
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Meeting to discuss billing errors

Hi Nadia,

I have copied in Oliver Reyes, who is dealing with the account day to day. I will raise it at the next account review meeting.

We do not accept that the charges were applied correctly, and we reserve our position. An actual reading was not obtained in July 2024 because our engineer could not get access to the meter room.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

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INTERNAL MEMORANDUM

Acme Electric Company

To: Priya Anand, Metering Analyst

From: Rachel Okafor, Key Account Manager

Date: 28 March 2024

Re: Meter exchange at Ecorp Data Centre South

Invoice AEC-2024-108276 should not have gone out in that form. The account remains commercially important and we want to keep it.

My recommendation is that we credit the difference and re-bill on actual readings. We should expect a formal complaint if this is not resolved before the next review. Simon Lindqvist will own the actions from here.

Field services could not get access on two visits, and the visit notes are on the job record. I have asked metering for the full read history.

Please do not discuss this with the customer until legal have reviewed it. Ecorp have now raised the estimated readings at Ecorp Data Centre South three times. Billing confirms that no actual read was taken between February 2024 and the following quarter. Credit control should hold the late payment charges until this is settled.

Our exposure on the disputed invoices is about £43,299.42. Billing confirms that no actual read was taken between February 2024 and the following quarter. Credit control should hold the late payment charges until this is settled. We should expect a formal complaint if this is not resolved before the next review.

Field services could not get access on two visits, and the visit notes are on the job record. The account remains commercially important and we want to keep it. Please do not discuss this with the customer until legal have reviewed it. Simon Lindqvist will own the actions from here.

I have asked metering for the full read history. My recommendation is that we credit the difference and re-bill on actual readings. Our exposure on the disputed invoices is about £43,299.42. Ecorp have now raised the estimated readings at Ecorp Data Centre South three times.

Rachel

INTERNAL MEMORANDUM

Acme Electric Company

To: Maria Castellanos, Head of Commercial

From: Simon Lindqvist, Billing Operations Lead

Date: 13 March 2025

Re: Credit note request for Ecorp Data Centre South

Field services could not get access on two visits, and the visit notes are on the job record. Oliver Reyes will own the actions from here.

Ecorp have now raised the estimated readings at Ecorp Data Centre South three times. Please do not discuss this with the customer until legal have reviewed it. My recommendation is that we credit the difference and re-bill on actual readings.

The account remains commercially important and we want to keep it. We should expect a formal complaint if this is not resolved before the next review.

Billing confirms that no actual read was taken between December 2024 and the following quarter. Credit control should hold the late payment charges until this is settled. Our exposure on the disputed invoices is about £36,299.26. Invoice AEC-2024-104614 should not have gone out in that form.

I have asked metering for the full read history. I have asked metering for the full read history.

Simon

David Mbeki

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Monday, 10 February 2025 07:42
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: Estimated readings at Ecorp Distribution Hub

Dear David,

Could you let me know who at Ecorp Distribution Hub can give our engineer access? The capacity charge was increased when the agreed supply capacity was exceeded in January 2025.

We do not accept that the charges were applied correctly, and we reserve our position. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from January 2025 onwards. I attach the readings we took ourselves so that you can compare them with yours.

Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

9 May 2025

Our ref: SL/3615

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Nadia,

Re: Read schedule for January 2025

I would be grateful if you could confirm the position by the end of the week. We need the meter serial number and the date of the last exchange before we can go further. This has now been outstanding for more than sixty days.

I understand the frustration and want to get this closed out. The figures in your schedule do not match the invoices we received. We propose to clear the balance of £9,041.95 in three equal instalments. I have copied in Rachel Okafor, who is dealing with the account day to day. We do not accept that the charges were applied correctly, and we reserve our position.

I attach the readings we took ourselves so that you can compare them with yours. Nothing has changed on our side since we last spoke. Please find the revised figures set out below. As discussed on our call, the next step is a joint visit to the site. Thank you for your message about Ecorp Data Centre South.

Our records show that the half-hourly data for Ecorp Data Centre South is complete from January 2025 onwards. Could you let me know who at Ecorp Data Centre South can give our engineer access? Our billing team will issue a credit note once the corrected reading has been validated. The tariff applied was the one notified in the price change letter.

Yours sincerely,

Simon Lindqvist

Simon Lindqvist
Billing Operations Lead, Acme Electric Company

Maria Castellanos

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Monday, 5 February 2024 14:53
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Nadia,

The figures in your schedule do not match the invoices we received. Thank you for your message about Ecorp Warehouse 3. Our billing team will issue a credit note once the corrected reading has been validated. This has now been outstanding for more than sixty days.

Please find the revised figures set out below. The difference between the estimate and the actual reading comes to £2,378.12. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from October 2023 onwards. We propose to clear the balance of £2,378.12 in three equal instalments.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Friday, 2 February 2024 13:22
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Dear Maria,

I would be grateful if you could confirm the position by the end of the week. We need the meter serial number and the date of the last exchange before we can go further. It would help to have the read history for the last twelve months.

I have copied in Tom Achebe, who is dealing with the account day to day. I will raise it at the next account review meeting. Until this is resolved we will pay the undisputed part of each invoice only.

Best,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Tuesday, 30 January 2024 17:40
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Dear Nadia,

Please treat the earlier statement as withdrawn. The tariff applied was the one notified in the price change letter.

Many thanks,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Monday, 29 January 2024 08:44
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Maria,

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

I understand the frustration and want to get this closed out. The capacity charge was increased when the agreed supply capacity was exceeded in October 2023. Nothing has changed on our side since we last spoke.

I attach the readings we took ourselves so that you can compare them with yours. I am sorry for the delay in coming back to you on this. As discussed on our call, the next step is a joint visit to the site. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Please note that late payment charges continue to accrue under clause 7 of the agreement. We do not accept that the charges were applied correctly, and we reserve our position. We have looked again at invoice AEC-2023-106514 and can confirm that it was based on an estimated reading.

Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Monday, 29 January 2024 15:08
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Hi Nadia,

An actual reading was not obtained in October 2023 because our engineer could not get access to the meter room. We would prefer to settle this without involving our solicitors.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Friday, 26 January 2024 09:41
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Maria,

The capacity charge was increased when the agreed supply capacity was exceeded in October 2023. It would help to have the read history for the last twelve months. Thank you for your message about Ecorp Warehouse 3. I have copied in Tom Achebe, who is dealing with the account day to day.

I would be grateful if you could confirm the position by the end of the week. We would prefer to settle this without involving our solicitors. We need the meter serial number and the date of the last exchange before we can go further.

We propose to clear the balance of £2,378.12 in three equal instalments. We do not accept that the charges were applied correctly, and we reserve our position.

Best,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Friday, 26 January 2024 14:20
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Nadia,

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I attach the readings we took ourselves so that you can compare them with yours. I am sorry for the delay in coming back to you on this.

I will raise it at the next account review meeting. I understand the frustration and want to get this closed out. Our billing team will issue a credit note once the corrected reading has been validated. Nothing has changed on our side since we last spoke.

Please find the revised figures set out below. Please treat the earlier statement as withdrawn. This has now been outstanding for more than sixty days.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Wednesday, 24 January 2024 11:18
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Dear Maria,

Until this is resolved we will pay the undisputed part of each invoice only. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from October 2023 onwards.

Kind regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Saturday, 20 January 2024 12:50
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Hi Nadia,

The figures in your schedule do not match the invoices we received. The tariff applied was the one notified in the price change letter. An actual reading was not obtained in October 2023 because our engineer could not get access to the meter room. The difference between the estimate and the actual reading comes to £2,378.12.

Could you let me know who at Ecorp Warehouse 3 can give our engineer access? Please note that late payment charges continue to accrue under clause 7 of the agreement. We have looked again at invoice AEC-2023-106514 and can confirm that it was based on an estimated reading.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Tuesday, 16 January 2024 09:47
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Dear Maria,

As discussed on our call, the next step is a joint visit to the site. Until this is resolved we will pay the undisputed part of each invoice only. Please note that late payment charges continue to accrue under clause 7 of the agreement.

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Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Monday, 15 January 2024 15:27
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Nadia,

It would help to have the read history for the last twelve months. We propose to clear the balance of £2,378.12 in three equal instalments. An actual reading was not obtained in October 2023 because our engineer could not get access to the meter room.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Sunday, 14 January 2024 09:13
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Complaint about invoice AEC-2023-106514

Dear Maria,

Please find the revised figures set out below. I attach the readings we took ourselves so that you can compare them with yours.

I have copied in Tom Achebe, who is dealing with the account day to day. Nothing has changed on our side since we last spoke. I am sorry for the delay in coming back to you on this. The difference between the estimate and the actual reading comes to £2,378.12.

This has now been outstanding for more than sixty days. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from October 2023 onwards. Please treat the earlier statement as withdrawn. We have looked again at invoice AEC-2023-106514 and can confirm that it was based on an estimated reading.

Many thanks,
Nadia Iqbal
Energy Manager, Ecorp Group

INTERNAL MEMORANDUM

Acme Electric Company

To: Rachel Okafor, Key Account Manager

From: David Mbeki, Credit Control Manager

Date: 27 October 2025

Re: Change of tariff at Ecorp Data Centre South

Credit control should hold the late payment charges until this is settled. The account remains commercially important and we want to keep it. Field services could not get access on two visits, and the visit notes are on the job record. Invoice AEC-2025-105648 should not have gone out in that form.

Our exposure on the disputed invoices is about £23,306.72. I have asked metering for the full read history.

We should expect a formal complaint if this is not resolved before the next review. Ecorp have now raised the estimated readings at Ecorp Data Centre South three times. My recommendation is that we credit the difference and re-bill on actual readings. Please do not discuss this with the customer until legal have reviewed it.

Simon Lindqvist will own the actions from here. Billing confirms that no actual read was taken between July 2025 and the following quarter. Our exposure on the disputed invoices is about £23,306.72.

I have asked metering for the full read history. Field services could not get access on two visits, and the visit notes are on the job record. Credit control should hold the late payment charges until this is settled.

David

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London E14 9ZT

INVOICE

Invoice number	**AEC-2025-104276**
Invoice date	**19 September 2025**
Account number	**4166 1966 33**
Site	**Ecorp Research Labs**

Total due

£8,251.35

Please pay by 19 October 2025

Charges for the period 13 August 2025 to 12 September 2025

Charge	Amount
Unit charges, day	£3,961.29
Unit charges, night	£1,768.85
Standing charge	£96.83
Capacity charge	£850.52
Climate change levy	£198.62

Net	£6,876.12
VAT at 20%	£1,375.22
Total due	**£8,251.35**

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Date	MPAN	Register	Reading	Type	kWh
13 Aug	9760 4281	Day	89071	A	135.6
14 Aug	7573 6773	Night	86907	E	167.8
15 Aug	1590 7566	Day	54099	E	378.7
16 Aug	4789 9587	Day	85095	A	424.0
17 Aug	2517 4128	Night	54492	A	649.7
18 Aug	6692 5510	Night	92886	A	219.6
19 Aug	4086 4142	Day	32860	A	443.7
20 Aug	1623 6754	Day	29187	E	305.5
21 Aug	7833 4514	Night	73219	A	879.8
22 Aug	8458 6867	Day	25371	A	249.5
23 Aug	6404 3214	Night	31053	E	317.2
24 Aug	7570 2992	Night	90480	A	108.7
25 Aug	7309 1278	Day	22647	A	860.4
26 Aug	2574 7197	Night	24482	E	640.0
27 Aug	5646 7208	Night	65852	E	166.1
28 Aug	1777 2911	Night	61771	E	118.8
29 Aug	8370 8893	Night	32126	A	383.7
30 Aug	2112 6122	Night	54034	A	505.9
31 Aug	5599 7070	Night	24668	A	554.5
01 Sep	4113 3983	Night	89123	E	570.5
02 Sep	7340 2546	Night	48031	A	430.0
03 Sep	1495 3416	Night	66184	A	146.4
04 Sep	2921 8493	Night	31670	A	729.9
05 Sep	7642 8468	Night	31090	A	735.1
06 Sep	7002 7739	Night	13467	A	899.9
07 Sep	3449 2869	Day	38763	A	614.4
08 Sep	9161 7289	Night	48591	E	719.7
09 Sep	5815 9293	Day	86314	A	186.8
10 Sep	5743 8186	Day	57686	A	601.9
11 Sep	5816 3531	Day	28393	A	727.3

Type A is an actual reading and type E is an estimate.

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

27 March 2024

Our ref: NI/7731

James Whitlock
Field Services Supervisor
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear James,

Re: Change of tariff at Ecorp Research Labs

Please treat the earlier statement as withdrawn. Nothing has changed on our side since we last spoke. We do not accept that the charges were applied correctly, and we reserve our position.

Our records show that the half-hourly data for Ecorp Research Labs is complete from February 2024 onwards. I will raise it at the next account review meeting. Could you let me know who at Ecorp Research Labs can give our engineer access?

Please find the revised figures set out below. I would be grateful if you could confirm the position by the end of the week. I have copied in Maria Castellanos, who is dealing with the account day to day. The figures in your schedule do not match the invoices we received.

It would help to have the read history for the last twelve months. We propose to clear the balance of £22,897.41 in three equal instalments. We have looked again at invoice AEC-2024-104037 and can confirm that it was based on an estimated reading.

Until this is resolved we will pay the undisputed part of each invoice only. This has now been outstanding for more than sixty days. The difference between the estimate and the actual reading comes to £22,897.41. Our billing team will issue a credit note once the corrected reading has been validated. We would prefer to settle this without involving our solicitors.

As discussed on our call, the next step is a joint visit to the site. The capacity charge was increased when the agreed supply capacity was exceeded in February 2024. We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement. An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room.

I am sorry for the delay in coming back to you on this. The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp Research Labs.

I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out. As discussed on our call, the next step is a joint visit to the site.

We do not accept that the charges were applied correctly, and we reserve our position. Our records show that the half-hourly data for Ecorp Research Labs is complete from February 2024 onwards. I attach the readings we took ourselves so that you can compare them with yours. I would be grateful if you could confirm the position by the end of the week. The capacity charge was increased when the agreed supply capacity was exceeded in February 2024.

Yours sincerely,

Nadia Iqbal

Nadia Iqbal
Energy Manager, Ecorp Group

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Friday, 22 March 2024 12:07
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: Invoice AEC-2024-108901 attached
Attachments: AEC-2024-108901.pdf

Hi James,

The figures in your schedule do not match the invoices we received. I have copied in Oliver Reyes, who is dealing with the account day to day. We propose to clear the balance of £35,164.79 in three equal instalments.

Please treat the earlier statement as withdrawn. This has now been outstanding for more than sixty days. The tariff applied was the one notified in the price change letter.

Until this is resolved we will pay the undisputed part of each invoice only. The capacity charge was increased when the agreed supply capacity was exceeded in December 2023. I understand the frustration and want to get this closed out.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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London E14 9ZT

INVOICE

Invoice number	**AEC-2024-108901**
Invoice date	**17 March 2024**
Account number	**4830 1351 82**
Site	**Ecorp Data Centre South**

Total due

£7,879.03

Please pay by 16 April 2024

Charges for the period 10 February 2024 to 11 March 2024

Charge	Amount
Unit charges, day	£3,404.61
Unit charges, night	£1,981.99
Standing charge	£77.44
Capacity charge	£901.11
Climate change levy	£200.71

Net	£6,565.86
VAT at 20%	£1,313.17
Total due	**£7,879.03**

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Date	MPAN	Register	Reading	Type	kWh
10 Feb	9986 3415	Night	24953	E	890.6
11 Feb	9151 3583	Day	23904	A	371.6
12 Feb	1012 2039	Night	63765	A	256.8
13 Feb	4249 2975	Day	72185	A	707.3
14 Feb	4160 9797	Night	53176	A	297.7
15 Feb	8228 1946	Day	49669	A	831.6
16 Feb	2230 1501	Night	57916	E	257.1
17 Feb	2283 2407	Night	60479	E	214.2
18 Feb	9798 8225	Day	90420	E	841.5
19 Feb	9823 1588	Night	24994	A	261.7
20 Feb	4260 8575	Day	32592	A	677.8
21 Feb	8086 4496	Day	91118	A	543.1
22 Feb	6774 5066	Day	13144	A	607.7
23 Feb	5530 7435	Day	31988	A	279.3
24 Feb	3921 1079	Night	21075	A	792.7
25 Feb	1103 4215	Night	95870	A	233.5
26 Feb	4650 7827	Night	42689	A	737.0
27 Feb	2843 7014	Night	12627	A	568.6
28 Feb	7348 9732	Day	53105	E	357.2
29 Feb	4367 5157	Night	20864	A	764.5
01 Mar	6008 1979	Day	18928	A	887.7
02 Mar	5281 8755	Night	39288	A	639.2
03 Mar	3102 1219	Night	54387	A	611.7
04 Mar	8837 8318	Day	11655	A	551.8
05 Mar	3783 5006	Day	60338	E	593.2
06 Mar	6045 4723	Night	72746	E	723.0
07 Mar	3180 2561	Day	43925	E	112.6
08 Mar	5818 5319	Night	57201	E	114.2
09 Mar	8635 3068	Night	83270	A	520.9
10 Mar	1487 2493	Day	13727	E	770.3

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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London E14 9ZT

INVOICE

Invoice number	**AEC-2024-104289**
Invoice date	**23 February 2024**
Account number	**4671 4002 71**
Site	**Ecorp Distribution Hub**

Total due

£13,162.59

Please pay by 24 March 2024

Charges for the period 20 January 2024 to 19 February 2024

Charge	Amount
Unit charges, day	£7,909.13
Unit charges, night	£1,331.94
Standing charge	£130.89
Capacity charge	£1,261.75
Climate change levy	£335.12

Net	£10,968.82
VAT at 20%	£2,193.76
Total due	**£13,162.59**

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Date	MPAN	Register	Reading	Type	kWh
20 Jan	2710 2763	Day	67490	A	527.8
21 Jan	5869 3394	Night	37763	A	852.1
22 Jan	4994 6890	Night	92466	E	859.0
23 Jan	7953 6300	Day	45565	A	742.6
24 Jan	5310 9474	Day	74345	A	311.7
25 Jan	5521 6819	Night	20635	E	169.5
26 Jan	2700 8317	Day	27945	A	265.2
27 Jan	2286 9568	Day	36798	A	575.5
28 Jan	5595 1782	Night	59741	A	149.8
29 Jan	1720 9945	Night	84508	E	252.5
30 Jan	4293 5576	Night	21344	A	162.9
31 Jan	5127 4652	Day	34394	E	170.8
01 Feb	5394 5498	Night	74245	E	295.4
02 Feb	3126 7915	Night	51973	E	402.8
03 Feb	6578 1228	Day	80759	A	243.8
04 Feb	9437 6987	Night	13499	A	395.9
05 Feb	2049 1885	Day	39655	A	732.3
06 Feb	5709 4784	Night	29198	E	838.6
07 Feb	9779 3379	Night	49470	A	819.2
08 Feb	4278 4933	Night	50381	A	477.6
09 Feb	9404 9101	Night	64925	A	191.7
10 Feb	1633 4738	Day	22233	A	185.1
11 Feb	8956 7287	Night	73505	E	804.6
12 Feb	2028 8989	Night	30556	A	405.2
13 Feb	7429 2745	Day	67421	A	956.6
14 Feb	5468 3910	Night	85699	E	246.1
15 Feb	6998 8105	Night	17358	E	497.2
16 Feb	2011 4377	Night	68449	A	248.6
17 Feb	3916 7952	Night	97146	A	213.2
18 Feb	9732 4778	Day	60120	A	522.7

Type A is an actual reading and type E is an estimate.

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How to pay

Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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James Whitlock

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 8 March 2024 08:35
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

Helen,

It would help to have the read history for the last twelve months. I understand the frustration and want to get this closed out. As discussed on our call, the next step is a joint visit to the site.

Many thanks,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Wednesday, 6 March 2024 17:06
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

James,

I have copied in David Mbeki, who is dealing with the account day to day. The tariff applied was the one notified in the price change letter. We need the meter serial number and the date of the last exchange before we can go further.

Best,
Helen Brandt
Head of Facilities, Ecorp Group

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Saturday, 2 March 2024 15:10
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

Hi Helen,

This has now been outstanding for more than sixty days. Please treat the earlier statement as withdrawn.

We propose to clear the balance of £32,773.87 in three equal instalments. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from January 2024 onwards.

Best,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Monday, 26 February 2024 15:06
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

Dear James,

We do not accept that the charges were applied correctly, and we reserve our position. An actual reading was not obtained in January 2024 because our engineer could not get access to the meter room. The figures in your schedule do not match the invoices we received. We have looked again at invoice AEC-2024-108159 and can confirm that it was based on an estimated reading.

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Kind regards,

Helen Brandt

Head of Facilities, Ecorp Group

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Saturday, 24 February 2024 10:12
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

Dear Helen,

Until this is resolved we will pay the undisputed part of each invoice only. I am sorry for the delay in coming back to you on this. I would be grateful if you could confirm the position by the end of the week.

Many thanks,

James Whitlock

Field Services Supervisor, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Saturday, 24 February 2024 15:19
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Credit note request for Ecorp Distribution Hub

Hi James,

The capacity charge was increased when the agreed supply capacity was exceeded in January 2024. We would prefer to settle this without involving our solicitors.

Could you let me know who at Ecorp Distribution Hub can give our engineer access? Nothing has changed on our side since we last spoke. The difference between the estimate and the actual reading comes to £32,773.87. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Thank you for your message about Ecorp Distribution Hub. Our billing team will issue a credit note once the corrected reading has been validated. I attach the readings we took ourselves so that you can compare them with yours. Please find the revised figures set out below.

Many thanks,

Helen Brandt

Head of Facilities, Ecorp Group

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London E14 9ZT

INVOICE

Invoice number	**AEC-2025-108800**
Invoice date	**12 September 2025**
Account number	**4430 6276 41**
Site	**Ecorp Tower**

Total due

£12,338.86

Please pay by 12 October 2025

Charges for the period 10 August 2025 to 9 September 2025

Charge	Amount
Unit charges, day	£6,007.65
Unit charges, night	£2,740.08
Standing charge	£123.03
Capacity charge	£952.80
Climate change levy	£458.82

Net	£10,282.38
VAT at 20%	£2,056.48
Total due	**£12,338.86**

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Date	MPAN	Register	Reading	Type	kWh
10 Aug	2193 3965	Day	35304	E	662.9
11 Aug	9352 9740	Day	54438	A	553.2
12 Aug	1127 4996	Night	77237	A	363.2
13 Aug	9184 2442	Day	48896	A	849.0
14 Aug	1491 8211	Night	81000	A	107.3
15 Aug	9525 3497	Night	96126	A	501.0
16 Aug	9538 7873	Day	32567	E	121.2
17 Aug	2596 5061	Night	50140	A	503.8
18 Aug	1765 7759	Day	92459	E	800.6
19 Aug	2468 9084	Night	74161	A	601.2
20 Aug	6227 7372	Day	12986	A	852.3
21 Aug	8265 3579	Night	71149	A	505.3
22 Aug	2875 3227	Night	59626	E	669.9
23 Aug	7036 2018	Night	64386	E	523.0
24 Aug	1473 4449	Day	20607	A	411.7
25 Aug	4019 1392	Day	89987	E	214.0
26 Aug	9063 2101	Day	82061	A	256.5
27 Aug	2703 3351	Day	37239	A	448.9
28 Aug	3363 1606	Day	86165	E	551.7
29 Aug	5715 4333	Day	54234	A	584.9
30 Aug	6935 4942	Day	66132	A	209.9
31 Aug	1028 8750	Day	14571	A	487.8
01 Sep	4957 1536	Day	89563	A	533.1
02 Sep	4495 7284	Day	29273	A	98.5
03 Sep	3851 6209	Night	15669	A	852.1
04 Sep	4049 4161	Day	44146	A	580.3
05 Sep	5903 4817	Night	70515	A	123.9
06 Sep	7581 4151	Day	92392	A	874.6
07 Sep	6939 2479	Day	85919	A	293.3
08 Sep	2448 8441	Night	59098	E	678.3

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 1 November 2024 16:16
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Dear Tom,

This has now been outstanding for more than sixty days. The tariff applied was the one notified in the price change letter.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Tuesday, 29 October 2024 18:42
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Dear Priya,

An actual reading was not obtained in September 2024 because our engineer could not get access to the meter room. Until this is resolved we will pay the undisputed part of each invoice only. Please treat the earlier statement as withdrawn. It would help to have the read history for the last twelve months.

We propose to clear the balance of £10,204.52 in three equal instalments. Could you let me know who at Ecorp Retail Park can give our engineer access? Thank you for your message about Ecorp Retail Park.

Our records show that the half-hourly data for Ecorp Retail Park is complete from September 2024 onwards. The difference between the estimate and the actual reading comes to £10,204.52. Please find the revised figures set out below.

Regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 25 October 2024 15:34
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Dear Tom,

I have copied in Priya Anand, who is dealing with the account day to day. I would be grateful if you could confirm the position by the end of the week.

I understand the frustration and want to get this closed out. As discussed on our call, the next step is a joint visit to the site.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Tuesday, 22 October 2024 07:28

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Hi Priya,

Nothing has changed on our side since we last spoke. We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors. The capacity charge was increased when the agreed supply capacity was exceeded in September 2024.

I am sorry for the delay in coming back to you on this. I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours. The figures in your schedule do not match the invoices we received.

Regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Sunday, 20 October 2024 11:34
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Tom,

We do not accept that the charges were applied correctly, and we reserve our position. Please note that late payment charges continue to accrue under clause 7 of the agreement. We have looked again at invoice AEC-2024-107901 and can confirm that it was based on an estimated reading. Our billing team will issue a credit note once the corrected reading has been validated.

I am sorry for the delay in coming back to you on this. The difference between the estimate and the actual reading comes to £10,204.52. Could you let me know who at Ecorp Retail Park can give our engineer access?

The figures in your schedule do not match the invoices we received. Please treat the earlier statement as withdrawn. The tariff applied was the one notified in the price change letter. I have copied in Priya Anand, who is dealing with the account day to day.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Sunday, 20 October 2024 13:01
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Hi Priya,

Thank you for your message about Ecorp Retail Park. An actual reading was not obtained in September 2024 because our engineer could not get access to the meter room.

Many thanks,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Sunday, 20 October 2024 11:14
To: Tom Achebe <tom.achebe@ecorp.example>

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Subject: RE: Meter exchange at Ecorp Retail Park

Dear Tom,

As discussed on our call, the next step is a joint visit to the site. It would help to have the read history for the last twelve months. We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out.

Our billing team will issue a credit note once the corrected reading has been validated. I would be grateful if you could confirm the position by the end of the week.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Wednesday, 16 October 2024 17:09
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Retail Park

Hi Priya,

Until this is resolved we will pay the undisputed part of each invoice only. Please find the revised figures set out below.

We propose to clear the balance of £10,204.52 in three equal instalments. I will raise it at the next account review meeting.

Our records show that the half-hourly data for Ecorp Retail Park is complete from September 2024 onwards. We would prefer to settle this without involving our solicitors.

Many thanks,
Tom Achebe
Accounts Payable Manager, Ecorp Group

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Simon Lindqvist

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 10 October 2025 08:30
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Cc: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: Letter about the account for Ecorp Tower
Attachments: letter.pdf

Dear Simon,

I will raise it at the next account review meeting. We do not accept that the charges were applied correctly, and we reserve our position.

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from July 2025 onwards. As discussed on our call, the next step is a joint visit to the site.

Until this is resolved we will pay the undisputed part of each invoice only. We would prefer to settle this without involving our solicitors.

Best,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

7th October 2025

Our ref: RO/5083

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Helen,

Re: Statement of account for Ecorp Tower

The capacity charge was increased when the agreed supply capacity was exceeded in July 2025. The figures in your schedule do not match the invoices we received. I am sorry for the delay in coming back to you on this. We have looked again at invoice AEC-2025-106140 and can confirm that it was based on an estimated reading.

We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors. Thank you for your message about Ecorp Tower.

Nothing has changed on our side since we last spoke. Please treat the earlier statement as withdrawn. I would be grateful if you could confirm the position by the end of the week.

As discussed on our call, the next step is a joint visit to the site. The tariff applied was the one notified in the price change letter. We propose to clear the balance of £14,613.18 in three equal instalments.

Our billing team will issue a credit note once the corrected reading has been validated. Please note that late payment charges continue to accrue under clause 7 of the agreement. Until this is resolved we will pay the undisputed part of each invoice only.

I understand the frustration and want to get this closed out. I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours.

Yours sincerely,

Rachel Okafor

Rachel Okafor
Key Account Manager, Acme Electric Company

James Whitlock

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Tuesday, 10 December 2024 10:34
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: Credit note request for Ecorp Data Centre South

James,

An actual reading was not obtained in October 2024 because our engineer could not get access to the meter room. I am sorry for the delay in coming back to you on this.

The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. I would be grateful if you could confirm the position by the end of the week. Could you let me know who at Ecorp Data Centre South can give our engineer access?

We have looked again at invoice AEC-2024-106303 and can confirm that it was based on an estimated reading. The figures in your schedule do not match the invoices we received.

Best,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Wednesday, 12 February 2025 18:13
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

David,

As discussed on our call, the next step is a joint visit to the site. I understand the frustration and want to get this closed out. I have copied in Priya Anand, who is dealing with the account day to day.

Until this is resolved we will pay the undisputed part of each invoice only. We need the meter serial number and the date of the last exchange before we can go further.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Monday, 10 February 2025 13:39
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Dear Priya,

The tariff applied was the one notified in the price change letter. We do not accept that the charges were applied correctly, and we reserve our position.

This has now been outstanding for more than sixty days. The figures in your schedule do not match the invoices we received. Please find the revised figures set out below.

The capacity charge was increased when the agreed supply capacity was exceeded in November 2024. Please treat the earlier statement as withdrawn. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 7 February 2025 08:53
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Dear David,

I attach the readings we took ourselves so that you can compare them with yours. We would prefer to settle this without involving our solicitors.

It would help to have the read history for the last twelve months. We propose to clear the balance of £14,407.80 in three equal instalments. I would be grateful if you could confirm the position by the end of the week. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

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From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Friday, 7 February 2025 15:43
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Dear Priya,

Nothing has changed on our side since we last spoke. The difference between the estimate and the actual reading comes to £14,407.80. An actual reading was not obtained in November 2024 because our engineer could not get access to the meter room.

We have looked again at invoice AEC-2024-105563 and can confirm that it was based on an estimated reading. Our billing team will issue a credit note once the corrected reading has been validated. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from November 2024 onwards.

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Monday, 3 February 2025 07:21
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Dear David,

I am sorry for the delay in coming back to you on this. Thank you for your message about Ecorp Warehouse 3.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Wednesday, 29 January 2025 14:07
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Hi Priya,

I will raise it at the next account review meeting. I would be grateful if you could confirm the position by the end of the week. I attach the readings we took ourselves so that you can compare them with yours. I will raise it at the next account review meeting.

Kind regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Saturday, 25 January 2025 12:05
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Hi David,

Please note that late payment charges continue to accrue under clause 7 of the agreement. Until this is resolved we will pay the undisputed part of each invoice only.

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The figures in your schedule do not match the invoices we received. We have looked again at invoice AEC-2024-105563 and can confirm that it was based on an estimated reading. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Tuesday, 21 January 2025 08:28
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

Dear Priya,

An actual reading was not obtained in November 2024 because our engineer could not get access to the meter room. Nothing has changed on our side since we last spoke. The tariff applied was the one notified in the price change letter.

As discussed on our call, the next step is a joint visit to the site. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from November 2024 onwards.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 16 January 2025 07:49
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Warehouse 3

David,

We do not accept that the charges were applied correctly, and we reserve our position. I am sorry for the delay in coming back to you on this. The capacity charge was increased when the agreed supply capacity was exceeded in November 2024.

The difference between the estimate and the actual reading comes to £14,407.80. Please treat the earlier statement as withdrawn. This has now been outstanding for more than sixty days. Please find the revised figures set out below.

We would prefer to settle this without involving our solicitors. I understand the frustration and want to get this closed out.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

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INTERNAL MEMORANDUM

Acme Electric Company

To: Maria Castellanos, Head of Commercial

From: David Mbeki, Credit Control Manager

Date: 10 March 2025

Re: Meeting to discuss billing errors

Billing confirms that no actual read was taken between January 2025 and the following quarter. Simon Lindqvist will own the actions from here.

I have asked metering for the full read history. My recommendation is that we credit the difference and re-bill on actual readings.

The account remains commercially important and we want to keep it. Credit control should hold the late payment charges until this is settled. Ecorp have now raised the estimated readings at Ecorp House Manchester three times. Invoice AEC-2025-108412 should not have gone out in that form.

David

MINUTES OF ACCOUNT REVIEW MEETING

Date	**16 August 2024**
Location	**Ecorp Tower, London**
Present	**Maria Castellanos, David Mbeki, Simon Lindqvist**
	Nadia Iqbal, Oliver Reyes
Apologies	**Tom Achebe**

1. Price change

Ecorp have now raised the estimated readings at Ecorp Distribution Hub three times. Nothing has changed on our side since we last spoke. This has now been outstanding for more than sixty days. We do not accept that the charges were applied correctly, and we reserve our position.

Please note that late payment charges continue to accrue under clause 7 of the agreement. We would prefer to settle this without involving our solicitors.

I understand the frustration and want to get this closed out. We should expect a formal complaint if this is not resolved before the next review. Our billing team will issue a credit note once the corrected reading has been validated. I have asked metering for the full read history.

2. Site access

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from May 2024 onwards. I would be grateful if you could confirm the position by the end of the week.

Please do not discuss this with the customer until legal have reviewed it. Our exposure on the disputed invoices is about £35,104.31. The difference between the estimate and the actual reading comes to £35,104.31.

Please find the revised figures set out below. As discussed on our call, the next step is a joint visit to the site.

3. Any other business

Invoice AEC-2024-108884 should not have gone out in that form. Nadia Iqbal will own the actions from here.

I attach the readings we took ourselves so that you can compare them with yours. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. Could you let me know who at Ecorp Distribution Hub can give our engineer access? The account remains commercially important and we want to keep it.

We propose to clear the balance of £35,104.31 in three equal instalments. An actual reading was not obtained in May 2024 because our engineer could not get access to the meter room. I have copied in Nadia Iqbal, who is dealing with the account day to day. My recommendation is that we credit the difference and re-bill on actual readings.

4. Open invoices

We have looked again at invoice AEC-2024-108884 and can confirm that it was based on an estimated reading. We need the meter serial number and the date of the last exchange before we can go further. Field services could not get access on two visits, and the visit notes are on the job record.

5. Data requests

The figures in your schedule do not match the invoices we received. Until this is resolved we will pay the undisputed part of each invoice only.

6. Meter exchange programme

The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp Distribution Hub.

I will raise it at the next account review meeting. Please treat the earlier statement as withdrawn. It would help to have the read history for the last twelve months.

7. Payment performance

Credit control should hold the late payment charges until this is settled. I am sorry for the delay in coming back to you on this. Billing confirms that no actual read was taken between May 2024 and the following quarter.

8. Estimated readings

We should expect a formal complaint if this is not resolved before the next review. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. I will raise it at the next account review meeting. Until this is resolved we will pay the undisputed part of each invoice only.

Credit control should hold the late payment charges until this is settled. We need the meter serial number and the date of the last exchange before we can go further. As discussed on our call, the next step is a joint visit to the site. Invoice AEC-2024-108884 should not have gone out in that form.

We have looked again at invoice AEC-2024-108884 and can confirm that it was based on an estimated reading. Nothing has changed on our side since we last spoke.

Actions

Action	Owner	Due
Billing confirms that no actual read was taken between May 202	Nadia Iqbal	9 September 2024
The difference between the estimate and the actual reading com	Nadia Iqbal	20 September 2024
It would help to have the read history for the last twelve mon	Maria Castellanos	14 September 2024
We do not accept that the charges were applied correctly, and	Oliver Reyes	1 September 2024
My recommendation is that we credit the difference and re-bill	David Mbeki	30 August 2024

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 11 September 2025 11:40
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Draft amendment to the supply agreement

Dear Simon,

We have looked again at invoice AEC-2025-107364 and can confirm that it was based on an estimated reading. An actual reading was not obtained in June 2025 because our engineer could not get access to the meter room. I will raise it at the next account review meeting.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Until this is resolved we will pay the undisputed part of each invoice only. We do not accept that the charges were applied correctly, and we reserve our position.

Our billing team will issue a credit note once the corrected reading has been validated. We would prefer to settle this without involving our solicitors.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

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Meter readings: Ecorp House Manchester

Exported 30 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
26/04/2024	12 3578 7279	Night	68452	E	271.2	
27/04/2024	10 4131 8705	Day	15958	A	847.0	
28/04/2024	18 1323 5781	Night	69759	A	494.1	no access
29/04/2024	10 2987 9389	Night	78839	A	690.2	no access
30/04/2024	17 8484 8522	Night	91518	A	854.0	
01/05/2024	22 4569 3654	Night	36663	A	251.8	
02/05/2024	19 2822 1574	Night	23994	A	729.5	
03/05/2024	23 4014 4463	Day	80843	E	830.3	no access
04/05/2024	14 2572 9224	Night	72033	A	200.0	
05/05/2024	11 4916 6158	Night	91383	A	630.4	est.
06/05/2024	20 8793 5016	Day	44032	E	541.7	
07/05/2024	13 5667 1707	Night	19767	A	295.9	est.
08/05/2024	10 9087 8970	Night	44924	E	496.0	est.
09/05/2024	17 4885 2221	Night	63022	A	773.3	
10/05/2024	21 6847 7324	Night	76988	E	290.0	
11/05/2024	20 9832 9250	Day	19362	A	338.8	
12/05/2024	19 7787 1930	Night	64632	E	112.9	
13/05/2024	20 5968 5687	Day	85459	A	813.9	
14/05/2024	11 8070 3059	Night	54106	A	526.0	est.
15/05/2024	11 5773 4259	Night	80161	A	742.0	
16/05/2024	10 4486 1889	Night	92070	A	286.4	
17/05/2024	11 9182 6990	Night	10090	A	248.8	
18/05/2024	23 1383 4617	Day	81427	A	513.4	est.
19/05/2024	20 6649 6468	Night	57518	A	665.3	
20/05/2024	17 5139 1185	Day	75771	A	224.7	no access
21/05/2024	13 6264 6604	Day	38408	A	526.1	
22/05/2024	15 8951 4071	Day	76680	A	409.0	no access
23/05/2024	10 5056 4613	Night	17548	A	141.2	
24/05/2024	10 5695 1772	Day	68674	E	97.8	no access
25/05/2024	17 5143 7920	Day	10048	A	388.0	
26/05/2024	14 2721 8206	Day	78490	E	785.8	
27/05/2024	16 9523 2628	Night	24851	A	394.0	no access
28/05/2024	20 2106 7230	Day	27022	A	808.8	
29/05/2024	22 5700 2284	Day	58651	A	827.0	est.
30/05/2024	22 4763 3635	Night	10201	A	806.2	
31/05/2024	19 5974 4846	Day	44176	E	523.9	
01/06/2024	22 6216 8664	Night	17339	A	543.5	
02/06/2024	10 5013 4032	Night	96045	A	707.3	est.
03/06/2024	11 5871 6276	Night	53244	A	153.3	est.
04/06/2024	23 5625 4432	Day	64157	E	361.5	
05/06/2024	21 3411 2856	Day	36242	A	330.7	
06/06/2024	21 8916 5693	Night	69555	E	650.8	

Meter readings: Ecorp House Manchester

Exported 30 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
07/06/2024	20 1089 6716	Day	24698	E	761.4	
08/06/2024	20 8179 5513	Day	82500	A	892.9	
09/06/2024	15 6519 3754	Night	27942	A	149.0	
10/06/2024	22 9917 9448	Day	44123	A	174.5	
11/06/2024	13 7470 5084	Day	79241	A	295.8	
12/06/2024	23 9778 5479	Night	87593	A	424.6	
13/06/2024	10 1144 7972	Day	36994	A	762.5	
14/06/2024	19 3542 7660	Day	76661	A	744.2	est.
15/06/2024	21 9638 8381	Night	22469	A	179.7	
16/06/2024	15 4814 2330	Day	11862	E	680.3	
17/06/2024	13 7784 7197	Day	93953	A	395.8	no access
18/06/2024	15 5746 7566	Day	11283	A	148.9	no access
19/06/2024	10 1211 2190	Night	78875	A	449.5	
20/06/2024	23 6379 3822	Night	44785	A	586.6	
21/06/2024	19 2640 3279	Day	55967	A	335.1	
22/06/2024	11 9350 1732	Day	92952	A	278.5	est.
23/06/2024	11 8180 7470	Night	31501	A	686.5	
24/06/2024	10 6216 7893	Day	61065	A	561.5	est.
25/06/2024	14 6289 6589	Day	71279	A	876.9	
26/06/2024	11 5601 6106	Night	11603	A	389.2	
27/06/2024	17 8823 8957	Night	16409	A	567.8	
28/06/2024	18 8742 9862	Day	30392	E	507.8	
29/06/2024	14 6449 1069	Day	91653	A	317.3	no access
30/06/2024	10 3094 5451	Day	98645	A	201.8	
01/07/2024	17 6768 1557	Night	64825	A	202.3	
02/07/2024	20 9529 7653	Day	20460	A	755.1	no access
03/07/2024	15 8171 5079	Night	37534	E	317.9	
04/07/2024	17 9124 2570	Day	45610	A	106.4	
05/07/2024	13 9558 1084	Night	16742	E	191.8	no access
06/07/2024	11 3813 2688	Day	84305	A	156.5	no access
07/07/2024	18 7013 7830	Day	34653	A	415.4	
08/07/2024	21 6930 3796	Night	35577	A	352.4	no access
09/07/2024	22 6111 8161	Night	43474	A	198.3	
10/07/2024	10 2891 8947	Day	39009	A	880.8	
11/07/2024	11 3671 1545	Day	26381	E	765.5	est.
12/07/2024	23 1939 3063	Day	21304	A	385.4	
13/07/2024	14 9642 8226	Day	22372	A	684.2	
14/07/2024	22 7565 8796	Day	70051	A	287.5	
15/07/2024	12 4567 6699	Day	63122	E	151.7	
16/07/2024	10 4312 8822	Day	89247	A	229.7	est.
17/07/2024	22 9816 3618	Day	83779	A	106.1	est.
18/07/2024	12 6369 7973	Day	40169	E	839.1	

Meter readings: Ecorp House Manchester

Exported 30 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
19/07/2024	20 9312 6733	Night	60785	A	468.4	
20/07/2024	15 1350 8149	Day	44455	A	98.4	
21/07/2024	16 3118 1631	Day	11538	A	444.8	no access
22/07/2024	12 7113 1590	Night	73818	A	636.2	
23/07/2024	13 7426 6283	Day	26332	E	106.8	
24/07/2024	18 5971 1297	Day	14651	A	788.0	est.
25/07/2024	13 1557 5163	Night	22311	A	311.2	
26/07/2024	10 2345 1050	Night	20598	A	476.3	
27/07/2024	10 9341 3013	Day	93826	A	851.7	
28/07/2024	20 8053 3352	Night	21222	A	597.5	no access
29/07/2024	11 9644 3601	Day	28536	E	785.2	
30/07/2024	18 1504 7640	Day	43117	A	530.1	
31/07/2024	10 1412 8181	Night	38719	A	377.8	est.
01/08/2024	22 8855 2200	Day	12588	A	742.5	
02/08/2024	11 5833 2405	Day	77301	A	211.6	no access
03/08/2024	12 2061 5486	Day	59486	A	810.9	est.
04/08/2024	11 6601 5100	Day	77433	A	358.3	no access
05/08/2024	17 6415 5643	Day	15296	A	617.6	est.
06/08/2024	17 1866 7768	Night	19184	A	501.5	
07/08/2024	21 6552 2547	Night	27361	A	790.9	no access
08/08/2024	17 1774 8722	Day	10100	A	605.5	est.
09/08/2024	15 3601 2046	Day	83505	A	443.8	est.
10/08/2024	13 6047 3288	Night	60420	A	469.7	
11/08/2024	13 9032 5458	Night	38781	A	114.4	
12/08/2024	12 5917 9714	Night	85532	A	673.8	
13/08/2024	19 5846 7129	Day	35688	A	897.1	no access
14/08/2024	22 1230 2119	Day	23382	A	632.2	no access
15/08/2024	13 3074 6810	Night	16340	A	812.5	est.
16/08/2024	17 7024 2376	Day	56190	A	408.1	
17/08/2024	14 7934 4960	Day	35530	A	434.0	
18/08/2024	23 3539 9441	Day	61778	A	795.7	
19/08/2024	20 4221 5475	Day	67026	A	797.1	est.
20/08/2024	21 5490 8580	Night	77033	E	326.1	
21/08/2024	16 4295 7768	Day	89022	A	278.8	no access
22/08/2024	22 8583 2038	Day	55303	E	895.2	
23/08/2024	19 3222 7363	Night	47723	A	238.0	no access
24/08/2024	16 9585 6961	Day	77687	A	221.0	no access
25/08/2024	16 6904 2672	Day	89472	A	193.9	
26/08/2024	21 5237 9640	Night	48416	A	82.9	
27/08/2024	13 3307 8311	Day	95613	A	284.4	no access
28/08/2024	15 7729 5803	Day	56224	A	421.7	est.
29/08/2024	21 8391 6064	Day	78752	A	184.5	est.

Simon Lindqvist

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 24 May 2024 15:44
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Cc: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: FW: Payment plan for the April 2024 balance

Hi Simon,

We would prefer to settle this without involving our solicitors. As discussed on our call, the next step is a joint visit to the site. An actual reading was not obtained in April 2024 because our engineer could not get access to the meter room. We propose to clear the balance of £14,427.22 in three equal instalments.

Our billing team will issue a credit note once the corrected reading has been validated. I understand the frustration and want to get this closed out. I have copied in Nadia Iqbal, who is dealing with the account day to day. We have looked again at invoice AEC-2024-105817 and can confirm that it was based on an estimated reading.

The capacity charge was increased when the agreed supply capacity was exceeded in April 2024. We do not accept that the charges were applied correctly, and we reserve our position. I would be grateful if you could confirm the position by the end of the week.

Kind regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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BRENNAN STOKES LLP

5 Cutlers Yard, Sheffield S1 9ZQ · info@brennanstokes.example

5 February 2026

Our ref: MS/3937

Eleanor Harcourt
Partner
Harcourt & Vale LLP
22 Chancery Row, London WC2A 9XY

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Sirs,

Re: Ecorp Group and Acme Electric Company: disclosure of meter records

We look forward to hearing from you. Please ensure that all documents relating to the metering of Ecorp Retail Park are preserved. Our client's position remains as set out in our previous letter. Your client has had this information since November 2025 and has not responded to it.

The invoices were based on estimated readings, contrary to clause 5 of the agreement. Please confirm within fourteen days that the late payment charges will be withdrawn. If we do not hear from you by that date our client will issue proceedings without further notice. We act for our client in relation to the electricity supply agreement between the parties. Nothing in this letter is to be taken as a waiver of any of our client's rights.

Our client disputes the sums claimed in the invoices for the period from November 2025. We do not accept your account of the meeting between the parties. We invite your client to propose dates for a without prejudice meeting. We enclose a schedule of the disputed invoices, which total £5,275.85.

Your client's own site visit report records that the meter display was blank. Our client disputes the sums claimed in the invoices for the period from November 2025. Nothing in this letter is to be taken as a waiver of any of our client's rights. Our client's position remains as set out in our previous letter.

Yours faithfully,

Brennan Stokes LLP

Brennan Stokes LLP

25/3/25

Call w/ Oliver R. - Ecorp Data Centre South

- display blank on last visit

- chase Simon re serial no.

- wants credit note ASAP

- access refused x2

- ACTION: revised invoice by Fri

- ask Priya for read history

- check clause 5

- £9,377.06 in dispute

- they will part-pay only

Rachel Okafor

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Friday, 31 January 2025 09:19
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Cc: Tom Achebe <tom.achebe@ecorp.example>
Subject: Letter about the account for Ecorp Research Labs
Attachments: letter.pdf

Dear Maria,

I understand the frustration and want to get this closed out. I have copied in Simon Lindqvist, who is dealing with the account day to day. We propose to clear the balance of £17,193.99 in three equal instalments. The tariff applied was the one notified in the price change letter.

Could you let me know who at Ecorp Warehouse 3 can give our engineer access? The figures in your schedule do not match the invoices we received.

I am sorry for the delay in coming back to you on this. It would help to have the read history for the last twelve months. Please note that late payment charges continue to accrue under clause 7 of the agreement.

We would prefer to settle this without involving our solicitors. Until this is resolved we will pay the undisputed part of each invoice only.

Regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

January 28, 2025

Our ref: PA/4870

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Helen,

Re: Statement of account for Ecorp Research Labs

The difference between the estimate and the actual reading comes to £27,493.97. An actual reading was not obtained in October 2024 because our engineer could not get access to the meter room. The figures in your schedule do not match the invoices we received.

As discussed on our call, the next step is a joint visit to the site. Until this is resolved we will pay the undisputed part of each invoice only. I would be grateful if you could confirm the position by the end of the week. This has now been outstanding for more than sixty days. Thank you for your message about Ecorp Contact Centre.

The tariff applied was the one notified in the price change letter. The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. Please note that late payment charges continue to accrue under clause 7 of the agreement. I attach the readings we took ourselves so that you can compare them with yours.

Could you let me know who at Ecorp Contact Centre can give our engineer access? We have looked again at invoice AEC-2024-106962 and can confirm that it was based on an estimated reading. I have copied in Priya Anand, who is dealing with the account day to day. Our billing team will issue a credit note once the corrected reading has been validated.

Yours sincerely,

Priya Anand

Priya Anand
Metering Analyst, Acme Electric Company

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 29 August 2025 16:33
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: Meter serial numbers at Ecorp Data Centre South

Hi Simon,

The difference between the estimate and the actual reading comes to £20,263.11. We propose to clear the balance of £20,263.11 in three equal instalments.

I am sorry for the delay in coming back to you on this. The capacity charge was increased when the agreed supply capacity was exceeded in July 2025.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

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DATED

13 March 2024

ELECTRICITY SUPPLY AGREEMENT

between

ACME ELECTRIC COMPANY LTD

and

ECORP GROUP

THIS AGREEMENT is made between Acme Electric Company Ltd, whose registered office is at PO Box 4410, Sheffield (the Supplier), and Ecorp Group, whose registered office is at Ecorp Tower, 1 Meridian Square, London (the Customer).

IT IS AGREED as follows.

1. DEFINITIONS AND INTERPRETATION

1.1 This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice.

1.2 Headings are for convenience only and do not affect the interpretation of this Agreement.

1.3 The Supplier may vary the Charges by giving not less than sixty days' written notice. No variation of this Agreement shall be effective unless it is in writing and signed by both parties.

1.4 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times. An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained.

1.5 The Customer shall not interfere with the metering equipment or permit others to do so. If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount. The Agreed Supply Capacity for each Supply Point is set out in Schedule 1.

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1.6 Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1.

1.7 The Supplier shall supply electricity to each Supply Point from the Start Date. A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing. Each party shall keep the terms of this Agreement confidential.

1.8 Interest shall accrue on overdue amounts at four percent above the base rate from time to time. The Supplier shall maintain the metering equipment in accordance with good industry practice.

2. SUPPLY OF ELECTRICITY

2.1 The Customer shall pay the Charges within thirty days of the date of each invoice. The Charges are exclusive of value added tax, which shall be payable in addition. Neither party shall be liable for loss of profit or for any indirect or consequential loss.

2.2 A failure to exercise a right under this Agreement shall not operate as a waiver of it.

2.3 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate. The Supplier shall provide half-hourly consumption data to the Customer on request. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

2.4 An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained.

2.5 If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount. Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1. A failure to exercise a right under this Agreement shall not operate as a waiver of it.

2.6 The Customer shall pay the Charges within thirty days of the date of each invoice. Each party shall keep the terms of this Agreement confidential. The Supplier shall maintain the metering equipment in accordance with good industry practice.

2.7 The Customer shall not interfere with the metering equipment or permit others to do so. A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing.

2.8 No variation of this Agreement shall be effective unless it is in writing and signed by both parties. The Agreed Supply Capacity for each Supply Point is set out in Schedule 1.

3. CHARGES AND PAYMENT

3.1 This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice. Headings are for convenience only and do not affect the interpretation of this Agreement. The Charges are exclusive of value added tax, which shall be payable in addition.

3.2 The Supplier shall provide half-hourly consumption data to the Customer on request. Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate.

3.3 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times. Interest shall accrue on overdue amounts at four percent above the base rate from time to time. Neither party shall be liable for loss of profit or for any indirect or consequential loss.

3.4 The Supplier shall supply electricity to each Supply Point from the Start Date. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

3.5 The Supplier may vary the Charges by giving not less than sixty days' written notice. The Supplier shall supply electricity to each Supply Point from the Start Date.

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4. METERING

4.1 The Charges are exclusive of value added tax, which shall be payable in addition.

4.2 The Supplier shall maintain the metering equipment in accordance with good industry practice. A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing.

4.3 Neither party shall be liable for loss of profit or for any indirect or consequential loss.

4.4 Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1. A failure to exercise a right under this Agreement shall not operate as a waiver of it. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

4.5 No variation of this Agreement shall be effective unless it is in writing and signed by both parties.

4.6 The Agreed Supply Capacity for each Supply Point is set out in Schedule 1. If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount.

5. ESTIMATED READINGS

5.1 The Customer shall pay the Charges within thirty days of the date of each invoice.

5.2 An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained.

5.3 Interest shall accrue on overdue amounts at four percent above the base rate from time to time.

5.4 This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice. Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate. The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times.

5.5 The Customer shall not interfere with the metering equipment or permit others to do so. Each party shall keep the terms of this Agreement confidential. The Supplier shall provide half-hourly consumption data to the Customer on request.

5.6 The Supplier may vary the Charges by giving not less than sixty days' written notice.

6. ACCESS TO PREMISES

6.1 Headings are for convenience only and do not affect the interpretation of this Agreement. The Supplier shall provide half-hourly consumption data to the Customer on request. Interest shall accrue on overdue amounts at four percent above the base rate from time to time.

6.2 A failure to exercise a right under this Agreement shall not operate as a waiver of it. The Charges are exclusive of value added tax, which shall be payable in addition. No variation of this Agreement shall be effective unless it is in writing and signed by both parties.

6.3 The Agreed Supply Capacity for each Supply Point is set out in Schedule 1. The Customer shall not interfere with the metering equipment or permit others to do so. Each party shall keep the terms of this Agreement confidential.

6.4 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times.

7. DISPUTED INVOICES AND LATE PAYMENT

7.1 Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1. The Supplier shall supply electricity to each Supply Point from the Start Date. Headings are for convenience only and do not affect the interpretation of this Agreement.

7.2 If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay

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the undisputed amount. A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing.

7.3 The Supplier shall maintain the metering equipment in accordance with good industry practice.

8. CHANGES TO CHARGES

8.1 The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

8.2 Neither party shall be liable for loss of profit or for any indirect or consequential loss.

8.3 This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice.

8.4 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate.

8.5 The Supplier may vary the Charges by giving not less than sixty days' written notice.

8.6 An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained. The Customer shall pay the Charges within thirty days of the date of each invoice.

8.7 No variation of this Agreement shall be effective unless it is in writing and signed by both parties.

9. LIMITATION OF LIABILITY

9.1 The Agreed Supply Capacity for each Supply Point is set out in Schedule 1. The Supplier shall maintain the metering equipment in accordance with good industry practice. If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount.

9.2 A failure to exercise a right under this Agreement shall not operate as a waiver of it.

9.3 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate. This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice. Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1.

9.4 Neither party shall be liable for loss of profit or for any indirect or consequential loss.

9.5 Each party shall keep the terms of this Agreement confidential. The Supplier shall provide half-hourly consumption data to the Customer on request. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

9.6 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times.

10. TERM AND TERMINATION

10.1 The Supplier may vary the Charges by giving not less than sixty days' written notice. Interest shall accrue on overdue amounts at four percent above the base rate from time to time.

10.2 The Supplier shall supply electricity to each Supply Point from the Start Date.

10.3 A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing. Headings are for convenience only and do not affect the interpretation of this Agreement.

10.4 The Charges are exclusive of value added tax, which shall be payable in addition.

10.5 An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained. The Customer shall not interfere with the metering equipment or permit others to do so. The Customer shall pay the Charges within thirty days of the date of each invoice.

10.6 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times.

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10.7 The Supplier shall maintain the metering equipment in accordance with good industry practice. No variation of this Agreement shall be effective unless it is in writing and signed by both parties. An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained.

10.8 Each party shall keep the terms of this Agreement confidential.

11. CONFIDENTIALITY

11.1 The Customer shall notify the Supplier of any change of occupancy at a Supply Point. The Customer shall not interfere with the metering equipment or permit others to do so.

11.2 If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount.

11.3 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate.

11.4 Interest shall accrue on overdue amounts at four percent above the base rate from time to time. This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice. The Customer shall pay the Charges within thirty days of the date of each invoice.

11.5 A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing. Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1.

11.6 Neither party shall be liable for loss of profit or for any indirect or consequential loss. The Supplier shall provide half-hourly consumption data to the Customer on request.

11.7 The Supplier may vary the Charges by giving not less than sixty days' written notice. The Charges are exclusive of value added tax, which shall be payable in addition.

12. FORCE MAJEURE

12.1 The Agreed Supply Capacity for each Supply Point is set out in Schedule 1. The Supplier shall supply electricity to each Supply Point from the Start Date. A failure to exercise a right under this Agreement shall not operate as a waiver of it.

12.2 Headings are for convenience only and do not affect the interpretation of this Agreement. The Supplier may vary the Charges by giving not less than sixty days' written notice.

12.3 Headings are for convenience only and do not affect the interpretation of this Agreement. Each party shall keep the terms of this Agreement confidential.

12.4 Interest shall accrue on overdue amounts at four percent above the base rate from time to time.

13. NOTICES

13.1 Neither party shall be liable for loss of profit or for any indirect or consequential loss. The Agreed Supply Capacity for each Supply Point is set out in Schedule 1.

13.2 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate.

13.3 A failure to exercise a right under this Agreement shall not operate as a waiver of it.

14. GENERAL

14.1 A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing.

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14.2 This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice. The Customer shall not interfere with the metering equipment or permit others to do so. The Charges are exclusive of value added tax, which shall be payable in addition.

14.3 An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained.

14.4 The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

14.5 Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1. The Customer shall pay the Charges within thirty days of the date of each invoice.

14.6 If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount.

14.7 The Supplier shall supply electricity to each Supply Point from the Start Date. The Supplier shall provide half-hourly consumption data to the Customer on request.

15. GOVERNING LAW AND JURISDICTION

15.1 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times.

15.2 The Supplier shall maintain the metering equipment in accordance with good industry practice. No variation of this Agreement shall be effective unless it is in writing and signed by both parties.

15.3 A failure to exercise a right under this Agreement shall not operate as a waiver of it.

15.4 Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate. The Supplier shall supply electricity to each Supply Point from the Start Date.

15.5 The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times. Any notice under this Agreement shall be in writing and delivered to the address set out in Schedule 1. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

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EXECUTED by the parties on the date written at the head of this Agreement.

Signed for and on behalf of Acme Electric Company Ltd

Maria Castellanos

Maria Castellanos

Signed for and on behalf of Ecorp Group

Oliver Reyes

Oliver Reyes

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SCHEDULE 1

Supply Points

Site	MPAN	Agreed capacity
Ecorp Tower	13 9444 6717 877	200 kVA
Ecorp Data Centre South	22 8101 4274 350	1400 kVA
Ecorp Distribution Hub	11 9438 1960 851	1450 kVA
Ecorp House Manchester	12 6635 8351 746	850 kVA
Ecorp Research Labs	19 7700 1935 145	150 kVA
Ecorp Contact Centre	19 1861 5602 588	650 kVA
Ecorp Warehouse 3	12 1991 5356 284	1150 kVA
Ecorp Retail Park	12 6005 5142 376	800 kVA

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SCHEDULE 2

Charges

Charge	Rate
Day unit rate, per kWh	24.33p
Night unit rate, per kWh	14.52p
Standing charge, per day	81.34p
Capacity charge, per kVA per month	103.68p
Excess capacity charge, per kVA per month	206.61p

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

April 10, 2026

Our ref: PA/6654

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Nadia,

Re: Capacity charges at Ecorp Distribution Hub

Please treat the earlier statement as withdrawn. We would prefer to settle this without involving our solicitors. We propose to clear the balance of £37,071.96 in three equal instalments. I understand the frustration and want to get this closed out.

I have copied in James Whitlock, who is dealing with the account day to day. Please find the revised figures set out below. This has now been outstanding for more than sixty days. As discussed on our call, the next step is a joint visit to the site. We have looked again at invoice AEC-2025-106056 and can confirm that it was based on an estimated reading.

An actual reading was not obtained in December 2025 because our engineer could not get access to the meter room. Our billing team will issue a credit note once the corrected reading has been validated. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from December 2025 onwards.

Yours sincerely,

Priya Anand

Priya Anand
Metering Analyst, Acme Electric Company

David Mbeki

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 12 April 2024 14:10
To: David Mbeki <david.mbeki@acme-electric.example>
Cc: Helen Brandt <helen.brandt@ecorp.example>
Subject: Late payment charges on AEC-2023-104698

David,

Until this is resolved we will pay the undisputed part of each invoice only. We propose to clear the balance of £27,083.67 in three equal instalments. Our billing team will issue a credit note once the corrected reading has been validated.

Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting.

Thank you for your message about Ecorp Retail Park. The figures in your schedule do not match the invoices we received. I understand the frustration and want to get this closed out. I am sorry for the delay in coming back to you on this.

We have looked again at invoice AEC-2023-104698 and can confirm that it was based on an estimated reading. I have copied in Simon Lindqvist, who is dealing with the account day to day. Could you let me know who at Ecorp Retail Park can give our engineer access? Nothing has changed on our side since we last spoke.

Many thanks,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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Priya Anand

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Thursday, 11 January 2024 12:47
To: Priya Anand <priya.anand@acme-electric.example>
Subject: Letter about the account for Ecorp Tower
Attachments: letter.pdf

Priya,

The capacity charge was increased when the agreed supply capacity was exceeded in October 2023. An actual reading was not obtained in October 2023 because our engineer could not get access to the meter room. I understand the frustration and want to get this closed out. Please find the revised figures set out below.

The tariff applied was the one notified in the price change letter. It would help to have the read history for the last twelve months.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

January 11, 2024

Our ref: NI/2537

Simon Lindqvist
Billing Operations Lead
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Simon,

Re: Statement of account for Ecorp Tower

Our records show that the half-hourly data for Ecorp Tower is complete from December 2023 onwards. I understand the frustration and want to get this closed out. Could you let me know who at Ecorp Tower can give our engineer access? We propose to clear the balance of £19,051.61 in three equal instalments.

Please note that late payment charges continue to accrue under clause 7 of the agreement. As discussed on our call, the next step is a joint visit to the site. The figures in your schedule do not match the invoices we received.

Please treat the earlier statement as withdrawn. I attach the readings we took ourselves so that you can compare them with yours. The tariff applied was the one notified in the price change letter. We have looked again at invoice AEC-2023-104950 and can confirm that it was based on an estimated reading. The difference between the estimate and the actual reading comes to £19,051.61.

We do not accept that the charges were applied correctly, and we reserve our position. This has now been outstanding for more than sixty days. I have copied in James Whitlock, who is dealing with the account day to day.

Please find the revised figures set out below. The capacity charge was increased when the agreed supply capacity was exceeded in December 2023. Until this is resolved we will pay the undisputed part of each invoice only. We would prefer to settle this without involving our solicitors. It would help to have the read history for the last twelve months.

I will raise it at the next account review meeting. I would be grateful if you could confirm the position by the end of the week. An actual reading was not obtained in December 2023 because our engineer could not get access to the meter room.

Nothing has changed on our side since we last spoke. We need the meter serial number and the date of the last exchange before we can go further. Thank you for your message about Ecorp Tower. I am sorry for the delay in coming back to you on this. Our billing team will issue a credit note once the corrected reading has been validated.

As discussed on our call, the next step is a joint visit to the site. Until this is resolved we will pay the undisputed part of each invoice only. We have looked again at invoice AEC-2023-104950 and can confirm that it was based on an estimated reading. The tariff applied was the one notified in the price change letter. I would be grateful if you could confirm the position by the end of the week.

I am sorry for the delay in coming back to you on this. Our records show that the half-hourly data for Ecorp Tower is complete from December 2023 onwards. I understand the frustration and want to get this closed out.

Yours sincerely,

Nadia Iqbal

Nadia Iqbal
Energy Manager, Ecorp Group

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

20 August 2025

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 October 2025. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	22.46p	24.34p
Night unit rate, per kWh	12.53p	13.68p
Standing charge, per day	69.92p	77.39p
Capacity charge, per kVA per month	130.77p	152.19p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

James Whitlock

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Tuesday, 13 August 2024 16:13
To: James Whitlock <james.whitlock@acme-electric.example>
Cc: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Query on invoice AEC-2024-106999

Dear James,

The figures in your schedule do not match the invoices we received. I am sorry for the delay in coming back to you on this. Our billing team will issue a credit note once the corrected reading has been validated.

I understand the frustration and want to get this closed out. The difference between the estimate and the actual reading comes to £2,833.70.

Kind regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Thursday, 8 August 2024 14:45
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2024-106999

Hi Nadia,

The capacity charge was increased when the agreed supply capacity was exceeded in July 2024. As discussed on our call, the next step is a joint visit to the site.

We do not accept that the charges were applied correctly, and we reserve our position. The tariff applied was the one notified in the price change letter. Please find the revised figures set out below. I will raise it at the next account review meeting.

We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours. Nothing has changed on our side since we last spoke. We need the meter serial number and the date of the last exchange before we can go further.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Sunday, 4 August 2024 17:14
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Query on invoice AEC-2024-106999

James,

Please note that late payment charges continue to accrue under clause 7 of the agreement. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from July 2024 onwards. Thank you for your message about Ecorp Distribution Hub. This has now been outstanding for more than sixty days.

We propose to clear the balance of £2,833.70 in three equal instalments. Please treat the earlier statement as withdrawn. An actual reading was not obtained in July 2024 because our engineer could not get access to the meter room.

Regards,

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Nadia Iqbal
Energy Manager, Ecorp Group

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Tuesday, 30 July 2024 09:23
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2024-106999

Dear Nadia,

We have looked again at invoice AEC-2024-106999 and can confirm that it was based on an estimated reading. Could you let me know who at Ecorp Distribution Hub can give our engineer access? Until this is resolved we will pay the undisputed part of each invoice only.

Best,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Thursday, 25 July 2024 09:14
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Query on invoice AEC-2024-106999

Hi James,

It would help to have the read history for the last twelve months. I have copied in Maria Castellanos, who is dealing with the account day to day. I would be grateful if you could confirm the position by the end of the week. We propose to clear the balance of £2,833.70 in three equal instalments.

Many thanks,
Nadia Iqbal
Energy Manager, Ecorp Group

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

BRENNAN STOKES LLP

5 Cutlers Yard, Sheffield S1 9ZQ · info@brennanstokes.example

15/04/2026

Our ref: MS/8607

Eleanor Harcourt
Partner
Harcourt & Vale LLP
22 Chancery Row, London WC2A 9XY

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Sirs,

Re: Ecorp Group and Acme Electric Company: disclosure of meter records

Our client's position remains as set out in our previous letter. If we do not hear from you by that date our client will issue proceedings without further notice. The invoices were based on estimated readings, contrary to clause 5 of the agreement.

We invite your client to propose dates for a without prejudice meeting. Nothing in this letter is to be taken as a waiver of any of our client's rights. We look forward to hearing from you. We act for our client in relation to the electricity supply agreement between the parties. We enclose a schedule of the disputed invoices, which total £14,997.43.

Your client has had this information since January 2026 and has not responded to it. Your client's own site visit report records that the meter display was blank. Please ensure that all documents relating to the metering of Ecorp Data Centre South are preserved. Our client disputes the sums claimed in the invoices for the period from January 2026. Please confirm within fourteen days that the late payment charges will be withdrawn.

We do not accept your account of the meeting between the parties. Your client has had this information since January 2026 and has not responded to it. Our client disputes the sums claimed in the invoices for the period from January 2026. We act for our client in relation to the electricity supply agreement between the parties.

We invite your client to propose dates for a without prejudice meeting. Nothing in this letter is to be taken as a waiver of any of our client's rights. Please confirm within fourteen days that the late payment charges will be withdrawn. We do not accept your account of the meeting between the parties.

The invoices were based on estimated readings, contrary to clause 5 of the agreement. We enclose a schedule of the disputed invoices, which total £14,997.43. Your client's own site visit report records that the meter display was blank. We look forward to hearing from you. If we do not hear from you by that date our client will issue proceedings without further notice.

Yours faithfully,

Brennan Stokes LLP

Brennan Stokes LLP

James Whitlock

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 21 March 2025 13:38
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: Letter about the account for Ecorp House Manchester
Attachments: letter.pdf

Tom,

The tariff applied was the one notified in the price change letter. The capacity charge was increased when the agreed supply capacity was exceeded in February 2025. I understand the frustration and want to get this closed out.

Please note that late payment charges continue to accrue under clause 7 of the agreement. It would help to have the read history for the last twelve months. Nothing has changed on our side since we last spoke. We have looked again at invoice AEC-2025-104399 and can confirm that it was based on an estimated reading.

The figures in your schedule do not match the invoices we received. Please treat the earlier statement as withdrawn.

I am sorry for the delay in coming back to you on this. I would be grateful if you could confirm the position by the end of the week. We do not accept that the charges were applied correctly, and we reserve our position. I have copied in James Whitlock, who is dealing with the account day to day.

Regards,

James Whitlock
Field Services Supervisor, Acme Electric Company

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CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

March 20, 2025

Our ref: SL/3647

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Helen,

Re: Statement of account for Ecorp House Manchester

I would be grateful if you could confirm the position by the end of the week. Please treat the earlier statement as withdrawn. As discussed on our call, the next step is a joint visit to the site. We propose to clear the balance of £23,615.04 in three equal instalments.

Thank you for your message about Ecorp Tower. We need the meter serial number and the date of the last exchange before we can go further. Nothing has changed on our side since we last spoke. An actual reading was not obtained in February 2025 because our engineer could not get access to the meter room. The tariff applied was the one notified in the price change letter.

Please note that late payment charges continue to accrue under clause 7 of the agreement. We do not accept that the charges were applied correctly, and we reserve our position. We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours. Please find the revised figures set out below.

Our records show that the half-hourly data for Ecorp Tower is complete from February 2025 onwards. I understand the frustration and want to get this closed out. Until this is resolved we will pay the undisputed part of each invoice only. Could you let me know who at Ecorp Tower can give our engineer access?

I am sorry for the delay in coming back to you on this. The figures in your schedule do not match the invoices we received. The difference between the estimate and the actual reading comes to £23,615.04. I will raise it at the next account review meeting. The capacity charge was increased when the agreed supply capacity was exceeded in February 2025.

I have copied in Tom Achebe, who is dealing with the account day to day. We have looked again at invoice AEC-2025-108220 and can confirm that it was based on an estimated reading. Our billing team will issue a credit note once the corrected reading has been validated. This has now been outstanding for more than sixty days.

It would help to have the read history for the last twelve months. I am sorry for the delay in coming back to you on this. An actual reading was not obtained in February 2025 because our engineer could not get access to the meter room.

It would help to have the read history for the last twelve months. The difference between the estimate and the actual reading comes to £23,615.04. The figures in your schedule do not match the invoices we received. The capacity charge was increased when the agreed supply capacity was exceeded in February 2025. We do not accept that the charges were applied correctly, and we reserve our position.

Please find the revised figures set out below. Could you let me know who at Ecorp Tower can give our engineer access? The tariff applied was the one notified in the price change letter. I will raise it at the next account review

meeting. I have copied in Tom Achebe, who is dealing with the account day to day.

Yours sincerely,

Simon Lindqvist

Simon Lindqvist
Billing Operations Lead, Acme Electric Company

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

12 July 2024

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 September 2024. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	20.89p	24.85p
Night unit rate, per kWh	13.63p	14.86p
Standing charge, per day	48.23p	56.43p
Capacity charge, per kVA per month	157.48p	184.62p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

James Whitlock

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Monday, 22 January 2024 09:29
To: James Whitlock <james.whitlock@acme-electric.example>
Cc: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: Read history for Ecorp Retail Park
Attachments: readings_export.xlsx

James,

Please treat the earlier statement as withdrawn. The difference between the estimate and the actual reading comes to £8,805.02.

I have copied in James Whitlock, who is dealing with the account day to day. I will raise it at the next account review meeting. Please find the revised figures set out below. Could you let me know who at Ecorp House Manchester can give our engineer access?

The tariff applied was the one notified in the price change letter. We do not accept that the charges were applied correctly, and we reserve our position. It would help to have the read history for the last twelve months. Our records show that the half-hourly data for Ecorp House Manchester is complete from December 2023 onwards.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Nothing has changed on our side since we last spoke.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

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Meter readings: Ecorp Retail Park

Exported 19 January 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
15/09/2023	23 8006 6559	Day	42130	E	607.7	
16/09/2023	17 9094 4031	Day	44027	A	620.5	
17/09/2023	17 8590 3328	Day	80496	A	772.8	est.
18/09/2023	15 7718 9626	Night	72080	A	651.4	est.
19/09/2023	17 8717 1089	Night	19652	A	593.1	no access
20/09/2023	15 6789 4611	Night	81375	E	412.2	est.
21/09/2023	20 8021 3636	Day	13477	A	837.8	
22/09/2023	20 9466 9148	Day	94790	A	398.1	est.
23/09/2023	13 7605 7024	Day	32846	A	854.2	
24/09/2023	20 8711 3823	Day	21486	A	589.6	
25/09/2023	21 2506 6635	Night	70887	E	465.8	
26/09/2023	18 8689 6311	Day	56425	A	224.3	est.
27/09/2023	16 8505 4274	Day	33055	A	509.0	
28/09/2023	14 6091 4400	Day	17852	E	707.0	
29/09/2023	16 6124 5000	Day	68399	A	556.5	no access
30/09/2023	12 3250 3392	Night	69086	E	389.8	
01/10/2023	15 8455 6566	Day	68423	E	432.7	
02/10/2023	23 4714 8234	Day	90950	A	764.1	
03/10/2023	23 9559 4698	Day	99499	A	534.1	no access
04/10/2023	19 3737 6579	Night	48034	A	173.6	
05/10/2023	21 8939 4272	Day	96376	E	801.8	
06/10/2023	13 2927 8813	Day	59943	A	425.6	no access
07/10/2023	15 1665 6930	Day	96780	A	248.6	no access
08/10/2023	10 3100 6324	Night	86013	A	643.7	
09/10/2023	20 9171 2351	Night	93442	A	528.1	est.
10/10/2023	16 3320 8721	Night	63718	E	580.9	
11/10/2023	16 9425 7106	Day	31698	A	799.5	no access
12/10/2023	20 5859 6931	Day	53911	E	334.7	est.
13/10/2023	19 3998 1133	Day	56663	A	380.9	
14/10/2023	21 6695 2520	Night	36837	A	817.6	est.
15/10/2023	21 3319 8623	Night	13906	A	135.0	no access
16/10/2023	23 3497 3054	Night	74329	A	467.3	est.
17/10/2023	18 8952 7693	Day	82634	A	681.4	est.
18/10/2023	14 2002 1466	Day	11921	E	381.5	est.
19/10/2023	12 4368 7481	Day	38068	A	556.6	est.
20/10/2023	16 5045 1698	Night	18692	A	325.9	est.
21/10/2023	12 5001 8865	Day	46314	E	315.3	est.
22/10/2023	16 6802 4863	Day	12720	A	436.3	est.
23/10/2023	18 1938 7057	Night	67889	A	171.1	
24/10/2023	13 3093 2450	Day	39211	A	187.6	no access
25/10/2023	21 4657 1919	Day	70736	A	886.2	
26/10/2023	20 1893 7183	Day	25970	A	131.4	

Meter readings: Ecorp Retail Park

Exported 19 January 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
27/10/2023	19 9168 2575	Day	66406	A	480.1	
28/10/2023	11 6898 6909	Day	83992	E	701.5	
29/10/2023	19 7420 1800	Day	67447	A	398.6	no access
30/10/2023	23 2569 1570	Day	96083	A	126.8	
31/10/2023	13 9678 4951	Night	32521	A	269.2	
01/11/2023	15 8542 1443	Night	70330	E	229.0	
02/11/2023	10 8295 7451	Day	96391	E	180.7	
03/11/2023	21 5677 8913	Night	52258	A	604.3	
04/11/2023	16 8964 7847	Night	77263	E	430.1	
05/11/2023	16 5874 2830	Night	15880	E	300.1	no access
06/11/2023	11 9241 6590	Day	81159	E	160.7	no access
07/11/2023	14 1756 1160	Night	58259	A	851.3	no access
08/11/2023	22 8256 3496	Day	86745	A	890.6	est.
09/11/2023	11 2364 9968	Night	75521	E	447.8	
10/11/2023	18 1822 8901	Night	10684	E	577.5	
11/11/2023	10 8647 4867	Day	50285	A	342.3	
12/11/2023	23 8183 5085	Day	74313	E	340.9	
13/11/2023	12 4881 2266	Day	45202	A	375.2	
14/11/2023	17 5092 8585	Night	76956	A	596.2	no access
15/11/2023	21 3065 6964	Day	28653	A	591.5	
16/11/2023	16 3082 8960	Day	68646	A	584.5	est.
17/11/2023	16 4929 3023	Night	23134	A	124.4	
18/11/2023	19 3075 1155	Day	83144	A	888.3	
19/11/2023	20 7792 1378	Day	93988	E	87.7	
20/11/2023	17 7843 8687	Day	80246	A	139.0	no access
21/11/2023	21 5644 2182	Night	18965	E	725.6	
22/11/2023	20 1529 2702	Day	24802	A	299.4	no access
23/11/2023	17 8801 7535	Night	74519	A	703.2	no access
24/11/2023	19 7534 5082	Day	67023	A	264.3	no access
25/11/2023	22 3222 2318	Night	75857	E	103.2	
26/11/2023	23 2782 7175	Night	76555	E	282.8	
27/11/2023	19 9037 4568	Day	47723	A	333.0	
28/11/2023	20 5441 5155	Night	48169	A	559.7	no access
29/11/2023	12 9918 9327	Night	14722	A	724.7	
30/11/2023	22 7459 2285	Night	57205	A	804.9	no access
01/12/2023	17 5440 6712	Day	39924	E	99.6	no access
02/12/2023	17 8752 1418	Day	19646	E	834.4	no access
03/12/2023	10 9348 3356	Night	95394	A	781.4	no access
04/12/2023	16 8734 5700	Night	54628	E	215.9	
05/12/2023	18 4651 2072	Night	37053	A	724.8	no access
06/12/2023	19 1601 2622	Day	23136	A	315.4	no access
07/12/2023	15 3219 1928	Night	57982	A	775.1	

Meter readings: Ecorp Retail Park

Exported 19 January 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
08/12/2023	10 8111 3206	Day	10491	A	328.3	
09/12/2023	12 7851 8409	Day	59445	A	829.2	
10/12/2023	15 9111 3146	Night	18186	A	331.4	no access
11/12/2023	15 3024 6544	Night	32986	A	321.1	
12/12/2023	21 1808 2668	Night	20720	A	461.0	no access
13/12/2023	10 2362 7535	Day	78686	E	442.8	
14/12/2023	21 8619 5949	Night	97876	E	304.3	est.
15/12/2023	15 2738 8229	Day	33848	E	581.2	
16/12/2023	21 1392 7377	Day	33433	E	474.8	
17/12/2023	20 4377 3588	Night	58322	A	91.5	
18/12/2023	18 1964 4262	Day	61817	A	197.8	no access
19/12/2023	11 9081 7188	Night	99165	A	590.1	
20/12/2023	22 3195 6273	Day	50543	A	528.1	
21/12/2023	20 2437 9447	Night	54760	E	802.0	est.
22/12/2023	23 3586 9997	Day	33294	A	83.4	no access
23/12/2023	10 5104 7103	Night	36245	A	107.6	no access
24/12/2023	12 1446 8629	Night	68025	A	541.0	no access
25/12/2023	13 8438 2958	Night	53908	E	640.1	est.
26/12/2023	17 3594 5886	Day	12857	A	473.8	
27/12/2023	17 4595 4850	Day	36436	A	175.9	
28/12/2023	22 1044 8299	Night	93681	A	586.0	est.
29/12/2023	16 7028 9550	Day	56586	A	181.4	
30/12/2023	13 7267 3283	Day	67494	A	344.5	est.
31/12/2023	22 4320 7998	Night	68310	A	852.4	
01/01/2024	16 8814 4384	Day	89569	A	782.0	
02/01/2024	21 5427 9594	Night	57582	A	172.2	
03/01/2024	21 7182 9812	Night	62129	A	772.7	
04/01/2024	13 7762 9548	Night	85740	A	424.3	est.
05/01/2024	22 6549 3461	Day	20225	E	776.8	
06/01/2024	10 4904 5470	Day	35257	E	506.3	
07/01/2024	12 6800 2715	Day	22506	A	547.2	
08/01/2024	11 8793 2718	Night	53951	A	575.0	no access
09/01/2024	14 2955 2555	Night	30098	A	780.0	est.
10/01/2024	12 4672 9851	Night	54689	A	153.5	
11/01/2024	19 1211 8673	Day	28413	A	315.7	
12/01/2024	14 9248 6846	Night	22136	E	807.2	est.
13/01/2024	11 9505 9378	Night	13427	A	167.2	no access
14/01/2024	13 9457 7517	Night	30088	A	185.7	
15/01/2024	15 7611 1667	Night	27829	A	580.4	
16/01/2024	10 2685 7114	Night	56388	E	740.1	
17/01/2024	20 1733 6363	Night	44108	A	612.9	est.
18/01/2024	18 6417 3876	Night	47541	A	350.4	

INTERNAL MEMORANDUM

Acme Electric Company

To: Rachel Okafor, Key Account Manager

From: Simon Lindqvist, Billing Operations Lead

Date: 21 June 2024

Re: Late payment charges on AEC-2024-108038

My recommendation is that we credit the difference and re-bill on actual readings. We should expect a formal complaint if this is not resolved before the next review. Invoice AEC-2024-108038 should not have gone out in that form.

I have asked metering for the full read history. Please do not discuss this with the customer until legal have reviewed it. Nadia Iqbal will own the actions from here. Billing confirms that no actual read was taken between May 2024 and the following quarter.

Our exposure on the disputed invoices is about £16,087.77. Field services could not get access on two visits, and the visit notes are on the job record.

The account remains commercially important and we want to keep it. Credit control should hold the late payment charges until this is settled. Ecorp have now raised the estimated readings at Ecorp House Manchester three times.

Simon

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Tuesday, 7 October 2025 10:55
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: Invoice AEC-2025-104596 attached
Attachments: AEC-2025-104596.pdf

Helen,

As discussed on our call, the next step is a joint visit to the site. I attach the readings we took ourselves so that you can compare them with yours. The capacity charge was increased when the agreed supply capacity was exceeded in August 2025. Our records show that the half-hourly data for Ecorp Contact Centre is complete from August 2025 onwards.

We would prefer to settle this without involving our solicitors. I understand the frustration and want to get this closed out.

Our billing team will issue a credit note once the corrected reading has been validated. Please treat the earlier statement as withdrawn. We do not accept that the charges were applied correctly, and we reserve our position. Until this is resolved we will pay the undisputed part of each invoice only.

We need the meter serial number and the date of the last exchange before we can go further. Please find the revised figures set out below.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

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ACME ELECTRIC COMPANY

Powering business since 1954

INVOICE

Bill to
Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

Invoice number	**AEC-2025-104596**
Invoice date	**4 October 2025**
Account number	**4245 6821 51**
Site	**Ecorp House Manchester**

Total due
£9,693.16

Please pay by 3 November 2025

Charges for the period 1 September 2025 to 1 October 2025

Charge	Amount
Unit charges, day	£5,999.92
Unit charges, night	£1,213.66
Standing charge	£48.91
Capacity charge	£707.92
Climate change levy	£107.22

Net	£8,077.63
VAT at 20%	£1,615.53
Total due	**£9,693.16**

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Date	MPAN	Register	Reading	Type	kWh
01 Sep	5660 4406	Day	39128	A	467.5
02 Sep	5070 7632	Day	56769	A	847.4
03 Sep	5287 5890	Night	89990	E	486.2
04 Sep	7463 9815	Night	31014	E	442.3
05 Sep	2298 2475	Night	89691	A	549.7
06 Sep	3342 7416	Day	44154	E	673.2
07 Sep	7902 3904	Day	28645	A	564.2
08 Sep	4094 8653	Night	13406	A	625.3
09 Sep	2027 1117	Day	90262	A	517.3
10 Sep	5596 6412	Day	90149	A	500.7
11 Sep	1193 1200	Night	17821	A	550.5
12 Sep	3961 7554	Day	68189	E	527.9
13 Sep	2750 5986	Night	43745	A	589.7
14 Sep	7700 9785	Night	97934	E	167.2
15 Sep	6814 2671	Night	71873	A	780.4
16 Sep	7393 8885	Night	48645	A	682.2
17 Sep	5032 8391	Day	76898	E	627.6
18 Sep	3930 2042	Night	70176	A	339.0
19 Sep	2214 1106	Day	12273	E	188.8
20 Sep	1481 7042	Night	47309	A	751.3
21 Sep	9386 6443	Night	40482	A	781.0
22 Sep	4126 7462	Night	88106	A	655.2
23 Sep	2667 2467	Night	63415	A	585.0
24 Sep	8314 9226	Day	21599	E	463.2
25 Sep	7204 8966	Day	71063	A	658.5
26 Sep	5334 3394	Day	68843	A	792.0
27 Sep	5683 5213	Day	52587	E	347.3
28 Sep	9600 4533	Night	24850	E	744.1
29 Sep	2443 1405	Night	73357	E	772.3
30 Sep	8904 4315	Day	37640	E	694.0

Type A is an actual reading and type E is an estimate.

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Rachel Okafor

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Thursday, 3 October 2024 17:12
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Oliver,

Could you let me know who at Ecorp Contact Centre can give our engineer access? Please treat the earlier statement as withdrawn. We do not accept that the charges were applied correctly, and we reserve our position. It would help to have the read history for the last twelve months.

Best,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Sunday, 29 September 2024 18:15
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Dear Rachel,

The tariff applied was the one notified in the price change letter. This has now been outstanding for more than sixty days. Nothing has changed on our side since we last spoke.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Friday, 27 September 2024 09:58
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Oliver,

The difference between the estimate and the actual reading comes to £30,356.71. We propose to clear the balance of £30,356.71 in three equal instalments. Until this is resolved we will pay the undisputed part of each invoice only.

We need the meter serial number and the date of the last exchange before we can go further. I understand the frustration and want to get this closed out. As discussed on our call, the next step is a joint visit to the site. I attach the readings we took ourselves so that you can compare them with yours.

Many thanks,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Sunday, 22 September 2024 07:39
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Rachel,

I would be grateful if you could confirm the position by the end of the week. An actual reading was not obtained in July

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2024 because our engineer could not get access to the meter room. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Best,
Oliver Reyes
General Counsel, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Wednesday, 18 September 2024 07:10
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Oliver,

Thank you for your message about Ecorp Contact Centre. We would prefer to settle this without involving our solicitors. Please find the revised figures set out below. I have copied in Nadia Iqbal, who is dealing with the account day to day.

Our records show that the half-hourly data for Ecorp Contact Centre is complete from July 2024 onwards. The figures in your schedule do not match the invoices we received.

Many thanks,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Saturday, 14 September 2024 07:00
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Rachel,

Our billing team will issue a credit note once the corrected reading has been validated. The capacity charge was increased when the agreed supply capacity was exceeded in July 2024. I will raise it at the next account review meeting. We have looked again at invoice AEC-2024-109163 and can confirm that it was based on an estimated reading.

I am sorry for the delay in coming back to you on this. We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours. It would help to have the read history for the last twelve months.

An actual reading was not obtained in July 2024 because our engineer could not get access to the meter room. We need the meter serial number and the date of the last exchange before we can go further. The capacity charge was increased when the agreed supply capacity was exceeded in July 2024.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Saturday, 14 September 2024 08:01
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Oliver,

The tariff applied was the one notified in the price change letter. The difference between the estimate and the actual reading comes to £30,356.71. I have copied in Nadia Iqbal, who is dealing with the account day to day.

Kind regards,

Rachel Okafor

Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Monday, 9 September 2024 10:20
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Rachel,

Our billing team will issue a credit note once the corrected reading has been validated. As discussed on our call, the next step is a joint visit to the site.

Our records show that the half-hourly data for Ecorp Contact Centre is complete from July 2024 onwards. I would be grateful if you could confirm the position by the end of the week. We propose to clear the balance of £30,356.71 in three equal instalments. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Many thanks,

Oliver Reyes

General Counsel, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Friday, 6 September 2024 13:27
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Oliver,

Thank you for your message about Ecorp Contact Centre. I will raise it at the next account review meeting. Nothing has changed on our side since we last spoke.

Regards,

Rachel Okafor

Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 3 September 2024 12:51
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Rachel,

Please treat the earlier statement as withdrawn. Until this is resolved we will pay the undisputed part of each invoice only.

We have looked again at invoice AEC-2024-109163 and can confirm that it was based on an estimated reading. Please find the revised figures set out below. I am sorry for the delay in coming back to you on this.

Could you let me know who at Ecorp Contact Centre can give our engineer access? This has now been outstanding for more than sixty days. The figures in your schedule do not match the invoices we received.

Regards,

Oliver Reyes

General Counsel, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>

Sent: Friday, 30 August 2024 13:36
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Oliver,

We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out.

We would prefer to settle this without involving our solicitors. Nothing has changed on our side since we last spoke. As discussed on our call, the next step is a joint visit to the site. Please note that late payment charges continue to accrue under clause 7 of the agreement.

I attach the readings we took ourselves so that you can compare them with yours. Our records show that the half-hourly data for Ecorp Contact Centre is complete from July 2024 onwards. Please find the revised figures set out below. I understand the frustration and want to get this closed out.

Kind regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 27 August 2024 09:46
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Rachel,

I am sorry for the delay in coming back to you on this. Thank you for your message about Ecorp Contact Centre. Please treat the earlier statement as withdrawn.

The figures in your schedule do not match the invoices we received. It would help to have the read history for the last twelve months.

Could you let me know who at Ecorp Contact Centre can give our engineer access? An actual reading was not obtained in July 2024 because our engineer could not get access to the meter room. We have looked again at invoice AEC-2024-109163 and can confirm that it was based on an estimated reading.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

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Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Wednesday, 3 July 2024 16:05
To: Priya Anand <priya.anand@acme-electric.example>
Subject: Invoice AEC-2024-104327 attached
Attachments: AEC-2024-104327.pdf

Priya,

We have looked again at invoice AEC-2024-108210 and can confirm that it was based on an estimated reading. We need the meter serial number and the date of the last exchange before we can go further. I am sorry for the delay in coming back to you on this.

Until this is resolved we will pay the undisputed part of each invoice only. An actual reading was not obtained in April 2024 because our engineer could not get access to the meter room. Our billing team will issue a credit note once the corrected reading has been validated.

Please treat the earlier statement as withdrawn. Please find the revised figures set out below. I attach the readings we took ourselves so that you can compare them with yours.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-104327**
Invoice date	**1 July 2024**
Account number	**4689 5765 46**
Site	**Ecorp Warehouse 3**

Total due

£6,845.89

Please pay by 31 July 2024

Charges for the period 28 May 2024 to 27 June 2024

Charge	Amount
Unit charges, day	£2,252.44
Unit charges, night	£1,544.94
Standing charge	£136.60
Capacity charge	£1,316.82
Climate change levy	£454.10

Net	£5,704.91
VAT at 20%	£1,140.98
Total due	**£6,845.89**

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Date	MPAN	Register	Reading	Type	kWh
28 May	1465 5017	Night	51820	A	659.3
29 May	1885 9857	Day	93705	A	402.0
30 May	9084 9432	Night	81968	E	134.1
31 May	6779 8042	Night	87865	A	513.8
01 Jun	5255 3914	Night	47098	A	544.8
02 Jun	7836 2213	Night	40836	A	627.5
03 Jun	3256 9066	Night	39854	A	867.5
04 Jun	7313 5275	Day	57506	E	753.6
05 Jun	1980 1663	Day	45231	E	305.3
06 Jun	4763 2104	Day	39152	E	245.6
07 Jun	9691 7562	Night	46680	A	510.2
08 Jun	5727 8444	Day	39550	A	327.5
09 Jun	5518 7884	Day	52124	A	220.2
10 Jun	1462 9283	Day	67252	A	337.0
11 Jun	5089 7522	Night	54776	A	627.2
12 Jun	5562 1631	Day	45439	A	758.0
13 Jun	1849 5871	Day	81849	A	164.5
14 Jun	5667 7879	Night	10788	E	224.3
15 Jun	2284 8780	Night	22670	E	166.2
16 Jun	8119 4017	Day	81909	A	184.3
17 Jun	6374 5390	Night	11247	A	113.7
18 Jun	3867 2885	Night	84254	A	185.4
19 Jun	8820 4587	Day	28421	A	691.9
20 Jun	2939 7898	Day	84258	A	601.3
21 Jun	8906 4231	Day	93471	A	595.7
22 Jun	9575 1611	Day	29095	A	455.4
23 Jun	2251 2533	Day	69189	A	706.3
24 Jun	6230 4426	Day	78597	E	804.7
25 Jun	4147 7495	Night	88548	E	462.3
26 Jun	9075 1103	Day	53327	E	475.3

Type A is an actual reading and type E is an estimate.

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

4 October 2024

Oliver Reyes
General Counsel
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 December 2024. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	24.56p	28.00p
Night unit rate, per kWh	15.19p	17.83p
Standing charge, per day	44.80p	52.41p
Capacity charge, per kVA per month	133.24p	151.50p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Wednesday, 13 May 2026 13:21
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Cc: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Query on invoice AEC-2026-104769

Nadia,

I have copied in Maria Castellanos, who is dealing with the account day to day. We do not accept that the charges were applied correctly, and we reserve our position.

The difference between the estimate and the actual reading comes to £8,391.49. An actual reading was not obtained in April 2026 because our engineer could not get access to the meter room.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Friday, 8 May 2026 10:59
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Query on invoice AEC-2026-104769

Dear Simon,

This has now been outstanding for more than sixty days. Please treat the earlier statement as withdrawn.

I would be grateful if you could confirm the position by the end of the week. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from April 2026 onwards. The figures in your schedule do not match the invoices we received.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Our billing team will issue a credit note once the corrected reading has been validated. Until this is resolved we will pay the undisputed part of each invoice only.

Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Wednesday, 6 May 2026 07:07
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2026-104769

Hi Nadia,

We have looked again at invoice AEC-2026-104769 and can confirm that it was based on an estimated reading. The capacity charge was increased when the agreed supply capacity was exceeded in April 2026. The tariff applied was the one notified in the price change letter. I will raise it at the next account review meeting.

Please find the revised figures set out below. As discussed on our call, the next step is a joint visit to the site. I am sorry for the delay in coming back to you on this. Thank you for your message about Ecorp Warehouse 3.

We propose to clear the balance of £8,391.49 in three equal instalments. I understand the frustration and want to get this closed out.

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Many thanks,

Simon Lindqvist

Billing Operations Lead, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Saturday, 2 May 2026 18:25
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Query on invoice AEC-2026-104769

Dear Simon,

It would help to have the read history for the last twelve months. We need the meter serial number and the date of the last exchange before we can go further. Could you let me know who at Ecorp Warehouse 3 can give our engineer access? Nothing has changed on our side since we last spoke.

I attach the readings we took ourselves so that you can compare them with yours. We would prefer to settle this without involving our solicitors. We need the meter serial number and the date of the last exchange before we can go further.

I understand the frustration and want to get this closed out. I attach the readings we took ourselves so that you can compare them with yours. We do not accept that the charges were applied correctly, and we reserve our position. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Many thanks,

Nadia Iqbal

Energy Manager, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Tuesday, 28 April 2026 18:04
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2026-104769

Nadia,

An actual reading was not obtained in April 2026 because our engineer could not get access to the meter room. The tariff applied was the one notified in the price change letter.

Nothing has changed on our side since we last spoke. I am sorry for the delay in coming back to you on this. We have looked again at invoice AEC-2026-104769 and can confirm that it was based on an estimated reading.

Regards,

Simon Lindqvist

Billing Operations Lead, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Saturday, 25 April 2026 10:26
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Query on invoice AEC-2026-104769

Hi Simon,

Our billing team will issue a credit note once the corrected reading has been validated. The capacity charge was increased when the agreed supply capacity was exceeded in April 2026. The difference between the estimate and the actual reading comes to £8,391.49. The figures in your schedule do not match the invoices we received.

Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting. I have copied in Maria Castellanos, who is dealing with the account day to day.

Regards,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Wednesday, 22 April 2026 18:41
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2026-104769

Hi Nadia,

Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from April 2026 onwards. As discussed on our call, the next step is a joint visit to the site. Until this is resolved we will pay the undisputed part of each invoice only. We propose to clear the balance of £8,391.49 in three equal instalments.

Many thanks,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Sunday, 19 April 2026 15:09
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Query on invoice AEC-2026-104769

Simon,

Please note that late payment charges continue to accrue under clause 7 of the agreement. This has now been outstanding for more than sixty days. Thank you for your message about Ecorp Warehouse 3.

It would help to have the read history for the last twelve months. I would be grateful if you could confirm the position by the end of the week.

Many thanks,
Nadia Iqbal
Energy Manager, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Tuesday, 14 April 2026 09:31
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: RE: Query on invoice AEC-2026-104769

Dear Nadia,

We would prefer to settle this without involving our solicitors. Please find the revised figures set out below. The capacity charge was increased when the agreed supply capacity was exceeded in April 2026.

We do not accept that the charges were applied correctly, and we reserve our position. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Kind regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-105929**
Invoice date	**19 April 2024**
Account number	**4169 1808 54**
Site	**Ecorp Tower**

Total due

£13,856.88

Please pay by 19 May 2024

Charges for the period 14 March 2024 to 13 April 2024

Charge	Amount
Unit charges, day	£8,178.98
Unit charges, night	£1,802.75
Standing charge	£76.70
Capacity charge	£1,208.55
Climate change levy	£280.42

Net	£11,547.40
VAT at 20%	£2,309.48
Total due	**£13,856.88**

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Date	MPAN	Register	Reading	Type	kWh
14 Mar	1942 7819	Night	20267	A	848.3
15 Mar	3404 5352	Day	94236	A	202.9
16 Mar	3476 7401	Night	11142	A	421.0
17 Mar	6925 6622	Day	86302	A	740.7
18 Mar	6648 9408	Day	96004	A	112.3
19 Mar	4599 7411	Day	81708	A	884.9
20 Mar	7216 7131	Day	64066	A	876.1
21 Mar	2083 8297	Day	44612	A	406.7
22 Mar	2018 7892	Day	53230	E	96.2
23 Mar	3905 7677	Day	83006	A	300.1
24 Mar	2593 7132	Day	94445	A	205.3
25 Mar	8237 7808	Day	31456	A	169.8
26 Mar	7973 6246	Day	47983	E	508.9
27 Mar	1554 6269	Night	87691	E	189.1
28 Mar	9023 4840	Day	84293	E	624.5
29 Mar	3138 6245	Night	69903	E	884.8
30 Mar	6692 6850	Night	62812	A	205.0
31 Mar	3887 6643	Night	24921	A	559.4
01 Apr	8898 8410	Night	68796	A	271.2
02 Apr	6344 2639	Night	27492	A	232.6
03 Apr	8252 7841	Day	38550	A	829.6
04 Apr	8597 1879	Night	59397	A	515.5
05 Apr	8745 5050	Night	73089	E	152.0
06 Apr	8296 3216	Day	85653	A	720.5
07 Apr	7656 8665	Day	28167	E	113.6
08 Apr	9569 4006	Night	58217	A	120.5
09 Apr	4245 6627	Day	60327	A	107.1
10 Apr	8546 2764	Day	24448	A	287.1
11 Apr	8296 1334	Night	41724	E	608.6
12 Apr	4092 5669	Day	23879	A	353.2

Type A is an actual reading and type E is an estimate.

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Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 16 August 2024 12:49
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Price change from 1 October

James,

Nothing has changed on our side since we last spoke. It would help to have the read history for the last twelve months. The tariff applied was the one notified in the price change letter.

Please find the revised figures set out below. We do not accept that the charges were applied correctly, and we reserve our position. Please treat the earlier statement as withdrawn.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 11 August 2024 08:30
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Price change from 1 October

Priya,

The figures in your schedule do not match the invoices we received. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. I would be grateful if you could confirm the position by the end of the week. We would prefer to settle this without involving our solicitors.

Many thanks,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Tuesday, 6 August 2024 10:25
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Price change from 1 October

Hi James,

I am sorry for the delay in coming back to you on this. I attach the readings we took ourselves so that you can compare them with yours. Our records show that the half-hourly data for Ecorp House Manchester is complete from May 2024 onwards. We propose to clear the balance of £30,440.44 in three equal instalments.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Saturday, 3 August 2024 15:10
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Price change from 1 October

Priya,

We need the meter serial number and the date of the last exchange before we can go further. This has now been

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outstanding for more than sixty days.

Best,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 1 August 2024 17:43
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Price change from 1 October

James,

I understand the frustration and want to get this closed out. Could you let me know who at Ecorp House Manchester can give our engineer access? I will raise it at the next account review meeting. Thank you for your message about Ecorp House Manchester.

Many thanks,
Priya Anand
Metering Analyst, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Tuesday, 30 July 2024 16:43
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Price change from 1 October

Hi Priya,

We have looked again at invoice AEC-2024-105018 and can confirm that it was based on an estimated reading. I have copied in Priya Anand, who is dealing with the account day to day. Until this is resolved we will pay the undisputed part of each invoice only. An actual reading was not obtained in May 2024 because our engineer could not get access to the meter room.

The difference between the estimate and the actual reading comes to £30,440.44. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 26 July 2024 11:20
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Price change from 1 October

James,

Our billing team will issue a credit note once the corrected reading has been validated. As discussed on our call, the next step is a joint visit to the site.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 21 July 2024 07:56

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Price change from 1 October

Hi Priya,

This has now been outstanding for more than sixty days. We propose to clear the balance of £30,440.44 in three equal instalments. Nothing has changed on our side since we last spoke. I am sorry for the delay in coming back to you on this.

Kind regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Sunday, 21 July 2024 11:23
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Price change from 1 October

Hi James,

An actual reading was not obtained in May 2024 because our engineer could not get access to the meter room. I understand the frustration and want to get this closed out. Could you let me know who at Ecorp House Manchester can give our engineer access? I have copied in Priya Anand, who is dealing with the account day to day.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Saturday, 20 July 2024 07:35
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Price change from 1 October

Priya,

I attach the readings we took ourselves so that you can compare them with yours. Thank you for your message about Ecorp House Manchester. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. The figures in your schedule do not match the invoices we received.

We would prefer to settle this without involving our solicitors. Please treat the earlier statement as withdrawn.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

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Meter readings: Ecorp Contact Centre

Exported 9 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
23/06/2024	21 9374 3780	Night	61668	A	122.4	
24/06/2024	19 1807 9396	Day	44029	A	752.4	
25/06/2024	16 5810 5874	Day	66800	A	430.2	no access
26/06/2024	21 4105 6476	Night	78845	A	322.6	
27/06/2024	18 9728 8949	Night	28949	A	466.9	
28/06/2024	21 4286 2920	Night	67425	A	722.9	
29/06/2024	18 4473 5999	Day	40064	A	587.1	
30/06/2024	12 4173 3970	Night	87978	E	449.3	
01/07/2024	18 9650 5468	Day	16233	E	606.6	est.
02/07/2024	18 7458 9205	Night	85900	A	369.8	no access
03/07/2024	20 3481 3942	Night	15498	A	612.5	
04/07/2024	10 9092 3923	Day	76679	A	750.5	no access
05/07/2024	21 2847 2713	Day	24641	A	635.0	
06/07/2024	10 6608 7520	Day	15871	A	807.8	
07/07/2024	21 3290 1928	Night	16709	A	784.6	
08/07/2024	15 9997 8676	Day	94697	E	167.7	no access
09/07/2024	18 2583 3018	Day	41968	A	321.6	no access
10/07/2024	14 9024 7462	Day	43846	A	730.3	no access
11/07/2024	21 5842 9036	Night	20686	A	470.9	
12/07/2024	17 2495 7549	Day	13893	E	617.7	est.
13/07/2024	23 5837 3635	Night	34186	A	366.9	no access
14/07/2024	21 8497 4474	Day	94718	A	386.5	
15/07/2024	21 5197 9529	Night	41766	A	102.6	est.
16/07/2024	10 6758 5504	Day	33155	A	608.4	
17/07/2024	22 4724 4885	Night	36916	A	542.0	est.
18/07/2024	12 8378 7019	Night	58435	E	232.5	est.

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Meter readings: Ecorp Contact Centre

Exported 9 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
19/07/2024	21 5580 6612	Night	17753	A	236.1	no access
20/07/2024	19 7159 3211	Day	79933	A	559.0	
21/07/2024	12 1487 2788	Night	16984	E	695.4	
22/07/2024	11 7138 1231	Night	54464	A	470.7	est.
23/07/2024	18 2747 2993	Day	33902	A	885.1	
24/07/2024	14 1221 5420	Day	14600	A	284.2	est.
25/07/2024	18 4691 3648	Night	92121	A	654.5	
26/07/2024	21 6406 6944	Day	19223	E	857.8	no access
27/07/2024	16 4940 7728	Day	56188	A	782.6	
28/07/2024	17 7660 6548	Day	79294	A	652.9	
29/07/2024	21 4256 9192	Night	93507	A	743.2	no access
30/07/2024	18 2529 3521	Night	10554	A	727.6	
31/07/2024	16 5097 8690	Day	92551	A	465.5	
01/08/2024	13 7943 7303	Night	28018	A	92.3	est.
02/08/2024	21 1753 9999	Day	17174	E	729.7	
03/08/2024	12 5223 4117	Day	27901	A	737.4	
04/08/2024	18 6122 3147	Night	20234	E	456.6	est.
05/08/2024	23 3244 1547	Day	40842	A	369.3	est.
06/08/2024	17 1299 8865	Night	40103	A	131.3	no access
07/08/2024	23 3223 2626	Night	52622	E	134.5	
08/08/2024	14 7200 7955	Night	45772	E	325.4	
09/08/2024	10 7703 5111	Night	86657	A	469.5	est.
10/08/2024	16 7192 7508	Night	71512	E	115.5	
11/08/2024	10 3961 1379	Night	23540	A	502.6	
12/08/2024	15 3029 1313	Day	24627	A	844.2	
13/08/2024	22 5282 2273	Day	48155	A	803.4	

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Meter readings: Ecorp Contact Centre

Exported 9 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
14/08/2024	21 4665 7347	Day	66311	E	618.5	est.
15/08/2024	17 8402 4535	Day	13689	A	82.6	est.
16/08/2024	10 7142 5669	Night	79176	A	398.6	est.
17/08/2024	17 9623 2031	Day	91648	A	503.8	est.
18/08/2024	19 7938 8856	Night	42363	A	301.9	
19/08/2024	17 1748 3533	Day	21623	A	385.1	est.
20/08/2024	23 1849 9512	Night	86940	E	375.5	
21/08/2024	10 5409 7177	Day	63776	A	578.8	
22/08/2024	15 1578 4480	Day	26659	A	242.8	
23/08/2024	14 1358 4107	Night	43173	A	188.1	
24/08/2024	11 6796 6233	Day	18656	A	197.1	est.
25/08/2024	13 5085 2754	Day	40567	A	508.5	est.
26/08/2024	22 8328 6763	Night	94920	E	283.0	
27/08/2024	17 5168 2643	Day	42271	A	525.0	est.
28/08/2024	20 8361 7796	Night	95941	E	151.9	est.
29/08/2024	15 4053 2357	Night	82245	A	573.8	
30/08/2024	23 9955 5410	Night	75537	A	804.2	est.
31/08/2024	13 7328 7644	Night	28447	A	799.1	
01/09/2024	10 3222 9831	Night	35212	A	159.4	no access
02/09/2024	19 4246 5628	Night	98904	A	738.6	est.
03/09/2024	21 3716 9518	Day	98190	A	179.8	est.
04/09/2024	13 1172 3909	Day	45567	E	679.5	
05/09/2024	20 7367 6602	Day	11558	A	845.5	
06/09/2024	20 9145 5101	Day	72865	E	867.6	no aocess
07/09/2024	16 1654 6432	Day	44062	A	120.9	no access
08/09/2024	14 9417 2057	Day	71527	A	832.2	

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

10 May 2024

Our ref: TA/2161

James Whitlock
Field Services Supervisor
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear James,

Re: Payment plan for the January 2024 balance

I will raise it at the next account review meeting. Nothing has changed on our side since we last spoke. We propose to clear the balance of £32,079.59 in three equal instalments.

We have looked again at invoice AEC-2024-108394 and can confirm that it was based on an estimated reading. Please treat the earlier statement as withdrawn. We do not accept that the charges were applied correctly, and we reserve our position. Until this is resolved we will pay the undisputed part of each invoice only. The tariff applied was the one notified in the price change letter.

I would be grateful if you could confirm the position by the end of the week. I attach the readings we took ourselves so that you can compare them with yours. The figures in your schedule do not match the invoices we received.

The capacity charge was increased when the agreed supply capacity was exceeded in January 2024. We would prefer to settle this without involving our solicitors. An actual reading was not obtained in January 2024 because our engineer could not get access to the meter room. Thank you for your message about Ecorp Warehouse 3.

Yours sincerely,

Tom Achebe

Tom Achebe
Accounts Payable Manager, Ecorp Group

Simon Lindqvist

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 20 February 2026 17:29
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Query on invoice AEC-2025-107338

Simon,

This has now been outstanding for more than sixty days. The difference between the estimate and the actual reading comes to £34,636.81. The capacity charge was increased when the agreed supply capacity was exceeded in December 2025. I would be grateful if you could confirm the position by the end of the week.

We propose to clear the balance of £34,636.81 in three equal instalments. An actual reading was not obtained in December 2025 because our engineer could not get access to the meter room. Please find the revised figures set out below. I will raise it at the next account review meeting.

The figures in your schedule do not match the invoices we received. Please treat the earlier statement as withdrawn. Our billing team will issue a credit note once the corrected reading has been validated.

The tariff applied was the one notified in the price change letter. I have copied in Simon Lindqvist, who is dealing with the account day to day. I am sorry for the delay in coming back to you on this. I attach the readings we took ourselves so that you can compare them with yours.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

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Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 11 July 2025 13:47
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: FW: Read schedule for May 2025

Hi Helen,

The tariff applied was the one notified in the price change letter. We propose to clear the balance of £19,169.70 in three equal instalments.

It would help to have the read history for the last twelve months. We have looked again at invoice AEC-2025-105928 and can confirm that it was based on an estimated reading. Could you let me know who at Ecorp Contact Centre can give our engineer access?

Until this is resolved we will pay the undisputed part of each invoice only. We would prefer to settle this without involving our solicitors.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

Maria Castellanos

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Thursday, 5 September 2024 07:51
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Cc: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Rachel,

The difference between the estimate and the actual reading comes to £20,381.58. I would be grateful if you could confirm the position by the end of the week. An actual reading was not obtained in May 2024 because our engineer could not get access to the meter room. The figures in your schedule do not match the invoices we received.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Saturday, 31 August 2024 12:12
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Maria,

It would help to have the read history for the last twelve months. This has now been outstanding for more than sixty days. We have looked again at invoice AEC-2024-104243 and can confirm that it was based on an estimated reading. Please treat the earlier statement as withdrawn.

We do not accept that the charges were applied correctly, and we reserve our position. Nothing has changed on our side since we last spoke.

Regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Tuesday, 27 August 2024 09:48
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Rachel,

Until this is resolved we will pay the undisputed part of each invoice only. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Many thanks,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Sunday, 25 August 2024 18:26
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Maria,

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I have copied in Priya Anand, who is dealing with the account day to day. I will raise it at the next account review meeting. Our billing team will issue a credit note once the corrected reading has been validated.

Regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Thursday, 22 August 2024 14:17
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Rachel,

I attach the readings we took ourselves so that you can compare them with yours. We need the meter serial number and the date of the last exchange before we can go further. I understand the frustration and want to get this closed out.

As discussed on our call, the next step is a joint visit to the site. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. We would prefer to settle this without involving our solicitors. Please find the revised figures set out below.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Saturday, 17 August 2024 12:49
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Maria,

The tariff applied was the one notified in the price change letter. I am sorry for the delay in coming back to you on this. Thank you for your message about Ecorp Warehouse 3.

Many thanks,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 14 August 2024 09:17
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Rachel,

We propose to clear the balance of £20,381.58 in three equal instalments. Please note that late payment charges continue to accrue under clause 7 of the agreement. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from May 2024 onwards.

The figures in your schedule do not match the invoices we received. The difference between the estimate and the actual reading comes to £20,381.58. This has now been outstanding for more than sixty days. Could you let me know who at Ecorp Warehouse 3 can give our engineer access?

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Sunday, 11 August 2024 12:09
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Dear Maria,

Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from May 2024 onwards. We have looked again at invoice AEC-2024-104243 and can confirm that it was based on an estimated reading. I will raise it at the next account review meeting. I would be grateful if you could confirm the position by the end of the week.

I understand the frustration and want to get this closed out. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024.

Best,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 11 August 2024 18:45
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Rachel,

Until this is resolved we will pay the undisputed part of each invoice only. I attach the readings we took ourselves so that you can compare them with yours. Nothing has changed on our side since we last spoke. I am sorry for the delay in coming back to you on this.

Our billing team will issue a credit note once the corrected reading has been validated. Thank you for your message about Ecorp Warehouse 3. We do not accept that the charges were applied correctly, and we reserve our position.

Many thanks,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Thursday, 8 August 2024 15:11
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Dear Maria,

We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement.

As discussed on our call, the next step is a joint visit to the site. We propose to clear the balance of £20,381.58 in three equal instalments.

Best,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 4 August 2024 18:52
To: Rachel Okafor <rachel.okafor@acme-electric.example>

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Subject: RE: Estimated readings at Ecorp Warehouse 3

Rachel,

The tariff applied was the one notified in the price change letter. Please find the revised figures set out below.

Please treat the earlier statement as withdrawn. We would prefer to settle this without involving our solicitors. I have copied in Priya Anand, who is dealing with the account day to day.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Wednesday, 31 July 2024 07:38
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Maria,

It would help to have the read history for the last twelve months. An actual reading was not obtained in May 2024 because our engineer could not get access to the meter room. I am sorry for the delay in coming back to you on this.

The tariff applied was the one notified in the price change letter. The figures in your schedule do not match the invoices we received. We would prefer to settle this without involving our solicitors.

Kind regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Monday, 29 July 2024 17:28
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Warehouse 3

Hi Rachel,

Thank you for your message about Ecorp Warehouse 3. Could you let me know who at Ecorp Warehouse 3 can give our engineer access? We propose to clear the balance of £20,381.58 in three equal instalments. As discussed on our call, the next step is a joint visit to the site.

I attach the readings we took ourselves so that you can compare them with yours. Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from May 2024 onwards.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

ACME ELECTRIC COMPANY

Powering business since 1954

INVOICE

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

Invoice number	**AEC-2025-104471**
Invoice date	**28 March 2025**
Account number	**4544 4134 61**
Site	**Ecorp House Manchester**

Total due

£9,825.42

Please pay by 27 April 2025

Charges for the period 23 February 2025 to 25 March 2025

Charge	Amount
Unit charges, day	£6,722.81
Unit charges, night	£930.28
Standing charge	£60.03
Capacity charge	£230.71
Climate change levy	£244.02

Net	£8,187.85
VAT at 20%	£1,637.57
Total due	**£9,825.42**

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Date	MPAN	Register	Reading	Type	kWh
23 Feb	4176 3394	Night	19561	A	292.6
24 Feb	4316 4032	Day	78597	A	467.9
25 Feb	7981 9093	Night	94577	A	244.0
26 Feb	2707 6366	Day	28466	E	349.6
27 Feb	9509 3293	Day	24045	A	558.9
28 Feb	8806 6768	Day	90511	E	328.0
01 Mar	3388 7420	Day	72441	E	554.4
02 Mar	8353 3838	Night	22631	A	778.1
03 Mar	8099 7301	Night	48345	A	736.0
04 Mar	3311 2862	Night	71319	A	670.6
05 Mar	9845 1445	Night	71465	E	110.2
06 Mar	2211 8084	Night	21419	A	338.8
07 Mar	1765 5670	Day	31384	A	382.0
08 Mar	7886 2298	Day	71382	E	160.5
09 Mar	2868 2056	Night	67007	E	869.5
10 Mar	5575 4947	Day	67023	A	119.6
11 Mar	7813 6783	Night	39505	A	881.1
12 Mar	7646 8212	Night	80911	A	519.5
13 Mar	6583 1155	Day	61863	A	146.1
14 Mar	4016 7884	Night	73964	A	886.5
15 Mar	6845 7847	Day	20711	E	287.1
16 Mar	1222 6759	Day	65651	A	518.9
17 Mar	5534 7097	Night	18951	A	696.8
18 Mar	4423 6139	Night	65393	A	137.0
19 Mar	6049 9131	Day	45923	A	342.0
20 Mar	8217 8369	Night	57419	A	295.0
21 Mar	7245 7922	Day	93833	A	158.3
22 Mar	1153 6819	Night	70630	A	750.5
23 Mar	3481 3394	Night	17279	A	410.4
24 Mar	6668 9626	Day	26036	A	701.2

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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MINUTES OF ACCOUNT REVIEW MEETING

Date	**24 October 2025**
Location	**Ecorp Tower, London**
Present	**Maria Castellanos, James Whitlock, David Mbeki**
	Tom Achebe, Helen Brandt
Apologies	**Nadia Iqbal**

1. Estimated readings

I would be grateful if you could confirm the position by the end of the week. I have copied in Tom Achebe, who is dealing with the account day to day.

Please find the revised figures set out below. The figures in your schedule do not match the invoices we received. I attach the readings we took ourselves so that you can compare them with yours. We would prefer to settle this without involving our solicitors.

This has now been outstanding for more than sixty days. It would help to have the read history for the last twelve months.

2. Data requests

The capacity charge was increased when the agreed supply capacity was exceeded in September 2025. The account remains commercially important and we want to keep it. The tariff applied was the one notified in the price change letter. My recommendation is that we credit the difference and re-bill on actual readings.

3. Any other business

Thank you for your message about Ecorp Research Labs. Tom Achebe will own the actions from here. Our records show that the half-hourly data for Ecorp Research Labs is complete from September 2025 onwards.

We propose to clear the balance of £27,605.74 in three equal instalments. Please treat the earlier statement as withdrawn. Nothing has changed on our side since we last spoke. We need the meter serial number and the date of the last exchange before we can go further.

Could you let me know who at Ecorp Research Labs can give our engineer access? Please note that late payment charges continue to accrue under clause 7 of the agreement.

4. Payment performance

Our exposure on the disputed invoices is about £27,605.74. Invoice AEC-2025-106472 should not have gone out in that form. Please do not discuss this with the customer until legal have reviewed it. We should expect a formal complaint if this is not resolved before the next review.

An actual reading was not obtained in September 2025 because our engineer could not get access to the meter room. Billing confirms that no actual read was taken between September 2025 and the following quarter.

I am sorry for the delay in coming back to you on this. I have asked metering for the full read history. Credit control should hold the late payment charges until this is settled.

5. Price change

Ecorp have now raised the estimated readings at Ecorp Research Labs three times. I understand the frustration and want to get this closed out. I will raise it at the next account review meeting.

Field services could not get access on two visits, and the visit notes are on the job record. The difference between the estimate and the actual reading comes to £27,605.74. As discussed on our call, the next step is a joint visit to the site. We have looked again at invoice AEC-2025-106472 and can confirm that it was based on an estimated reading.

6. Open invoices

Until this is resolved we will pay the undisputed part of each invoice only. Our billing team will issue a credit note once the corrected reading has been validated. We do not accept that the charges were applied correctly, and we reserve our position.

Actions

Action	Owner	Due
This has now been outstanding for more than sixty days.	David Mbeki	31 October 2025
Our exposure on the disputed invoices is about £27,605.74.	Maria Castellanos	7 November 2025
Ecorp have now raised the estimated readings at Ecorp Research	James Whitlock	15 November 2025
I have copied in Tom Achebe, who is dealing with the account d	James Whitlock	1 December 2025
An actual reading was not obtained in September 2025 because o	Maria Castellanos	24 November 2025

MINUTES OF ACCOUNT REVIEW MEETING

Date	**13 February 2024**
Location	**Acme offices, Sheffield**
Present	**Simon Lindqvist, James Whitlock, Maria Castellanos**
	Tom Achebe, Oliver Reyes
Apologies	**None**

1. Payment performance

Please do not discuss this with the customer until legal have reviewed it. Oliver Reyes will own the actions from here. My recommendation is that we credit the difference and re-bill on actual readings. The account remains commercially important and we want to keep it.

2. Any other business

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from November 2023 onwards. This has now been outstanding for more than sixty days. Our billing team will issue a credit note once the corrected reading has been validated. It would help to have the read history for the last twelve months.

3. Price change

An actual reading was not obtained in November 2023 because our engineer could not get access to the meter room. I understand the frustration and want to get this closed out. We would prefer to settle this without involving our solicitors. The capacity charge was increased when the agreed supply capacity was exceeded in November 2023.

Could you let me know who at Ecorp Distribution Hub can give our engineer access? Please note that late payment charges continue to accrue under clause 7 of the agreement. Nothing has changed on our side since we last spoke. I have copied in Oliver Reyes, who is dealing with the account day to day.

4. Meter exchange programme

I am sorry for the delay in coming back to you on this. I would be grateful if you could confirm the position by the end of the week. Please find the revised figures set out below. Ecorp have now raised the estimated readings at Ecorp Distribution Hub three times.

We have looked again at invoice AEC-2023-109185 and can confirm that it was based on an estimated reading. We propose to clear the balance of £30,884.74 in three equal instalments.

Credit control should hold the late payment charges until this is settled. The figures in your schedule do not match the invoices we received.

5. Estimated readings

Billing confirms that no actual read was taken between November 2023 and the following quarter. I have asked metering for the full read history.

Until this is resolved we will pay the undisputed part of each invoice only. As discussed on our call, the next step is a joint visit to the site. The difference between the estimate and the actual reading comes to £30,884.74.

The tariff applied was the one notified in the price change letter. We should expect a formal complaint if this is not resolved before the next review.

Actions

Action	Owner	Due
We need the meter serial number and the date of the last excha	Simon Lindqvist	21 March 2024
Invoice AEC-2023-109185 should not have gone out in that form.	Maria Castellanos	7 March 2024
We do not accept that the charges were applied correctly, and	Maria Castellanos	8 March 2024
Field services could not get access on two visits, and the vis	Tom Achebe	16 March 2024

Rachel Okafor

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Tuesday, 18 February 2025 16:59
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Cc: Priya Anand <priya.anand@acme-electric.example>
Subject: Letter about the account for Ecorp Contact Centre
Attachments: letter.pdf

Rachel,

Could you let me know who at Ecorp Tower can give our engineer access? The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp Tower. Our billing team will issue a credit note once the corrected reading has been validated.

The difference between the estimate and the actual reading comes to £36,537.57. We would prefer to settle this without involving our solicitors.

Until this is resolved we will pay the undisputed part of each invoice only. I am sorry for the delay in coming back to you on this.

Best,
Nadia Iqbal
Energy Manager, Ecorp Group

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

14th February 2025

Our ref: JW/9362

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Nadia,

Re: Statement of account for Ecorp Contact Centre

We would prefer to settle this without involving our solicitors. It would help to have the read history for the last twelve months. This has now been outstanding for more than sixty days. Please note that late payment charges continue to accrue under clause 7 of the agreement. Our records show that the half-hourly data for Ecorp Contact Centre is complete from December 2024 onwards.

Could you let me know who at Ecorp Contact Centre can give our engineer access? The tariff applied was the one notified in the price change letter. I have copied in Tom Achebe, who is dealing with the account day to day.

I would be grateful if you could confirm the position by the end of the week. The figures in your schedule do not match the invoices we received. An actual reading was not obtained in December 2024 because our engineer could not get access to the meter room. Nothing has changed on our side since we last spoke.

I attach the readings we took ourselves so that you can compare them with yours. The difference between the estimate and the actual reading comes to £41,631.31. The capacity charge was increased when the agreed supply capacity was exceeded in December 2024. We have looked again at invoice AEC-2024-105417 and can confirm that it was based on an estimated reading. We propose to clear the balance of £41,631.31 in three equal instalments.

Yours sincerely,

James Whitlock

James Whitlock
Field Services Supervisor, Acme Electric Company

10 April 2026

Call w/ Helen B. - Ecorp House Manchester

- AEC-2025-104613 - wrong tariff?

- £39,589.70 in dispute

- ask Priya for read history

- who signed off the estimate??

- wants credit note ASAP

- legal to review first

- raise at next review mtg

- check clause 5

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 9 February 2024 10:30
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Half-hourly data for Ecorp Warehouse 3

David,

The difference between the estimate and the actual reading comes to £31,147.38. The figures in your schedule do not match the invoices we received. I attach the readings we took ourselves so that you can compare them with yours.

The tariff applied was the one notified in the price change letter. Could you let me know who at Ecorp Warehouse 3 can give our engineer access? Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from November 2023 onwards.

I am sorry for the delay in coming back to you on this. Our billing team will issue a credit note once the corrected reading has been validated. Until this is resolved we will pay the undisputed part of each invoice only. It would help to have the read history for the last twelve months.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

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MINUTES OF ACCOUNT REVIEW MEETING

Date	**13 August 2025**
Location	**Ecorp Tower, London**
Present	**Rachel Okafor, David Mbeki, James Whitlock**
	Oliver Reyes, Nadia Iqbal
Apologies	**None**

1. Payment performance

Billing confirms that no actual read was taken between June 2025 and the following quarter. Please treat the earlier statement as withdrawn. I am sorry for the delay in coming back to you on this.

2. Price change

I would be grateful if you could confirm the position by the end of the week. Nothing has changed on our side since we last spoke. My recommendation is that we credit the difference and re-bill on actual readings.

Invoice AEC-2025-109163 should not have gone out in that form. I understand the frustration and want to get this closed out. An actual reading was not obtained in June 2025 because our engineer could not get access to the meter room.

3. Open invoices

I will raise it at the next account review meeting. The figures in your schedule do not match the invoices we received. Please note that late payment charges continue to accrue under clause 7 of the agreement.

I have asked metering for the full read history. We would prefer to settle this without involving our solicitors. Ecorp have now raised the estimated readings at Ecorp Retail Park three times. Our exposure on the disputed invoices is about £9,527.06.

Could you let me know who at Ecorp Retail Park can give our engineer access? The capacity charge was increased when the agreed supply capacity was exceeded in June 2025. The tariff applied was the one notified in the price change letter.

4. Site access

It would help to have the read history for the last twelve months. We propose to clear the balance of £9,527.06 in three equal instalments. Thank you for your message about Ecorp Retail Park.

We do not accept that the charges were applied correctly, and we reserve our position. As discussed on our call, the next step is a joint visit to the site. I have copied in Tom Achebe, who is dealing with the account day to day.

5. Estimated readings

Please do not discuss this with the customer until legal have reviewed it. Our billing team will issue a credit note once the corrected reading has been validated. Field services could not get access on two visits, and the visit notes are on the job record.

Tom Achebe will own the actions from here. The difference between the estimate and the actual reading comes to £9,527.06. The account remains commercially important and we want to keep it.

Actions

Action	Owner	Due
Until this is resolved we will pay the undisputed part of each	James Whitlock	2 September 2025
Credit control should hold the late payment charges until this	Nadia Iqbal	15 September 2025
Our records show that the half-hourly data for Ecorp Retail Pa	James Whitlock	27 August 2025
This has now been outstanding for more than sixty days.	Rachel Okafor	4 September 2025
I attach the readings we took ourselves so that you can compar	James Whitlock	2 September 2025
Please find the revised figures set out below.	Oliver Reyes	28 August 2025

HARCOURT & VALE LLP

22 Chancery Row, London WC2A 9XY · info@harcourtvale.example

7 January 2026

Our ref: EH/1265

Marcus Stokes
Partner
Brennan Stokes LLP
5 Cutlers Yard, Sheffield S1 9ZQ

Dear Sirs,

Re: Ecorp Group v Acme Electric Company: proposed without prejudice meeting

Nothing in this letter is to be taken as a waiver of any of our client's rights. We act for our client in relation to the electricity supply agreement between the parties. We enclose a schedule of the disputed invoices, which total £1,197.39.

Our client disputes the sums claimed in the invoices for the period from October 2025. We do not accept your account of the meeting between the parties. We look forward to hearing from you. Your client's own site visit report records that the meter display was blank. We invite your client to propose dates for a without prejudice meeting.

Please ensure that all documents relating to the metering of Ecorp Retail Park are preserved. If we do not hear from you by that date our client will issue proceedings without further notice. The invoices were based on estimated readings, contrary to clause 5 of the agreement. Your client has had this information since October 2025 and has not responded to it.

Please confirm within fourteen days that the late payment charges will be withdrawn. Our client's position remains as set out in our previous letter. Our client's position remains as set out in our previous letter.

Please confirm within fourteen days that the late payment charges will be withdrawn. We enclose a schedule of the disputed invoices, which total £1,197.39. Your client has had this information since October 2025 and has not responded to it. We do not accept your account of the meeting between the parties. The invoices were based on estimated readings, contrary to clause 5 of the agreement.

Please ensure that all documents relating to the metering of Ecorp Retail Park are preserved. We act for our client in relation to the electricity supply agreement between the parties. We invite your client to propose dates for a without prejudice meeting.

Our client disputes the sums claimed in the invoices for the period from October 2025. If we do not hear from you by that date our client will issue proceedings without further notice. Nothing in this letter is to be taken as a waiver of any of our client's rights. We look forward to hearing from you.

Your client's own site visit report records that the meter display was blank. Please ensure that all documents relating to the metering of Ecorp Retail Park are preserved. We look forward to hearing from you. If we do not hear from you by that date our client will issue proceedings without further notice.

Our client disputes the sums claimed in the invoices for the period from October 2025. Our client's position remains as set out in our previous letter. We invite your client to propose dates for a without prejudice meeting.

The invoices were based on estimated readings, contrary to clause 5 of the agreement. We enclose a schedule of

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We act for our client in relation to the electricity supply agreement between the parties. Please confirm within fourteen days that the late payment charges will be withdrawn. Your client has had this information since October 2025 and has not responded to it. Please ensure that all documents relating to the metering of Ecorp Retail Park are preserved.

Nothing in this letter is to be taken as a waiver of any of our client's rights. We enclose a schedule of the disputed invoices, which total £1,197.39. If we do not hear from you by that date our client will issue proceedings without further notice. Your client has had this information since October 2025 and has not responded to it. Our client disputes the sums claimed in the invoices for the period from October 2025.

Yours faithfully,

Harcourt & Vale LLP

Harcourt & Vale LLP

MINUTES OF ACCOUNT REVIEW MEETING

Date	**29 August 2024**
Location	**Ecorp Tower, London**
Present	**James Whitlock, David Mbeki, Simon Lindqvist**
	Tom Achebe, Nadia Iqbal
Apologies	**None**

1. Estimated readings

The tariff applied was the one notified in the price change letter. I attach the readings we took ourselves so that you can compare them with yours. Please note that late payment charges continue to accrue under clause 7 of the agreement. I understand the frustration and want to get this closed out.

Our records show that the half-hourly data for Ecorp Tower is complete from May 2024 onwards. Billing confirms that no actual read was taken between May 2024 and the following quarter. This has now been outstanding for more than sixty days. We propose to clear the balance of £31,351.50 in three equal instalments.

2. Payment performance

Could you let me know who at Ecorp Tower can give our engineer access? The difference between the estimate and the actual reading comes to £31,351.50.

3. Site access

Our billing team will issue a credit note once the corrected reading has been validated. Our exposure on the disputed invoices is about £31,351.50. As discussed on our call, the next step is a joint visit to the site.

4. Meter exchange programme

Credit control should hold the late payment charges until this is settled. Please do not discuss this with the customer until legal have reviewed it. The capacity charge was increased when the agreed supply capacity was exceeded in May 2024. We do not accept that the charges were applied correctly, and we reserve our position.

5. Price change

Please find the revised figures set out below. It would help to have the read history for the last twelve months. Until this is resolved we will pay the undisputed part of each invoice only. Please treat the earlier statement as withdrawn.

We need the meter serial number and the date of the last exchange before we can go further. I will raise it at the next account review meeting. Thank you for your message about Ecorp Tower. My recommendation is that we credit the difference and re-bill on actual readings.

Actions

Action	Owner	Due
Nadia Iqbal will own the actions from here.	Simon Lindqvist	23 September 2024
Ecorp have now raised the estimated readings at Ecorp Tower th	David Mbeki	16 September 2024
I am sorry for the delay in coming back to you on this.	Tom Achebe	8 October 2024
The account remains commercially important and we want to keep	James Whitlock	29 September 2024
Field services could not get access on two visits, and the vis	Simon Lindqvist	8 September 2024
The figures in your schedule do not match the invoices we rece	Nadia Iqbal	8 October 2024

Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

24th January 2025

Our ref: HB/8452

James Whitlock
Field Services Supervisor
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear James,

Re: Disputed charges for December 2024

I am sorry for the delay in coming back to you on this. I understand the frustration and want to get this closed out. I will raise it at the next account review meeting. We do not accept that the charges were applied correctly, and we reserve our position. It would help to have the read history for the last twelve months.

The difference between the estimate and the actual reading comes to £47,922.81. An actual reading was not obtained in December 2024 because our engineer could not get access to the meter room. Our records show that the half-hourly data for Ecorp Contact Centre is complete from December 2024 onwards. As discussed on our call, the next step is a joint visit to the site. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Until this is resolved we will pay the undisputed part of each invoice only. Please treat the earlier statement as withdrawn. The figures in your schedule do not match the invoices we received. I attach the readings we took ourselves so that you can compare them with yours.

Nothing has changed on our side since we last spoke. This has now been outstanding for more than sixty days. We propose to clear the balance of £47,922.81 in three equal instalments. The capacity charge was increased when the agreed supply capacity was exceeded in December 2024.

We would prefer to settle this without involving our solicitors. Our billing team will issue a credit note once the corrected reading has been validated. We need the meter serial number and the date of the last exchange before we can go further. The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp Contact Centre.

I have copied in Simon Lindqvist, who is dealing with the account day to day. I would be grateful if you could confirm the position by the end of the week. Please find the revised figures set out below.

Yours sincerely,

Helen Brandt

Helen Brandt
Head of Facilities, Ecorp Group

James Whitlock

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Wednesday, 22 January 2025 08:47
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: FW: Read schedule for December 2024

Dear James,

We do not accept that the charges were applied correctly, and we reserve our position. The capacity charge was increased when the agreed supply capacity was exceeded in December 2024. It would help to have the read history for the last twelve months. We would prefer to settle this without involving our solicitors.

We propose to clear the balance of £2,459.32 in three equal instalments. The tariff applied was the one notified in the price change letter. Until this is resolved we will pay the undisputed part of each invoice only.

I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out.

Regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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Simon Lindqvist

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Thursday, 3 April 2025 10:36
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: Invoice scans: new process

Hi Simon,

A quick note on how we handle your invoices from now on. The monthly batch you send us arrives as one long scan, and until now someone here has split it by hand.

From next month the batch will go through subworkflow.ai, which splits it into one file per invoice and files each one against the right site. Nothing changes on your side, and you should keep sending the batch to the same address.

If an invoice ever reaches us incomplete we will come back to you the same day.

Thanks,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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Priya Anand

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 7 November 2025 08:28
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Site access at Ecorp House Manchester

Priya,

The difference between the estimate and the actual reading comes to £19,987.00. As discussed on our call, the next step is a joint visit to the site. I would be grateful if you could confirm the position by the end of the week. We propose to clear the balance of £19,987.00 in three equal instalments.

This has now been outstanding for more than sixty days. The figures in your schedule do not match the invoices we received. Our records show that the half-hourly data for Ecorp House Manchester is complete from October 2025 onwards. I am sorry for the delay in coming back to you on this.

Thank you for your message about Ecorp House Manchester. Please find the revised figures set out below.

We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors. Until this is resolved we will pay the undisputed part of each invoice only.

Many thanks,
Helen Brandt
Head of Facilities, Ecorp Group

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Maria Castellanos

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 27 September 2024 14:40
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Price change from 1 October

Maria,

Please treat the earlier statement as withdrawn. The figures in your schedule do not match the invoices we received.

We need the meter serial number and the date of the last exchange before we can go further. Our billing team will issue a credit note once the corrected reading has been validated.

Best,
Helen Brandt
Head of Facilities, Ecorp Group

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-109209**
Invoice date	**29 October 2024**
Account number	**4725 3893 85**
Site	**Ecorp Distribution Hub**

Total due

£8,206.37

Please pay by 28 November 2024

Charges for the period 21 September 2024 to 21 October 2024

Charge	Amount
Unit charges, day	£3,862.89
Unit charges, night	£1,645.51
Standing charge	£76.13
Capacity charge	£990.28
Climate change levy	£263.83

Net	£6,838.64
VAT at 20%	£1,367.73
Total due	**£8,206.37**

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Date	MPAN	Register	Reading	Type	kWh
21 Sep	6233 7901	Day	33450	A	578.1
22 Sep	5876 2545	Night	20310	A	406.6
23 Sep	5598 4804	Night	73455	A	197.5
24 Sep	7478 1683	Night	98662	A	345.4
25 Sep	5731 6726	Day	77267	A	791.9
26 Sep	5857 3620	Day	46358	A	113.9
27 Sep	9372 4934	Day	42522	E	700.7
28 Sep	3985 2788	Night	80948	E	556.8
29 Sep	3035 7062	Night	97626	A	363.9
30 Sep	9219 2001	Night	82714	A	879.6
01 Oct	8202 5868	Day	92728	A	797.1
02 Oct	2170 9449	Night	31327	A	689.0
03 Oct	6943 8502	Day	48017	E	300.5
04 Oct	2291 7477	Night	68878	A	898.5
05 Oct	6314 6222	Night	35428	A	611.8
06 Oct	2853 5801	Day	88830	A	423.7
07 Oct	2972 3500	Night	46821	A	458.7
08 Oct	5040 2175	Day	33822	A	197.0
09 Oct	8781 9813	Day	23060	E	680.6
10 Oct	3111 2246	Day	23457	A	545.0
11 Oct	2936 4009	Day	38972	A	104.6
12 Oct	6324 4245	Night	25119	A	535.3
13 Oct	7692 4719	Night	16700	E	294.6
14 Oct	3013 3747	Night	60542	E	847.4
15 Oct	7392 1041	Night	38976	A	837.7
16 Oct	9365 2659	Day	71190	A	616.7
17 Oct	3700 8196	Night	71193	A	409.3
18 Oct	6316 1386	Night	33987	E	674.3
19 Oct	2043 5309	Day	90334	A	232.5
20 Oct	9015 3625	Day	56560	A	265.8

Type A is an actual reading and type E is an estimate.

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2026-109949**
Invoice date	**15 April 2026**
Account number	**4585 2095 34**
Site	**Ecorp Distribution Hub**

Total due

£9,644.87

Please pay by 15 May 2026

Charges for the period 13 March 2026 to 12 April 2026

Charge	Amount
Unit charges, day	£5,824.13
Unit charges, night	£1,106.00
Standing charge	£49.48
Capacity charge	£968.10
Climate change levy	£89.69

Net	£8,037.39
VAT at 20%	£1,607.48
Total due	**£9,644.87**

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Date	MPAN	Register	Reading	Type	kWh
13 Mar	8715 3056	Night	95503	E	168.2
14 Mar	7214 8485	Day	35432	A	139.1
15 Mar	5811 8598	Night	81607	A	448.3
16 Mar	2029 4602	Night	48486	E	555.2
17 Mar	4984 4219	Night	18976	A	763.6
18 Mar	1724 9720	Day	91989	A	897.2
19 Mar	6913 3408	Day	17565	E	101.9
20 Mar	2835 2743	Night	88921	A	253.7
21 Mar	1133 2886	Day	47425	A	225.6
22 Mar	5548 6258	Day	24156	E	83.0
23 Mar	8274 5145	Night	69062	A	167.2
24 Mar	4924 9090	Night	53982	A	523.4
25 Mar	7611 9818	Day	63739	A	689.2
26 Mar	5488 4194	Night	68283	A	738.7
27 Mar	2256 4786	Night	73037	E	614.0
28 Mar	3054 4394	Night	14840	E	106.3
29 Mar	5049 1734	Day	96856	A	722.5
30 Mar	3947 2483	Night	91461	A	597.0
31 Mar	5873 4546	Night	56470	A	99.1
01 Apr	4012 2610	Day	28402	A	457.9
02 Apr	9682 3585	Day	41523	A	510.0
03 Apr	3853 3358	Day	80674	A	530.1
04 Apr	3392 5026	Day	75080	E	655.7
05 Apr	3042 9203	Day	94663	A	411.0
06 Apr	6881 6043	Day	29786	E	898.2
07 Apr	8616 5544	Day	44062	A	883.8
08 Apr	6333 6048	Night	33398	A	407.4
09 Apr	3080 6692	Night	53564	A	870.2
10 Apr	5010 4491	Night	99649	E	122.4
11 Apr	4719 7408	Night	51528	A	785.3

Type A is an actual reading and type E is an estimate.

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SITE VISIT REPORT

Acme Electric Company, Field Services

Site	**Ecorp Warehouse 3**	Job reference	**FS-98827**
Date of visit	**14 January 2025**	Engineer	**Simon Lindqvist**
Reason	**Meter investigation**		

FINDINGS

- Current transformer ratio label is unreadable.
- Recommend exchange of the meter and a signal booster for the modem.
- Display blank on arrival and restored after isolating and re-energising the supply.
- Serial number on the meter does not match the number held on the account.
- Meter located in the ground floor plant room behind a locked cage.
- The customer's site manager was present throughout the visit.

CHECKS

Check	Result
Access granted on arrival	No
Meter seals intact	Yes
Display readable	No
Serial number matches account	No
Communications working	Yes
Readings taken	Yes

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

PHOTOGRAPHS

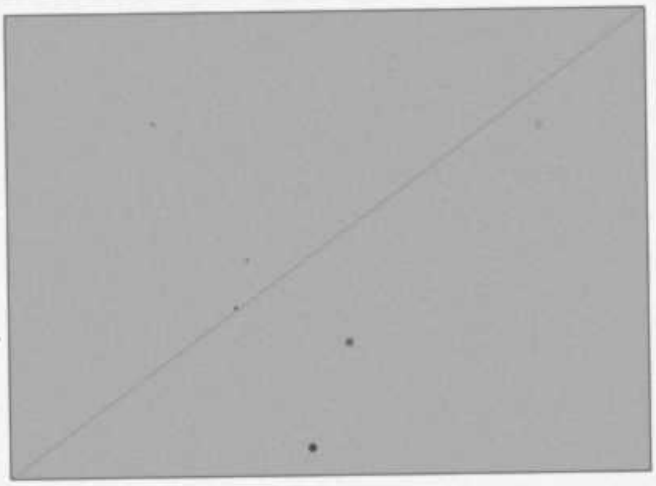

Photo 1: Current transformers.

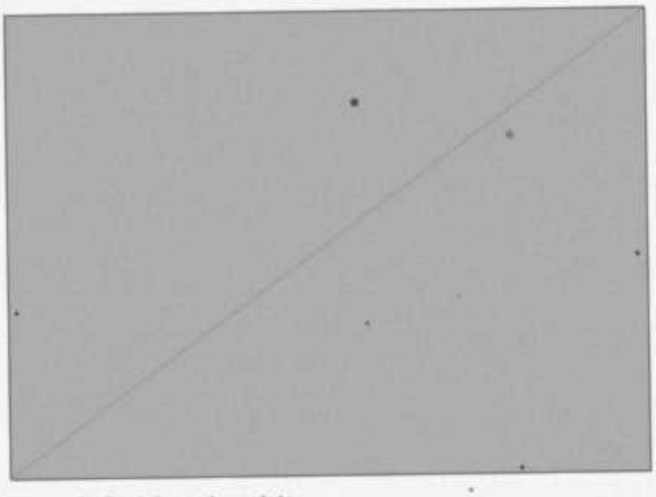

Photo 2: Serial number plate

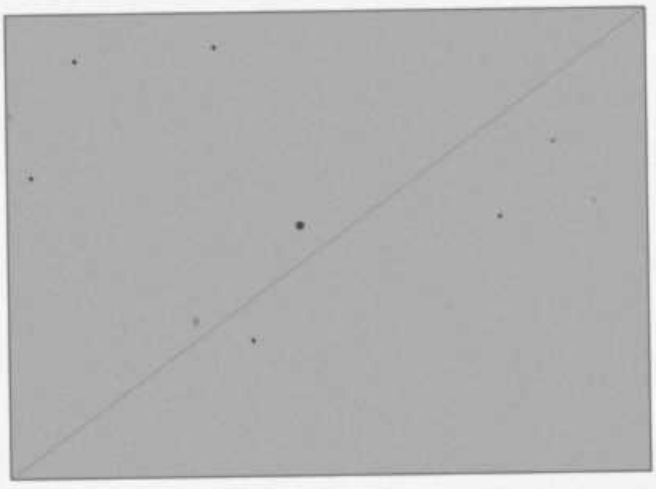

Photo 3: Modem and aerial

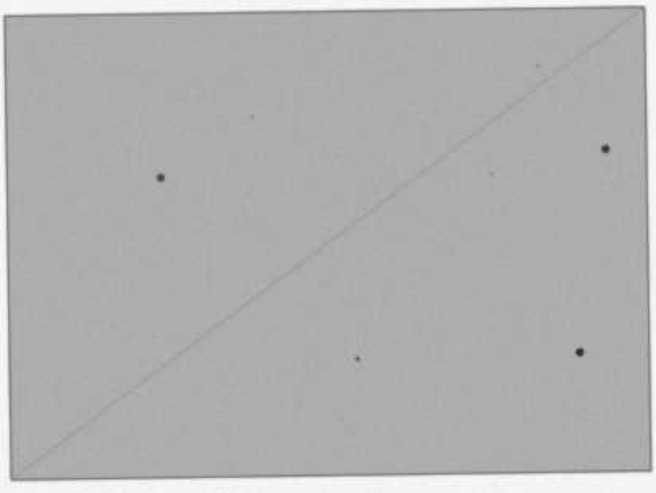

Photo 4: Plant room door

Simon Lindqvist

Engineer

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

FINDINGS (CONTINUED)

Access was delayed by forty minutes while the key holder was found.

Communications module fitted but no signal available in the plant room.

RECOMMENDATION

Exchange the meter at the next planned outage and re-bill from the date of the last actual reading.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 25 April 2024 13:45
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: Outstanding balance of £21,708.03

Maria,

I will raise it at the next account review meeting. We have looked again at invoice AEC-2024-104496 and can confirm that it was based on an estimated reading. The figures in your schedule do not match the invoices we received.

Please find the revised figures set out below. This has now been outstanding for more than sixty days. Nothing has changed on our side since we last spoke. As discussed on our call, the next step is a joint visit to the site.

Please treat the earlier statement as withdrawn. We propose to clear the balance of £21,708.03 in three equal instalments.

I am sorry for the delay in coming back to you on this. I understand the frustration and want to get this closed out. The tariff applied was the one notified in the price change letter. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

David Mbeki

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Tuesday, 20 February 2024 07:10
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: Letter about the account for Ecorp Distribution Hub
Attachments: letter.pdf

Oliver,

Until this is resolved we will pay the undisputed part of each invoice only. I attach the readings we took ourselves so that you can compare them with yours.

The capacity charge was increased when the agreed supply capacity was exceeded in November 2023. As discussed on our call, the next step is a joint visit to the site. Thank you for your message about Ecorp Warehouse 3.

It would help to have the read history for the last twelve months. Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

17 February 2024

Our ref: PA/1056

Tom Achebe
Accounts Payable Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Tom,

Re: Statement of account for Ecorp Distribution Hub

The capacity charge was increased when the agreed supply capacity was exceeded in December 2023. This has now been outstanding for more than sixty days. It would help to have the read history for the last twelve months. As discussed on our call, the next step is a joint visit to the site. Please treat the earlier statement as withdrawn.

I would be grateful if you could confirm the position by the end of the week. Please note that late payment charges continue to accrue under clause 7 of the agreement. I am sorry for the delay in coming back to you on this. We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out.

We have looked again at invoice AEC-2023-107950 and can confirm that it was based on an estimated reading. Please find the revised figures set out below. We would prefer to settle this without involving our solicitors. Thank you for your message about Ecorp Retail Park.

Until this is resolved we will pay the undisputed part of each invoice only. I will raise it at the next account review meeting. I have copied in Maria Castellanos, who is dealing with the account day to day. An actual reading was not obtained in December 2023 because our engineer could not get access to the meter room. The difference between the estimate and the actual reading comes to £40,565.42.

Yours sincerely,

Priya Anand

Priya Anand
Metering Analyst, Acme Electric Company

ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-108246**
Invoice date	**2 December 2024**
Account number	**4694 8686 77**
Site	**Ecorp Tower**

Total due

£13,172.63

Please pay by 1 January 2025

Charges for the period 27 October 2024 to 26 November 2024

Charge	Amount
Unit charges, day	£6,840.90
Unit charges, night	£2,635.63
Standing charge	£135.89
Capacity charge	£952.29
Climate change levy	£412.49

Net	£10,977.19
VAT at 20%	£2,195.44
Total due	**£13,172.63**

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Date	MPAN	Register	Reading	Type	kWh
27 Oct	6328 7187	Day	25707	A	148.3
28 Oct	8411 2156	Night	57059	A	239.1
29 Oct	8174 7613	Day	18943	E	396.9
30 Oct	6795 9771	Night	13277	A	642.9
31 Oct	2987 7229	Night	12029	A	738.5
01 Nov	3954 4115	Day	21408	A	833.5
02 Nov	3524 5590	Day	89691	A	279.3
03 Nov	2291 1955	Night	74745	E	746.3
04 Nov	4456 3188	Night	47464	E	208.7
05 Nov	4865 1669	Night	39630	A	649.9
06 Nov	2598 4453	Day	76602	A	246.2
07 Nov	5077 3822	Night	12792	E	497.2
08 Nov	1300 1252	Day	65607	A	218.9
09 Nov	5768 6510	Day	38246	A	817.9
10 Nov	7047 8853	Day	98958	A	159.5
11 Nov	6235 2416	Night	44117	A	146.4
12 Nov	4452 5143	Day	30722	E	157.7
13 Nov	9354 4043	Day	23459	A	368.4
14 Nov	3393 2495	Day	79621	A	366.4
15 Nov	9485 2512	Day	26579	A	710.3
16 Nov	3580 3551	Day	35198	A	664.5
17 Nov	5182 7391	Night	14526	A	657.5
18 Nov	3438 2356	Night	94412	E	544.8
19 Nov	7123 8329	Day	18446	E	107.1
20 Nov	1097 5679	Day	85037	E	703.2
21 Nov	1265 9340	Night	54490	A	451.0
22 Nov	2830 7521	Day	90582	E	332.3
23 Nov	9034 6896	Day	63663	E	728.0
24 Nov	8396 9456	Night	43440	A	592.6
25 Nov	7538 7705	Day	27496	A	623.3

Type A is an actual reading and type E is an estimate.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

SITE VISIT REPORT

Acme Electric Company, Field Services

Site	**Ecorp Warehouse 3**	Job reference	**FS-64661**
Date of visit	**16 February 2024**	Engineer	**David Mbeki**
Reason	**Meter investigation**		

FINDINGS

- Display blank on arrival and restored after isolating and re-energising the supply.
- Meter located in the ground floor plant room behind a locked cage.
- The customer's site manager was present throughout the visit.
- Serial number on the meter does not match the number held on the account.
- Access was delayed by forty minutes while the key holder was found.
- Communications module fitted but no signal available in the plant room.

CHECKS

Check	Result
Access granted on arrival	Yes
Meter seals intact	No
Display readable	No
Serial number matches account	No
Communications working	Yes
Readings taken	n/a

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

PHOTOGRAPHS

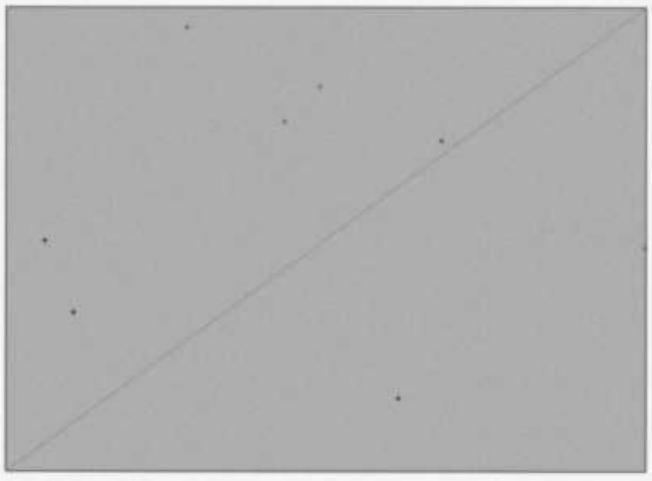

Photo 1: Modem and aerial

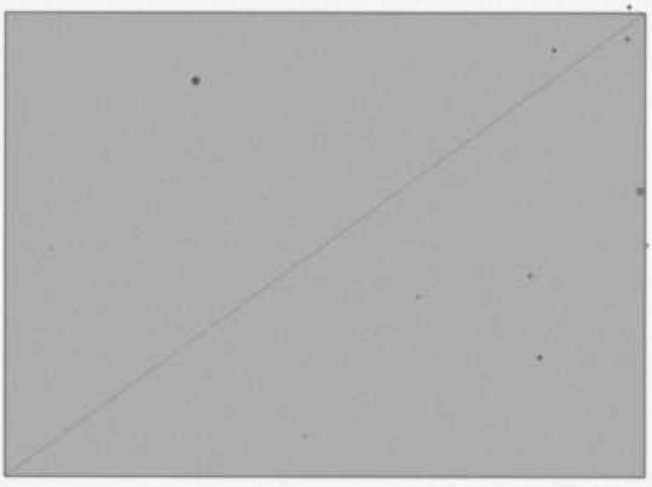

Photo 2: Plant room door

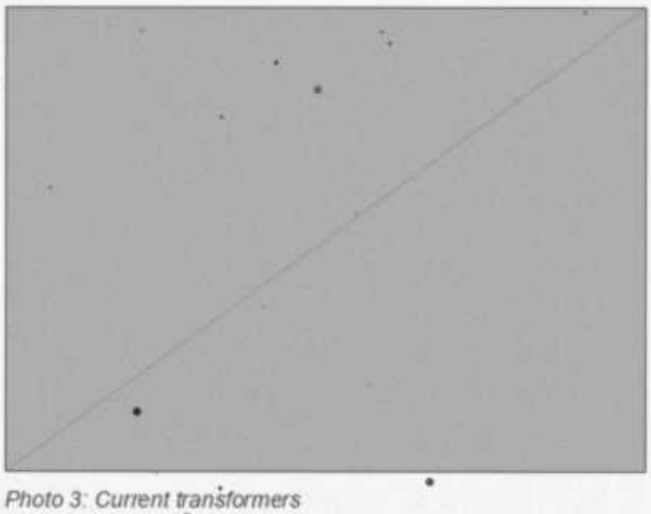

Photo 3: Current transformers



Photo 4: Meter display

David Mbeki

Engineer

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

22 October 2024

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 December 2024. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	24.27p	25.44p
Night unit rate, per kWh	12.46p	14.06p
Standing charge, per day	60.45p	69.87p
Capacity charge, per kVA per month	146.81p	164.70p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 26 April 2024 12:45
To: Nadia Iqbal <nadia.iqbal@ecorp.example>
Cc: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: Invoice AEC-2024-104534 attached
Attachments: AEC-2024-104534.pdf

Dear Nadia,

Our billing team will issue a credit note once the corrected reading has been validated. We do not accept that the charges were applied correctly, and we reserve our position. I will raise it at the next account review meeting. This has now been outstanding for more than sixty days.

We need the meter serial number and the date of the last exchange before we can go further. Nothing has changed on our side since we last spoke. I attach the readings we took ourselves so that you can compare them with yours.

We propose to clear the balance of £44,866.97 in three equal instalments. The tariff applied was the one notified in the price change letter. I understand the frustration and want to get this closed out.

The figures in your schedule do not match the invoices we received. Please find the revised figures set out below. We have looked again at invoice AEC-2024-108442 and can confirm that it was based on an estimated reading. Thank you for your message about Ecorp Contact Centre.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-104534**
Invoice date	**26 April 2024**
Account number	**4119 7280 27**
Site	**Ecorp Distribution Hub**

Total due

£9,779.88

Please pay by 26 May 2024

Charges for the period 23 March 2024 to 22 April 2024

Charge	Amount
Unit charges, day	£5,657.85
Unit charges, night	£1,293.64
Standing charge	£119.27
Capacity charge	£1,011.65
Climate change levy	£67.50

Net	£8,149.90
VAT at 20%	£1,629.98
Total due	**£9,779.88**

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Date	MPAN	Register	Reading	Type	kWh
23 Mar	5955 4274	Day	98371	E	207.8
24 Mar	1133 3385	Night	19087	E	261.3
25 Mar	7708 2671	Night	68757	A	800.0
26 Mar	5134 9656	Day	44912	A	444.7
27 Mar	6124 1049	Day	53366	E	313.3
28 Mar	1919 3772	Night	80135	E	793.9
29 Mar	5763 4223	Night	83614	A	207.1
30 Mar	5664 6646	Night	94978	A	766.4
31 Mar	6469 1737	Night	19461	E	892.2
01 Apr	7964 2139	Day	46298	A	685.1
02 Apr	9710 7616	Night	83728	E	768.8
03 Apr	6400 5735	Day	27049	E	521.3
04 Apr	1373 8176	Day	16412	E	676.4
05 Apr	8705 9132	Night	36542	A	549.1
06 Apr	2077 2809	Night	31322	A	181.2
07 Apr	9271 3807	Night	29373	A	199.7
08 Apr	8790 5950	Night	31285	A	200.8
09 Apr	2711 8566	Night	91688	A	135.8
10 Apr	7150 9571	Day	89427	A	784.2
11 Apr	6225 2987	Night	58336	E	859.3
12 Apr	4068 8187	Day	88415	E	512.2
13 Apr	8055 8595	Night	40128	E	290.4
14 Apr	8788 2759	Day	32716	E	572.1
15 Apr	6484 2985	Night	41039	A	898.4
16 Apr	7003 1524	Night	37411	A	117.4
17 Apr	6023 4776	Day	49254	E	296.7
18 Apr	1545 2205	Night	15176	E	533.0
19 Apr	7527 6633	Day	97095	A	831.5
20 Apr	8310 9599	Day	18715	A	640.5
21 Apr	5096 6872	Night	82523	E	457.3

Type A is an actual reading and type E is an estimate.

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How to pay

Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Simon Lindqvist

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Friday, 9 May 2025 09:16
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: Credit note request for Ecorp Data Centre South

Hi Simon,

Please treat the earlier statement as withdrawn. An actual reading was not obtained in March 2025 because our engineer could not get access to the meter room. The figures in your schedule do not match the invoices we received.

We have looked again at invoice AEC-2025-108524 and can confirm that it was based on an estimated reading. Our records show that the half-hourly data for Ecorp Data Centre South is complete from March 2025 onwards. I have copied in James Whitlock, who is dealing with the account day to day. Could you let me know who at Ecorp Data Centre South can give our engineer access?

Best,
Oliver Reyes
General Counsel, Ecorp Group

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

5th June 2025

Our ref: OR/9510

David Mbeki
Credit Control Manager
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear David,

Re: Half-hourly data for Ecorp House Manchester

Please find the revised figures set out below. I am sorry for the delay in coming back to you on this. We need the meter serial number and the date of the last exchange before we can go further. Could you let me know who at Ecorp House Manchester can give our engineer access?

The capacity charge was increased when the agreed supply capacity was exceeded in February 2025. I would be grateful if you could confirm the position by the end of the week. It would help to have the read history for the last twelve months.

An actual reading was not obtained in February 2025 because our engineer could not get access to the meter room. I have copied in James Whitlock, who is dealing with the account day to day. Please note that late payment charges continue to accrue under clause 7 of the agreement. We have looked again at invoice AEC-2025-105039 and can confirm that it was based on an estimated reading. The figures in your schedule do not match the invoices we received.

We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out. We propose to clear the balance of £14,315.66 in three equal instalments.

I will raise it at the next account review meeting. We would prefer to settle this without involving our solicitors. Nothing has changed on our side since we last spoke.

Until this is resolved we will pay the undisputed part of each invoice only. As discussed on our call, the next step is a joint visit to the site. Thank you for your message about Ecorp House Manchester.

Yours sincerely,

Oliver Reyes

Oliver Reyes
General Counsel, Ecorp Group

HARCOURT & VALE LLP

22 Chancery Row, London WC2A 9XY · info@harcourtvale.example

17th April 2026

Our ref: EH/3771

Marcus Stokes
Partner
Brennan Stokes LLP
5 Cutlers Yard, Sheffield S1 9ZQ

WITHOUT PREJUDICE SAVE AS TO COSTS

Dear Sirs,

Re: Ecorp Group v Acme Electric Company: proposed without prejudice meeting

Please ensure that all documents relating to the metering of Ecorp Research Labs are preserved. We invite your client to propose dates for a without prejudice meeting. Your client's own site visit report records that the meter display was blank.

If we do not hear from you by that date our client will issue proceedings without further notice. The invoices were based on estimated readings, contrary to clause 5 of the agreement. Our client disputes the sums claimed in the invoices for the period from March 2026.

We enclose a schedule of the disputed invoices, which total £36,527.30. We do not accept your account of the meeting between the parties. Please confirm within fourteen days that the late payment charges will be withdrawn. We act for our client in relation to the electricity supply agreement between the parties. We look forward to hearing from you.

Nothing in this letter is to be taken as a waiver of any of our client's rights. Your client has had this information since March 2026 and has not responded to it. Our client's position remains as set out in our previous letter. Nothing in this letter is to be taken as a waiver of any of our client's rights.

We act for our client in relation to the electricity supply agreement between the parties. The invoices were based on estimated readings, contrary to clause 5 of the agreement. Please ensure that all documents relating to the metering of Ecorp Research Labs are preserved. We do not accept your account of the meeting between the parties.

Our client's position remains as set out in our previous letter. Please confirm within fourteen days that the late payment charges will be withdrawn. We look forward to hearing from you. If we do not hear from you by that date our client will issue proceedings without further notice.

Your client has had this information since March 2026 and has not responded to it. Our client disputes the sums claimed in the invoices for the period from March 2026. Your client's own site visit report records that the meter display was blank. We invite your client to propose dates for a without prejudice meeting. We enclose a schedule of the disputed invoices, which total £36,527.30.

Our client disputes the sums claimed in the invoices for the period from March 2026. We look forward to hearing from you. We invite your client to propose dates for a without prejudice meeting. The invoices were based on estimated readings, contrary to clause 5 of the agreement.

Our client's position remains as set out in our previous letter. We enclose a schedule of the disputed invoices,

which total £36,527.30. If we do not hear from you by that date our client will issue proceedings without further notice. Your client has had this information since March 2026 and has not responded to it.

We do not accept your account of the meeting between the parties. Please ensure that all documents relating to the metering of Ecorp Research Labs are preserved. Your client's own site visit report records that the meter display was blank. Please confirm within fourteen days that the late payment charges will be withdrawn.

We act for our client in relation to the electricity supply agreement between the parties. Nothing in this letter is to be taken as a waiver of any of our client's rights. Please confirm within fourteen days that the late payment charges will be withdrawn. Our client's position remains as set out in our previous letter. Please ensure that all documents relating to the metering of Ecorp Research Labs are preserved.

The invoices were based on estimated readings, contrary to clause 5 of the agreement. Your client has had this information since March 2026 and has not responded to it. Our client disputes the sums claimed in the invoices for the period from March 2026. We look forward to hearing from you.

We act for our client in relation to the electricity supply agreement between the parties. We do not accept your account of the meeting between the parties. We enclose a schedule of the disputed invoices, which total £36,527.30. Nothing in this letter is to be taken as a waiver of any of our client's rights.

Your client's own site visit report records that the meter display was blank. If we do not hear from you by that date our client will issue proceedings without further notice. We invite your client to propose dates for a without prejudice meeting. We look forward to hearing from you.

Please ensure that all documents relating to the metering of Ecorp Research Labs are preserved. We enclose a schedule of the disputed invoices, which total £36,527.30. Your client's own site visit report records that the meter display was blank.

Yours faithfully,

Harcourt & Vale LLP

Harcourt & Vale LLP

James Whitlock

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 29 November 2024 11:01
To: David Mbeki <david.mbeki@acme-electric.example>
Cc: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

David,

The difference between the estimate and the actual reading comes to £35,793.94. We propose to clear the balance of £35,793.94 in three equal instalments.

Regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Friday, 29 November 2024 18:51
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Hi James,

Nothing has changed on our side since we last spoke. The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. Thank you for your message about Ecorp Distribution Hub.

I have copied in Maria Castellanos, who is dealing with the account day to day. Please find the revised figures set out below.

Our billing team will issue a credit note once the corrected reading has been validated. I would be grateful if you could confirm the position by the end of the week.

Kind regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 29 November 2024 16:33
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

David,

We have looked again at invoice AEC-2024-109205 and can confirm that it was based on an estimated reading. We need the meter serial number and the date of the last exchange before we can go further. As discussed on our call, the next step is a joint visit to the site. The tariff applied was the one notified in the price change letter.

Many thanks,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Tuesday, 26 November 2024 14:54
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Dear James,

We do not accept that the charges were applied correctly, and we reserve our position. I will raise it at the next account review meeting. Please note that late payment charges continue to accrue under clause 7 of the agreement. I understand the frustration and want to get this closed out.

Best,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Monday, 25 November 2024 11:34
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Hi David,

We would prefer to settle this without involving our solicitors. Could you let me know who at Ecorp Distribution Hub can give our engineer access? An actual reading was not obtained in October 2024 because our engineer could not get access to the meter room. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from October 2024 onwards.

Kind regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Saturday, 23 November 2024 17:20
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Dear James,

Until this is resolved we will pay the undisputed part of each invoice only. It would help to have the read history for the last twelve months. I attach the readings we took ourselves so that you can compare them with yours.

The figures in your schedule do not match the invoices we received. Please treat the earlier statement as withdrawn. This has now been outstanding for more than sixty days.

I am sorry for the delay in coming back to you on this. The difference between the estimate and the actual reading comes to £35,793.94. I understand the frustration and want to get this closed out. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 22 November 2024 16:18
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

David,

Nothing has changed on our side since we last spoke. Our billing team will issue a credit note once the corrected reading has been validated. Could you let me know who at Ecorp Distribution Hub can give our engineer access?

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Until this is resolved we will pay the undisputed part of each invoice only. We would prefer to settle this without involving our solicitors. Please find the revised figures set out below.

The tariff applied was the one notified in the price change letter. The figures in your schedule do not match the invoices we received. We need the meter serial number and the date of the last exchange before we can go further.

Many thanks,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Sunday, 17 November 2024 09:58
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

James,

It would help to have the read history for the last twelve months. I have copied in Maria Castellanos, who is dealing with the account day to day. Please treat the earlier statement as withdrawn.

I am sorry for the delay in coming back to you on this. I would be grateful if you could confirm the position by the end of the week. As discussed on our call, the next step is a joint visit to the site. This has now been outstanding for more than sixty days.

Many thanks,
David Mbeki
Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Wednesday, 13 November 2024 16:30
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Hi David,

We do not accept that the charges were applied correctly, and we reserve our position. We propose to clear the balance of £35,793.94 in three equal instalments. The capacity charge was increased when the agreed supply capacity was exceeded in October 2024.

Kind regards,
James Whitlock
Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Sunday, 10 November 2024 17:47
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Dear James,

I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours.

We have looked again at invoice AEC-2024-109205 and can confirm that it was based on an estimated reading. Thank you for your message about Ecorp Distribution Hub. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from October 2024 onwards.

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An actual reading was not obtained in October 2024 because our engineer could not get access to the meter room. Thank you for your message about Ecorp Distribution Hub.

Best,

David Mbeki

Credit Control Manager, Acme Electric Company

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Sunday, 10 November 2024 09:10
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Hi David,

We propose to clear the balance of £35,793.94 in three equal instalments. We would prefer to settle this without involving our solicitors. The figures in your schedule do not match the invoices we received. I will raise it at the next account review meeting.

As discussed on our call, the next step is a joint visit to the site. The capacity charge was increased when the agreed supply capacity was exceeded in October 2024. I would be grateful if you could confirm the position by the end of the week. I have copied in Maria Castellanos, who is dealing with the account day to day.

Kind regards,

James Whitlock

Field Services Supervisor, Acme Electric Company

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Wednesday, 6 November 2024 09:46
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Capacity charges at Ecorp Distribution Hub

Dear James,

We have looked again at invoice AEC-2024-109205 and can confirm that it was based on an estimated reading. We need the meter serial number and the date of the last exchange before we can go further.

Until this is resolved we will pay the undisputed part of each invoice only. We do not accept that the charges were applied correctly, and we reserve our position.

It would help to have the read history for the last twelve months. I understand the frustration and want to get this closed out. The difference between the estimate and the actual reading comes to £35,793.94. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from October 2024 onwards.

Best,

David Mbeki

Credit Control Manager, Acme Electric Company

David Mbeki

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Friday, 6 June 2025 07:10
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: Letter about the account for Ecorp Contact Centre
Attachments: letter.pdf

Dear James,

We would prefer to settle this without involving our solicitors. Please treat the earlier statement as withdrawn.

Our billing team will issue a credit note once the corrected reading has been validated. Please note that late payment charges continue to accrue under clause 7 of the agreement. It would help to have the read history for the last twelve months.

Kind regards,
David Mbeki
Credit Control Manager, Acme Electric Company

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

June 6, 2025

Our ref: NI/5228

Rachel Okafor
Key Account Manager
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Rachel,

Re: Statement of account for Ecorp Contact Centre

We propose to clear the balance of £20,417.50 in three equal instalments. I understand the frustration and want to get this closed out. The figures in your schedule do not match the invoices we received. As discussed on our call, the next step is a joint visit to the site.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp House Manchester can give our engineer access? We would prefer to settle this without involving our solicitors. Thank you for your message about Ecorp House Manchester.

It would help to have the read history for the last twelve months. I am sorry for the delay in coming back to you on this. I have copied in David Mbeki, who is dealing with the account day to day. This has now been outstanding for more than sixty days. I would be grateful if you could confirm the position by the end of the week.

Yours sincerely,

Nadia Iqbal

Nadia Iqbal
Energy Manager, Ecorp Group

HARCOURT & VALE LLP

22 Chancery Row, London WC2A 9XY · info@harcourtvale.example

April 17, 2026

Our ref: EH/7983

Marcus Stokes
Partner
Brennan Stokes LLP
5 Cutlers Yard, Sheffield S1 9ZQ

Dear Sirs,

Re: Ecorp Group and Acme Electric Company: disputed invoices

We enclose a schedule of the disputed invoices, which total £33,926.18. Please ensure that all documents relating to the metering of Ecorp Tower are preserved. Nothing in this letter is to be taken as a waiver of any of our client's rights. Your client has had this information since March 2026 and has not responded to it.

Please confirm within fourteen days that the late payment charges will be withdrawn. We do not accept your account of the meeting between the parties. Your client's own site visit report records that the meter display was blank.

If we do not hear from you by that date our client will issue proceedings without further notice. Our client disputes the sums claimed in the invoices for the period from March 2026. We invite your client to propose dates for a without prejudice meeting.

Our client's position remains as set out in our previous letter. We look forward to hearing from you. The invoices were based on estimated readings, contrary to clause 5 of the agreement. We act for our client in relation to the electricity supply agreement between the parties.

Yours faithfully,

Harcourt & Vale LLP

Harcourt & Vale LLP

Meter readings: Ecorp Retail Park

Metering system export

Date	MPAN	Register	Reading	Type	kWh	Note
11/07/2025	20 2233 2751	Day	72933	A	500.8	
12/07/2025	19 2073 8769	Night	82147	A	726.2	est.
13/07/2025	16 2467 5740	Night	21102	A	149.8	est.
14/07/2025	18 1648 8460	Day	43272	E	629.3	
15/07/2025	14 4860 8844	Night	38281	A	517.1	est.
16/07/2025	18 1077 1239	Day	65162	A	109.9	no access
17/07/2025	10 2066 1410	Night	16162	A	640.5	
18/07/2025	16 3730 3207	Day	58434	E	627.6	est.
19/07/2025	16 2898 2397	Night	94502	A	288.9	
20/07/2025	16 1828 5605	Day	55667	A	841.2	est.
21/07/2025	19 7034 1302	Night	37216	A	595.0	
22/07/2025	19 9209 7691	Day	44778	E	759.6	
23/07/2025	12 2361 1951	Night	11332	A	226.3	est.
24/07/2025	19 9066 3433	Day	86084	A	275.1	
25/07/2025	22 9420 3269	Night	15843	A	793.6	
26/07/2025	16 8189 2005	Night	53046	E	440.6	no access
27/07/2025	10 8591 2746	Day	20208	A	227.6	est.
28/07/2025	12 8932 5484	Day	14116	A	231.1	
29/07/2025	23 4548 6659	Day	41516	A	604.1	
30/07/2025	15 1136 2790	Night	85742	E	807.1	no access
31/07/2025	14 7349 6681	Day	64113	A	733.0	no access
01/08/2025	15 4708 5535	Day	70967	A	700.2	
02/08/2025	22 1359 5001	Day	48347	A	401.8	
03/08/2025	16 7052 2180	Day	17774	A	172.2	
04/08/2025	19 3399 4412	Night	81544	A	695.8	
05/08/2025	16 9981 9608	Day	49551	A	332.5	
06/08/2025	19 2780 9620	Night	58758	A	234.8	
07/08/2025	14 8738 5195	Night	88466	A	357.8	est.
08/08/2025	20 1179 2981	Night	31961	A	232.9	
09/08/2025	19 5611 5721	Night	78516	A	641.0	no access
10/08/2025	13 4123 2439	Day	73318	A	215.4	
11/08/2025	17 6726 7533	Day	92729	A	671.5	
12/08/2025	19 2720 6615	Night	55507	A	195.4	
13/08/2025	12 5299 1195	Day	63807	A	498.7	
14/08/2025	20 5420 9433	Night	35417	A	866.5	
15/08/2025	22 3476 8925	Day	23121	A	701.8	no access
16/08/2025	22 1924 8503	Night	11337	E	497.4	
17/08/2025	17 1983 7477	Night	37675	A	313.8	
18/08/2025	11 4163 5113	Day	39707	E	711.6	no access
19/08/2025	15 4405 1805	Night	54619	A	870.0	
20/08/2025	16 8378 1354	Night	21744	A	467.6	
21/08/2025	22 2811 4210	Day	24789	A	732.1	

Meter readings: Ecorp Retail Park

Metering system export

Date	MPAN	Register	Reading	Type	kWh	Note
22/08/2025	13 5657 5685	Night	68696	A	682.9	
23/08/2025	13 7776 2057	Day	11414	E	746.8	
24/08/2025	16 8048 7099	Night	46204	A	274.5	
25/08/2025	16 4488 3554	Day	68888	A	769.0	
26/08/2025	21 8214 6133	Day	73823	A	232.7	
27/08/2025	20 8543 4226	Night	12486	E	291.3	no access
28/08/2025	18 9877 9920	Night	41033	A	174.3	no access
29/08/2025	15 9826 1935	Day	81594	A	591.2	
30/08/2025	16 7168 8317	Day	22325	E	319.5	
31/08/2025	21 5764 4833	Night	99245	A	677.1	
01/09/2025	19 3563 6993	Day	51443	A	670.5	est.
02/09/2025	14 4356 1408	Night	31825	E	100.3	no access
03/09/2025	11 5797 3422	Day	57243	E	262.5	
04/09/2025	19 1901 6827	Night	31400	A	224.4	est.
05/09/2025	12 1896 5529	Day	42018	E	300.5	no access
06/09/2025	13 2162 1955	Day	34516	A	245.8	
07/09/2025	20 3097 6051	Day	27043	A	605.3	
08/09/2025	21 3913 7816	Night	26463	E	594.2	
09/09/2025	13 8293 1977	Night	57464	A	611.4	
10/09/2025	12 3905 4285	Day	78432	A	563.6	no access
11/09/2025	20 3148 9770	Night	20293	E	200.6	
12/09/2025	14 6176 6478	Day	30282	A	722.9	est.
13/09/2025	23 1293 7704	Day	41117	A	742.8	est.
14/09/2025	10 6350 2470	Night	64495	A	853.6	
15/09/2025	10 2205 8613	Night	53646	E	649.5	
16/09/2025	14 6343 8456	Day	21104	A	98.8	no access
17/09/2025	14 1523 2192	Day	95870	E	371.0	
18/09/2025	20 9238 5977	Day	22750	A	801.8	
19/09/2025	20 5193 5173	Night	82477	A	490.3	est.
20/09/2025	17 6351 3402	Day	31053	A	853.0	no access
21/09/2025	17 4988 2185	Day	73004	E	679.7	
22/09/2025	13 4422 9950	Night	66659	A	402.4	no access
23/09/2025	22 4915 6023	Day	90381	A	564.2	
24/09/2025	18 3039 1237	Night	55289	A	341.0	est.
25/09/2025	16 6257 7640	Day	58418	A	796.1	
26/09/2025	19 4465 9023	Night	80847	E	324.1	
27/09/2025	23 3760 6656	Night	18686	A	521.6	est.
28/09/2025	15 2667 9757	Night	99152	A	813.7	
29/09/2025	15 6502 4062	Day	31715	A	662.7	est.
30/09/2025	19 1882 3291	Night	89958	E	378.4	no access
01/10/2025	11 6566 2253	Day	44037	A	871.2	est.
02/10/2025	23 5295 5538	Day	80084	E	768.7	est.

Maria Castellanos

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Friday, 8 March 2024 15:06
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: FW: Change of tariff at Ecorp Warehouse 3

Rachel,

The capacity charge was increased when the agreed supply capacity was exceeded in December 2023. We propose to clear the balance of £6,959.15 in three equal instalments.

Our records show that the half-hourly data for Ecorp Warehouse 3 is complete from December 2023 onwards. I will raise it at the next account review meeting.

Please treat the earlier statement as withdrawn. Could you let me know who at Ecorp Warehouse 3 can give our engineer access? Until this is resolved we will pay the undisputed part of each invoice only. We do not accept that the charges were applied correctly, and we reserve our position.

Regards,

Maria Castellanos
Head of Commercial, Acme Electric Company

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Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Friday, 2 January 2026 13:41
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Cc: Nadia Iqbal <nadia.iqbal@ecorp.example>
Subject: Read history for Ecorp Contact Centre
Attachments: readings_export.xlsx

Hi Maria,

We do not accept that the charges were applied correctly, and we reserve our position. I will raise it at the next account review meeting. I would be grateful if you could confirm the position by the end of the week. Please treat the earlier statement as withdrawn.

I have copied in Oliver Reyes, who is dealing with the account day to day. Please find the revised figures set out below.

We propose to clear the balance of £28,023.10 in three equal instalments. Please note that late payment charges continue to accrue under clause 7 of the agreement. The capacity charge was increased when the agreed supply capacity was exceeded in September 2025. Until this is resolved we will pay the undisputed part of each invoice only.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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Meter readings: Ecorp Contact Centre

Exported 31 December 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
27/08/2025	19 3732 9709	Night	38927	A	681.6	
28/08/2025	10 2376 6643	Night	98318	A	184.6	
29/08/2025	11 1014 1516	Night	85139	A	681.4	
30/08/2025	17 1141 6690	Day	91906	E	222.9	no access
31/08/2025	22 7188 1549	Day	42023	A	636.5	
01/09/2025	14 6758 5400	Night	56353	E	861.3	
02/09/2025	10 1510 9455	Night	73827	E	314.0	no access
03/09/2025	10 5885 1334	Day	62454	A	306.5	
04/09/2025	14 6783 9526	Night	40836	A	746.2	est.
05/09/2025	19 7386 5152	Night	74613	A	112.7	
06/09/2025	15 9224 7013	Day	62793	A	604.7	no access
07/09/2025	16 1874 5033	Night	57478	E	199.9	no access
08/09/2025	22 9099 4274	Day	78945	A	584.5	no access
09/09/2025	10 2343 5394	Day	53165	E	426.4	no access
10/09/2025	15 6718 3892	Night	18949	A	574.9	
11/09/2025	22 9006 4410	Night	60586	A	510.9	est.
12/09/2025	20 5816 7353	Day	17498	A	472.5	
13/09/2025	18 4257 9825	Night	17867	A	854.0	no access
14/09/2025	15 5914 5598	Day	55202	A	728.7	
15/09/2025	11 7778 2295	Night	95679	A	835.1	est.
16/09/2025	11 3044 1148	Day	75075	A	670.4	
17/09/2025	18 3036 2771	Day	70408	E	95.0	
18/09/2025	20 8614 2639	Day	37546	E	720.0	
19/09/2025	17 9764 5845	Day	75573	E	723.5	no access
20/09/2025	14 6528 3358	Day	92398	A	458.2	
21/09/2025	17 1060 9847	Night	92943	A	156.2	no access
22/09/2025	17 9139 4035	Day	11884	A	203.1	est.
23/09/2025	22 9122 5268	Day	93403	A	417.6	est.
24/09/2025	20 4610 7702	Day	12596	A	368.8	
25/09/2025	15 4054 7139	Night	85886	A	598.6	
26/09/2025	11 1254 9108	Day	21532	A	574.0	
27/09/2025	13 9472 6749	Night	16086	A	244.2	est.
28/09/2025	12 1176 3647	Night	42392	A	113.7	
29/09/2025	17 4866 7794	Night	36119	A	280.9	
30/09/2025	21 8881 8226	Day	36020	A	186.1	
01/10/2025	15 8038 7046	Day	13949	E	392.9	est.
02/10/2025	10 1217 4233	Night	19790	E	627.2	no access
03/10/2025	10 5236 9489	Night	77709	A	289.8	est.
04/10/2025	22 5195 5492	Day	74020	A	105.3	
05/10/2025	23 2548 1561	Night	96540	E	127.8	no access
06/10/2025	11 4558 9194	Night	43252	A	657.8	
07/10/2025	17 6537 2139	Day	25843	A	372.3	no access

Meter readings: Ecorp Contact Centre

Exported 31 December 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
08/10/2025	11 8440 5737	Night	36296	A	383.5	no access
09/10/2025	13 5176 5652	Day	93776	A	831.1	
10/10/2025	22 2328 2599	Day	99121	A	416.3	
11/10/2025	11 7440 6702	Night	95797	A	230.9	
12/10/2025	17 8510 8728	Day	78294	E	664.7	no access
13/10/2025	19 9718 5569	Day	46955	A	740.7	
14/10/2025	14 4117 6372	Day	87736	A	311.4	no access
15/10/2025	20 3506 6028	Day	94183	A	747.8	no access
16/10/2025	12 2553 2778	Day	49195	A	601.8	est.
17/10/2025	16 6233 8886	Day	83490	A	834.9	no access
18/10/2025	15 2039 7332	Day	30016	A	531.1	
19/10/2025	19 7833 6152	Day	79639	A	104.5	no access
20/10/2025	10 4715 8081	Day	97978	E	366.8	
21/10/2025	12 3660 7507	Day	68530	A	596.3	
22/10/2025	21 5490 5426	Night	90878	A	813.1	
23/10/2025	10 9370 3292	Night	28261	A	828.9	
24/10/2025	16 7136 5705	Day	96603	E	594.7	
25/10/2025	21 9303 4010	Day	86878	E	879.9	
26/10/2025	16 6656 6805	Night	82426	A	108.9	no access
27/10/2025	22 6627 8890	Day	35540	A	238.3	
28/10/2025	17 5022 6091	Night	65417	A	865.2	est.
29/10/2025	12 9181 4198	Night	34465	A	262.4	no access
30/10/2025	11 7203 1685	Day	48690	A	673.6	est.
31/10/2025	20 2854 8969	Night	19984	A	572.7	
01/11/2025	11 5900 2908	Night	29602	E	431.1	
02/11/2025	15 4845 3250	Night	82921	A	360.6	
03/11/2025	19 8449 3227	Day	20100	A	503.6	
04/11/2025	13 6980 4276	Night	33930	E	408.5	
05/11/2025	19 3955 7084	Night	70625	A	545.0	no access
06/11/2025	14 3572 8029	Day	10842	A	650.6	est.
07/11/2025	12 7320 4342	Day	15579	A	757.5	
08/11/2025	16 9125 8332	Night	63698	E	791.5	
09/11/2025	15 5106 1816	Day	66502	E	881.3	
10/11/2025	22 2690 4746	Day	33746	A	848.8	
11/11/2025	15 1726 7132	Night	18872	E	479.3	
12/11/2025	11 6043 7229	Day	71549	A	266.0	est.
13/11/2025	15 5531 6957	Day	88857	A	420.1	no access
14/11/2025	18 6376 6445	Day	63902	A	469.7	no access
15/11/2025	23 9389 3516	Day	10884	E	634.4	
16/11/2025	22 5314 4917	Night	38917	A	341.4	
17/11/2025	23 5519 1135	Night	25352	A	730.0	
18/11/2025	17 9397 9470	Night	51718	A	153.0	

Meter readings: Ecorp Contact Centre

Exported 31 December 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
19/11/2025	15 3888 6722	Day	98237	E	754.7	
20/11/2025	21 6069 9580	Day	84104	A	549.7	
21/11/2025	15 2768 1412	Night	29743	A	108.7	
22/11/2025	16 7625 7570	Day	73211	A	653.2	est.
23/11/2025	19 2862 5817	Day	45890	A	752.8	
24/11/2025	11 1828 6070	Day	47580	A	511.9	
25/11/2025	18 9226 5521	Night	93816	A	278.6	no access
26/11/2025	18 5885 5613	Night	47435	E	159.4	no access
27/11/2025	21 4651 3727	Day	42602	A	468.7	est.
28/11/2025	11 1088 4621	Night	27841	A	277.5	est.
29/11/2025	17 3386 6830	Night	36600	A	493.4	
30/11/2025	10 6399 1467	Night	13650	E	425.1	
01/12/2025	16 4166 6893	Day	22670	A	766.3	est.
02/12/2025	22 4771 3112	Night	52948	A	191.0	est.
03/12/2025	12 8940 9626	Day	60096	E	319.2	
04/12/2025	21 2251 1975	Day	59132	A	159.8	no access
05/12/2025	23 9567 3128	Night	18092	A	696.2	no access
06/12/2025	18 8019 1705	Night	89111	A	722.2	est.
07/12/2025	20 6004 2732	Day	16653	A	295.3	
08/12/2025	17 9071 6672	Day	87862	A	333.8	no access
09/12/2025	20 7131 4741	Night	15359	A	455.1	
10/12/2025	21 5365 7969	Day	89716	A	642.7	no access
11/12/2025	19 1455 7661	Day	30700	A	689.3	no access
12/12/2025	10 4947 6463	Day	94359	A	417.1	
13/12/2025	22 7480 8047	Night	76174	A	809.2	est.
14/12/2025	18 2750 2211	Day	17046	E	211.1	
15/12/2025	15 7281 4477	Day	32416	A	604.5	
16/12/2025	22 8723 3440	Night	80858	A	209.6	no access
17/12/2025	12 7695 1906	Day	34705	A	272.5	
18/12/2025	10 2366 3177	Night	44315	E	432.4	
19/12/2025	20 8781 3926	Day	96614	A	763.1	
20/12/2025	19 4698 2830	Night	45321	A	704.8	
21/12/2025	21 7821 2158	Night	25736	E	796.6	
22/12/2025	10 9980 5468	Night	99860	A	371.6	est.
23/12/2025	13 3438 3237	Night	75517	A	876.2	
24/12/2025	15 3656 2898	Day	35635	A	756.4	
25/12/2025	23 1628 3367	Night	23993	A	717.0	
26/12/2025	18 8468 1957	Day	37673	A	645.1	
27/12/2025	23 5681 8016	Night	18828	A	726.4	no access
28/12/2025	22 8062 2190	Day	59616	A	287.4	est.
29/12/2025	21 1783 8544	Day	67235	E	288.0	no access
30/12/2025	10 5734 7529	Day	12972	E	611.5	

BRENNAN STOKES LLP

5 Cutlers Yard, Sheffield S1 9ZQ · info@brennanstokes.example

December 19, 2025

Our ref: MS/6105

Eleanor Harcourt
Partner
Harcourt & Vale LLP
22 Chancery Row, London WC2A 9XY

Dear Sirs,

Re: Ecorp Group v Acme Electric Company: letter before claim

Your client has had this information since September 2025 and has not responded to it. We invite your client to propose dates for a without prejudice meeting. Please ensure that all documents relating to the metering of Ecorp Contact Centre are preserved.

We look forward to hearing from you. We do not accept your account of the meeting between the parties. Your client's own site visit report records that the meter display was blank. If we do not hear from you by that date our client will issue proceedings without further notice. The invoices were based on estimated readings, contrary to clause 5 of the agreement.

Please confirm within fourteen days that the late payment charges will be withdrawn. We enclose a schedule of the disputed invoices, which total £10,069.11. Nothing in this letter is to be taken as a waiver of any of our client's rights.

Our client's position remains as set out in our previous letter. We act for our client in relation to the electricity supply agreement between the parties. Our client disputes the sums claimed in the invoices for the period from September 2025.

Please ensure that all documents relating to the metering of Ecorp Contact Centre are preserved. The invoices were based on estimated readings, contrary to clause 5 of the agreement. Your client has had this information since September 2025 and has not responded to it.

We do not accept your account of the meeting between the parties. Our client's position remains as set out in our previous letter. Your client's own site visit report records that the meter display was blank. We act for our client in relation to the electricity supply agreement between the parties. We enclose a schedule of the disputed invoices, which total £10,069.11.

Nothing in this letter is to be taken as a waiver of any of our client's rights. If we do not hear from you by that date our client will issue proceedings without further notice. We invite your client to propose dates for a without prejudice meeting. Our client disputes the sums claimed in the invoices for the period from September 2025. We look forward to hearing from you.

Please confirm within fourteen days that the late payment charges will be withdrawn. Our client disputes the sums claimed in the invoices for the period from September 2025. We act for our client in relation to the electricity supply agreement between the parties. Please ensure that all documents relating to the metering of Ecorp Contact Centre are preserved. We look forward to hearing from you.

Please confirm within fourteen days that the late payment charges will be withdrawn. We do not accept your account of the meeting between the parties. If we do not hear from you by that date our client will issue

proceedings without further notice. We enclose a schedule of the disputed invoices, which total £10,069.11.

Yours faithfully,

Brennan Stokes LLP

Brennan Stokes LLP

FIRST AMENDMENT TO ELECTRICITY SUPPLY AGREEMENT

THIS AMENDMENT is made on 30 May 2025 between Acme Electric Company Ltd (the Supplier) and Ecorp Group (the Customer) and varies the Electricity Supply Agreement between them dated 13 March 2024 (the Agreement).

The parties agree as follows.

1. Clause 7.5 of the Agreement is deleted and replaced with the following: The Charges are exclusive of value added tax, which shall be payable in addition. The Agreed Supply Capacity for each Supply Point is set out in Schedule 1. The Supplier shall supply electricity to each Supply Point from the Start Date.

2. Clause 6.5 of the Agreement is deleted and replaced with the following: Interest shall accrue on overdue amounts at four percent above the base rate from time to time. The Customer shall not interfere with the metering equipment or permit others to do so. Where an actual meter reading is not available the Supplier may issue an invoice based on a reasonable estimate.

3. Clause 5.3 of the Agreement is deleted and replaced with the following: The Customer shall give the Supplier and its agents safe access to the metering equipment at all reasonable times. A failure to exercise a right under this Agreement shall not operate as a waiver of it.

4. Clause 8.4 of the Agreement is deleted and replaced with the following: The Supplier may vary the Charges by giving not less than sixty days' written notice. The Customer shall notify the Supplier of any change of occupancy at a Supply Point.

5. Clause 9.3 of the Agreement is deleted and replaced with the following: Headings are for convenience only and do not affect the interpretation of this Agreement. This Agreement shall continue for the Initial Term and thereafter until terminated by either party on ninety days' notice.

6. Clause 9.1 of the Agreement is deleted and replaced with the following: An estimated invoice shall be corrected in the first invoice issued after an actual reading is obtained. If the Customer disputes an invoice in good faith it shall notify the Supplier in writing within fourteen days and pay the undisputed amount.

7. Clause 10.5 of the Agreement is deleted and replaced with the following: Neither party shall be liable for loss of profit or for any indirect or consequential loss. A party affected by an event beyond its reasonable control shall not be in breach to the extent that it is prevented from performing.

8. Except as varied by this Amendment the Agreement continues in full force and effect.

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Signed for and on behalf of Acme Electric Company Ltd

Maria Castellanos

Maria Castellanos

Signed for and on behalf of Ecorp Group

Oliver Reyes

Oliver Reyes

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Meter readings: Ecorp Tower

Exported 15 August 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
23/05/2025	19 9600 1969	Night	84545	E	185.6	
24/05/2025	14 7312 1537	Day	95792	A	817.1	
25/05/2025	16 6066 4221	Day	74517	E	133.6	est.
26/05/2025	14 9370 4876	Day	80543	E	170.9	
27/05/2025	14 9259 5916	Night	97613	A	726.3	
28/05/2025	22 8370 8887	Day	70412	A	588.3	
29/05/2025	13 5422 6037	Night	94438	A	100.7	
30/05/2025	19 1848 5562	Night	92806	E	890.9	no access
31/05/2025	23 4677 3811	Night	86577	E	492.7	no access
01/06/2025	10 7872 4957	Day	90771	E	193.0	
02/06/2025	11 4956 7371	Night	91778	A	300.6	est.
03/06/2025	22 6998 8244	Day	39653	E	712.9	no access
04/06/2025	20 9198 2351	Night	65918	A	598.7	est.
05/06/2025	17 4503 2482	Day	48019	E	465.2	
06/06/2025	23 9331 9898	Day	44005	A	196.2	
07/06/2025	11 1976 8485	Night	89104	A	790.2	
08/06/2025	17 9213 9271	Day	26926	E	815.0	
09/06/2025	17 3218 5450	Night	32425	A	307.9	
10/06/2025	14 6489 4762	Day	20495	A	181.8	no access
11/06/2025	11 4941 5258	Day	12996	A	611.4	
12/06/2025	15 6916 1204	Day	15145	E	662.0	
13/06/2025	22 3312 9253	Night	53095	E	739.9	no access
14/06/2025	20 5310 8532	Day	86783	A	186.7	
15/06/2025	14 1660 6580	Night	47626	A	395.2	no access
16/06/2025	13 3878 1004	Day	97165	A	686.8	
17/06/2025	21 3975 4642	Day	98454	E	458.5	
18/06/2025	23 9074 4936	Night	73038	A	446.8	
19/06/2025	21 1384 2566	Night	58326	A	469.8	no access
20/06/2025	14 5808 6060	Day	27121	E	403.9	
21/06/2025	14 1025 6769	Day	44928	A	391.3	est.
22/06/2025	11 2002 9489	Night	73146	A	670.6	
23/06/2025	17 8328 5888	Night	38030	E	176.3	
24/06/2025	12 8082 2879	Night	92799	E	397.7	
25/06/2025	14 5835 4623	Night	38443	A	349.3	
26/06/2025	18 5119 2849	Day	48967	A	416.2	
27/06/2025	19 7009 4565	Night	44261	E	555.3	
28/06/2025	20 5153 2280	Day	48940	A	364.1	
29/06/2025	17 2650 8998	Day	89619	E	81.6	
30/06/2025	12 4197 2539	Day	37029	A	91.3	no access
01/07/2025	22 4878 1119	Night	57454	A	733.6	
02/07/2025	20 4185 6411	Day	55495	A	336.5	est.
03/07/2025	17 7752 7312	Day	67013	E	428.5	

Meter readings: Ecorp Tower

Exported 15 August 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
04/07/2025	12 2025 6218	Night	53881	A	462.6	
05/07/2025	13 1645 9160	Night	73418	A	188.2	
06/07/2025	15 6141 6212	Night	80787	A	315.2	
07/07/2025	11 8304 5146	Night	33600	E	842.8	
08/07/2025	15 8539 4775	Night	47058	E	547.4	
09/07/2025	21 4586 6366	Day	75438	E	563.3	
10/07/2025	20 9989 6702	Night	70049	A	427.2	
11/07/2025	16 3283 8596	Night	20572	E	537.1	
12/07/2025	18 3578 5169	Night	58628	A	591.2	est.
13/07/2025	22 3439 7541	Day	15644	A	646.6	
14/07/2025	12 8178 6646	Night	21632	A	189.5	no access
15/07/2025	16 4461 9225	Day	75224	E	560.0	no access
16/07/2025	22 8849 3147	Night	54788	A	577.2	
17/07/2025	15 2280 7123	Night	27717	A	266.3	est.
18/07/2025	16 1312 7972	Day	58932	A	515.9	est.
19/07/2025	19 6499 4112	Day	85222	A	178.4	no access
20/07/2025	11 7903 2121	Night	42230	A	454.8	
21/07/2025	12 5774 5135	Day	64461	A	192.6	no access
22/07/2025	17 6068 4197	Night	59155	A	381.4	
23/07/2025	15 2391 8365	Day	22898	A	474.9	
24/07/2025	12 9235 9880	Day	66913	A	840.4	no access
25/07/2025	19 4041 1798	Night	46380	A	858.6	no access
26/07/2025	11 1132 7693	Day	94231	E	773.7	
27/07/2025	17 3048 7559	Night	40290	A	807.1	
28/07/2025	22 2964 8611	Day	13476	A	717.9	est.
29/07/2025	11 4302 5421	Night	37211	A	687.2	
30/07/2025	21 2317 9540	Night	82255	E	443.0	
31/07/2025	11 6680 5744	Night	74977	A	333.0	
01/08/2025	13 4515 7309	Night	61061	E	755.8	
02/08/2025	11 6974 7564	Night	73044	E	859.0	
03/08/2025	10 4528 4373	Night	97709	A	897.0	
04/08/2025	10 7579 4559	Day	93805	A	265.8	no access
05/08/2025	21 2460 6898	Night	19872	E	381.5	
06/08/2025	14 5296 4042	Night	73410	A	668.8	
07/08/2025	21 4713 8925	Day	50730	A	837.9	
08/08/2025	14 7115 9785	Day	53464	A	886.7	
09/08/2025	17 4076 9408	Day	10907	A	421.7	
10/08/2025	15 1023 5812	Day	32185	E	490.2	est.
11/08/2025	21 2076 2106	Night	57675	A	696.7	no access
12/08/2025	21 8208 2875	Day	56258	A	271.2	no access
13/08/2025	11 3618 4460	Night	25316	A	323.3	est.
14/08/2025	14 7330 9568	Day	13530	A	344.1	

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Friday, 27 March 2026 11:25
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Hi Maria,

We propose to clear the balance of £34,500.74 in three equal instalments. As discussed on our call, the next step is a joint visit to the site.

We do not accept that the charges were applied correctly, and we reserve our position. The capacity charge was increased when the agreed supply capacity was exceeded in December 2025. We need the meter serial number and the date of the last exchange before we can go further.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 25 March 2026 18:44
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Hi Simon,

Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting. An actual reading was not obtained in December 2025 because our engineer could not get access to the meter room. I am sorry for the delay in coming back to you on this.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Sunday, 22 March 2026 12:57
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Maria,

I understand the frustration and want to get this closed out. We would prefer to settle this without involving our solicitors.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 18 March 2026 08:25
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Dear Simon,

This has now been outstanding for more than sixty days. It would help to have the read history for the last twelve months. The figures in your schedule do not match the invoices we received. I would be grateful if you could confirm the position

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by the end of the week.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Wednesday, 18 March 2026 10:56
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Dear Maria,

Please find the revised figures set out below. The tariff applied was the one notified in the price change letter. Thank you for your message about Ecorp House Manchester.

Our records show that the half-hourly data for Ecorp House Manchester is complete from December 2025 onwards. Until this is resolved we will pay the undisputed part of each invoice only.

Nothing has changed on our side since we last spoke. We have looked again at invoice AEC-2025-109772 and can confirm that it was based on an estimated reading. Please note that late payment charges continue to accrue under clause 7 of the agreement. I attach the readings we took ourselves so that you can compare them with yours.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 18 March 2026 11:18
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp House Manchester

Hi Simon,

I have copied in David Mbeki, who is dealing with the account day to day. Our billing team will issue a credit note once the corrected reading has been validated.

The difference between the estimate and the actual reading comes to £34,500.74. Could you let me know who at Ecorp House Manchester can give our engineer access? As discussed on our call, the next step is a joint visit to the site. I will raise it at the next account review meeting.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

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SITE VISIT REPORT

Acme Electric Company, Field Services

Site	**Ecorp Data Centre South**	Job reference	**FS-18509**
Date of visit	**18 October 2024**	Engineer	**James Whitlock**
Reason	**Meter investigation**		

FINDINGS

- Meter located in the ground floor plant room behind a locked cage.
- Display blank on arrival and restored after isolating and re-energising the supply.
- Recommend exchange of the meter and a signal booster for the modem.
- No evidence of tampering with the meter or its seals.
- Readings taken manually from both registers and photographed.

CHECKS

Check	Result
Access granted on arrival	Yes
Meter seals intact	Yes
Display readable	No
Serial number matches account	Yes
Communications working	Yes
Readings taken	n/a

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PHOTOGRAPHS

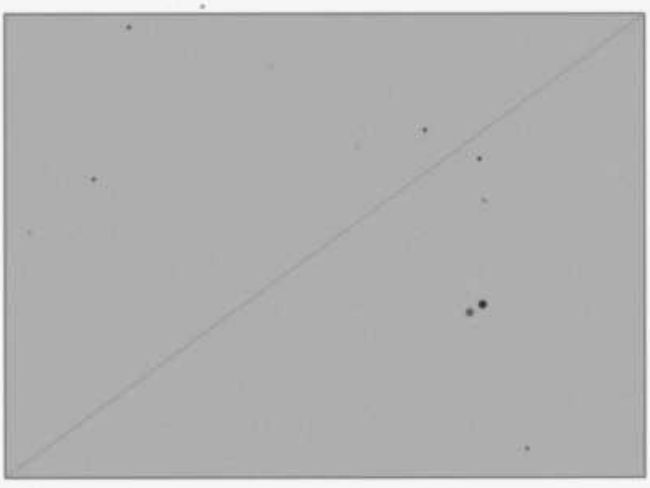

Photo 1: Serial number plate

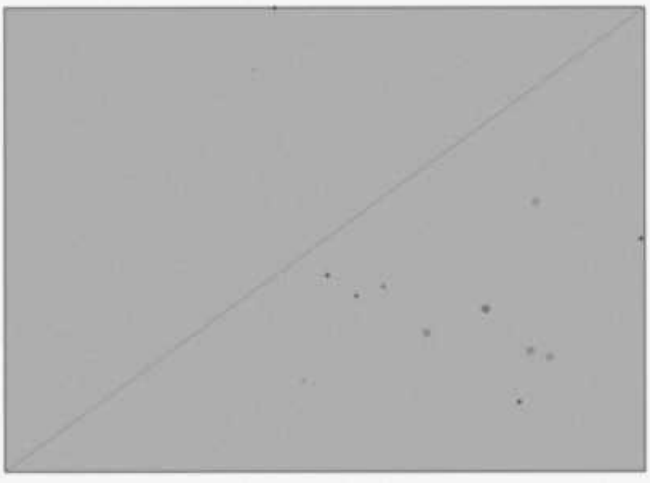

Photo 2: Meter display



Photo 3: Modem and aerial

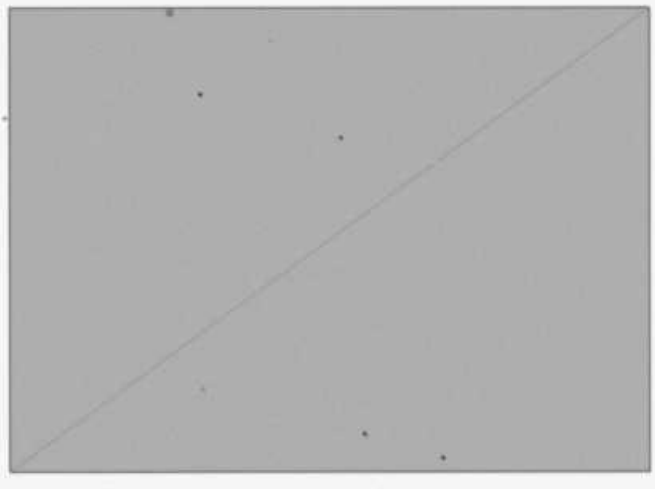

Photo 4: Current transformers

James Whitlock

Engineer

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Priya Anand

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 13 August 2024 11:55
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Site access at Ecorp Retail Park

Priya,

Please note that late payment charges continue to accrue under clause 7 of the agreement. This has now been outstanding for more than sixty days. I am sorry for the delay in coming back to you on this. I attach the readings we took ourselves so that you can compare them with yours.

Please treat the earlier statement as withdrawn. Until this is resolved we will pay the undisputed part of each invoice only.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

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Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

14/11/2025

Our ref: NI/80066

Simon Lindqvist
Billing Operations Lead
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Simon,

Re: Capacity charges at Ecorp Tower

I am sorry for the delay in coming back to you on this. I attach the readings we took ourselves so that you can compare them with yours. I would be grateful if you could confirm the position by the end of the week.

I will raise it at the next account review meeting. Until this is resolved we will pay the undisputed part of each invoice only. The tariff applied was the one notified in the price change letter.

I understand the frustration and want to get this closed out. Please note that late payment charges continue to accrue under clause 7 of the agreement. As discussed on our call, the next step is a joint visit to the site.

Thank you for your message about Ecorp Tower. We do not accept that the charges were applied correctly, and we reserve our position. I have copied in Maria Castellanos, who is dealing with the account day to day.

We would prefer to settle this without involving our solicitors. The figures in your schedule do not match the invoices we received. Please treat the earlier statement as withdrawn. Please find the revised figures set out below. Could you let me know who at Ecorp Tower can give our engineer access?

The difference between the estimate and the actual reading comes to £17,447.11. We propose to clear the balance of £17,447.11 in three equal instalments. Nothing has changed on our side since we last spoke. Our billing team will issue a credit note once the corrected reading has been validated.

Yours sincerely,

Nadia Iqbal

Nadia Iqbal
Energy Manager, Ecorp Group

Maria Castellanos

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 28 June 2024 15:33
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: Invoice AEC-2024-106954 attached
Attachments: AEC-2024-106954.pdf

Dear Maria,

The difference between the estimate and the actual reading comes to £38,667.58. We would prefer to settle this without involving our solicitors. We do not accept that the charges were applied correctly, and we reserve our position.

Thank you for your message about Ecorp Tower. Nothing has changed on our side since we last spoke. I attach the readings we took ourselves so that you can compare them with yours.

As discussed on our call, the next step is a joint visit to the site. We need the meter serial number and the date of the last exchange before we can go further.

Best,
Helen Brandt
Head of Facilities, Ecorp Group

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-106954**
Invoice date	**22 June 2024**
Account number	**4112 9507 16**
Site	**Ecorp Tower**

Total due

£7,130.88

Please pay by 22 July 2024

Charges for the period 20 May 2024 to 19 June 2024

Charge	Amount
Unit charges, day	£2,369.99
Unit charges, night	£2,272.93
Standing charge	£153.80
Capacity charge	£908.34
Climate change levy	£237.34

Net	£5,942.40
VAT at 20%	£1,188.48
Total due	**£7,130.88**

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Date	MPAN	Register	Reading	Type	kWh
20 May	1997 6858	Night	40603	A	357.6
21 May	7778 8494	Day	96601	A	782.9
22 May	8415 5861	Night	80907	A	165.8
23 May	8198 4314	Night	75128	A	84.7
24 May	3087 7729	Day	10469	A	106.6
25 May	9717 7680	Night	49998	E	86.6
26 May	1321 7303	Day	21839	A	460.9
27 May	3254 6862	Night	55339	E	448.4
28 May	3611 2576	Day	50793	E	318.3
29 May	9755 5645	Day	26397	A	558.8
30 May	7750 9662	Day	10502	E	812.5
31 May	6011 8226	Night	57094	A	756.6
01 Jun	2932 7666	Night	27812	E	817.5
02 Jun	9531 7436	Day	41577	A	405.3
03 Jun	3967 3058	Day	11702	A	145.6
04 Jun	5877 7506	Day	52328	A	422.6
05 Jun	5630 7006	Day	37142	A	592.0
06 Jun	1101 5551	Day	47085	A	693.0
07 Jun	1898 1944	Day	62252	A	573.0
08 Jun	6701 9873	Day	28135	A	895.2
09 Jun	1282 9025	Day	33867	A	343.6
10 Jun	4782 5480	Day	50653	E	822.8
11 Jun	7958 6599	Night	92139	A	471.9
12 Jun	4650 4843	Night	99496	A	415.0
13 Jun	4921 2636	Night	32803	A	783.7
14 Jun	6150 7350	Night	42548	E	470.2
15 Jun	3246 2161	Day	34991	E	693.8
16 Jun	6333 3817	Night	97949	E	299.0
17 Jun	4773 1552	Night	12575	A	579.9
18 Jun	3528 1603	Night	25492	A	817.6

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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SITE VISIT REPORT

Acme Electric Company, Field Services

Site	**Ecorp Retail Park**	Job reference	**FS-91004**
Date of visit	**27 June 2025**	Engineer	**James Whitlock**
Reason	**Meter investigation**		

FINDINGS

- Readings taken manually from both registers and photographed.
- Serial number on the meter does not match the number held on the account.
- Communications module fitted but no signal available in the plant room.
- Access was delayed by forty minutes while the key holder was found.
- Meter located in the ground floor plant room behind a locked cage.
- The customer's site manager was present throughout the visit.

CHECKS

Check	Result
Access granted on arrival	n/a
Meter seals intact	No
Display readable	n/a
Serial number matches account	Yes
Communications working	Yes
Readings taken	Yes

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PHOTOGRAPHS

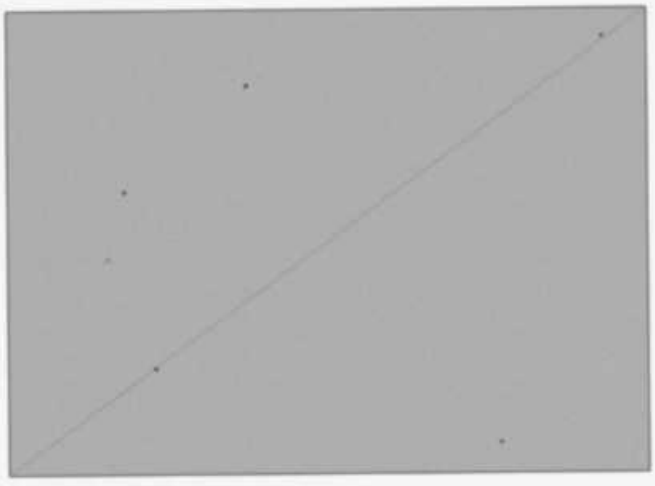

Photo 1: Modem and aerial

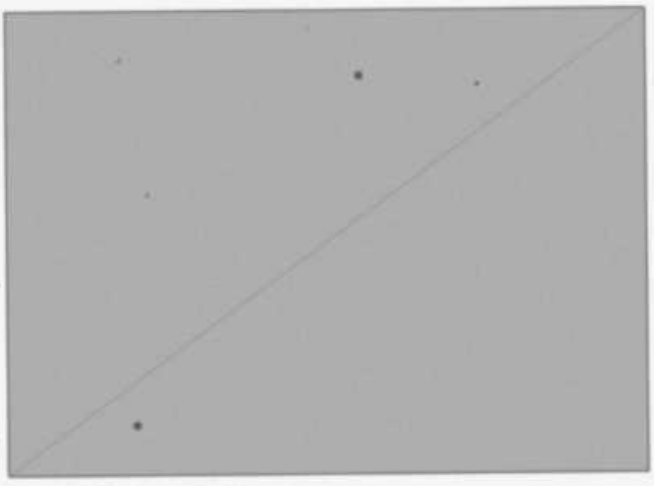

Photo 2: Meter cabinet

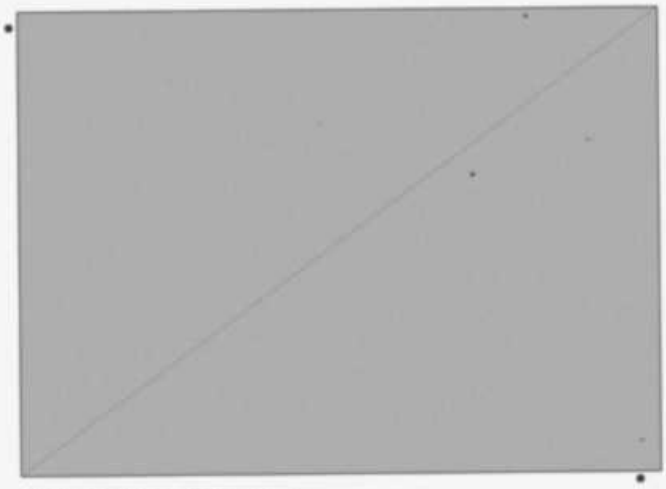

Photo 3: Plant room door

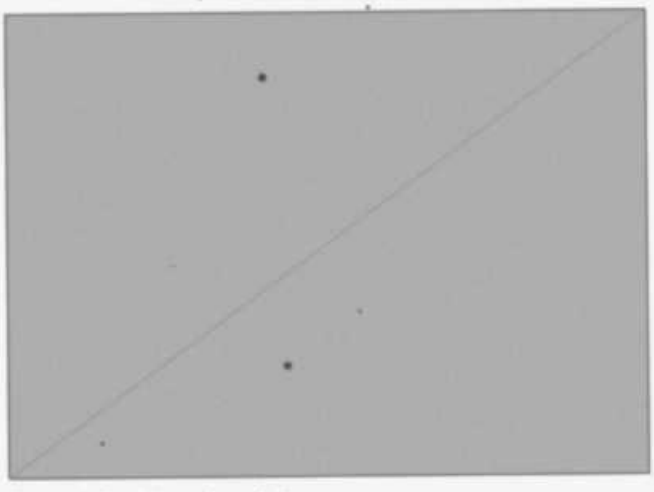

Photo 4: Serial number plate

James Whitlock

Engineer

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FINDINGS (CONTINUED)

Current transformer ratio label is unreadable.

Recommend exchange of the meter and a signal booster for the modem.

RECOMMENDATION

Exchange the meter at the next planned outage and re-bill from the date of the last actual reading.

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INTERNAL MEMORANDUM

Acme Electric Company

To: Simon Lindqvist, Billing Operations Lead

From: James Whitlock, Field Services Supervisor

Date: 23 August 2024

Re: Disputed charges for June 2024

Please do not discuss this with the customer until legal have reviewed it. The account remains commercially important and we want to keep it.

Maria Castellanos will own the actions from here. Field services could not get access on two visits, and the visit notes are on the job record. We should expect a formal complaint if this is not resolved before the next review.

Credit control should hold the late payment charges until this is settled. Invoice AEC-2024-108243 should not have gone out in that form.

Billing confirms that no actual read was taken between June 2024 and the following quarter. I have asked metering for the full read history.

My recommendation is that we credit the difference and re-bill on actual readings. Ecorp have now raised the estimated readings at Ecorp Data Centre South three times. Our exposure on the disputed invoices is about £10,565.39.

James

Thurs pm

Call w/ Oliver R. - Ecorp Warehouse 3

- chase Simon re serial no.

- wants credit note ASAP

- access refused x2

- ring back Thurs am

- est. reads since July 2024

- raise at next review mtg

- £12,128.92 in dispute

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Thursday, 1 January 2026 17:50
To: James Whitlock <james.whitlock@acme-electric.example>
Cc: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: Complaint about invoice AEC-2025-109664

Hi James,

Please note that late payment charges continue to accrue under clause 7 of the agreement. The difference between the estimate and the actual reading comes to £42,511.15. We propose to clear the balance of £42,511.15 in three equal instalments. The tariff applied was the one notified in the price change letter.

I attach the readings we took ourselves so that you can compare them with yours. Our records show that the half-hourly data for Ecorp Contact Centre is complete from September 2025 onwards. Could you let me know who at Ecorp Contact Centre can give our engineer access?

It would help to have the read history for the last twelve months. I would be grateful if you could confirm the position by the end of the week. I am sorry for the delay in coming back to you on this.

Many thanks,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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David Mbeki

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Tuesday, 23 April 2024 12:19
To: David Mbeki <david.mbeki@acme-electric.example>
Subject: Letter about the account for Ecorp Retail Park
Attachments: letter.pdf

Dear David,

The figures in your schedule do not match the invoices we received. The tariff applied was the one notified in the price change letter. Please treat the earlier statement as withdrawn. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Thank you for your message about Ecorp Retail Park. I would be grateful if you could confirm the position by the end of the week. Please find the revised figures set out below. It would help to have the read history for the last twelve months.

Could you let me know who at Ecorp Retail Park can give our engineer access? We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out.

Nothing has changed on our side since we last spoke. I have copied in James Whitlock, who is dealing with the account day to day. I am sorry for the delay in coming back to you on this.

Many thanks,
Nadia Iqbal
Energy Manager, Ecorp Group

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

April 23, 2024

Our ref: SL/8103

Nadia Iqbal
Energy Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Nadia,

Re: Statement of account for Ecorp Retail Park

We do not accept that the charges were applied correctly, and we reserve our position. Until this is resolved we will pay the undisputed part of each invoice only. We have looked again at invoice AEC-2024-108229 and can confirm that it was based on an estimated reading. Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further.

Our billing team will issue a credit note once the corrected reading has been validated. I am sorry for the delay in coming back to you on this. Our records show that the half-hourly data for Ecorp Data Centre South is complete from March 2024 onwards.

We propose to clear the balance of £6,895.09 in three equal instalments. Please find the revised figures set out below. An actual reading was not obtained in March 2024 because our engineer could not get access to the meter room. Thank you for your message about Ecorp Data Centre South.

As discussed on our call, the next step is a joint visit to the site. I would be grateful if you could confirm the position by the end of the week. This has now been outstanding for more than sixty days. The capacity charge was increased when the agreed supply capacity was exceeded in March 2024. Nothing has changed on our side since we last spoke.

Yours sincerely,

Simon Lindqvist

Simon Lindqvist
Billing Operations Lead, Acme Electric Company

Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

23 May 2025

Our ref: OR/3495

Maria Castellanos
Head of Commercial
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Maria,

Re: Late payment charges on AEC-2025-105111

Thank you for your message about Ecorp Research Labs. I am sorry for the delay in coming back to you on this. We have looked again at invoice AEC-2025-105111 and can confirm that it was based on an estimated reading.

Until this is resolved we will pay the undisputed part of each invoice only. We do not accept that the charges were applied correctly, and we reserve our position. I will raise it at the next account review meeting. We need the meter serial number and the date of the last exchange before we can go further. Nothing has changed on our side since we last spoke.

Please treat the earlier statement as withdrawn. We propose to clear the balance of £40,200.31 in three equal instalments. Could you let me know who at Ecorp Research Labs can give our engineer access? Our records show that the half-hourly data for Ecorp Research Labs is complete from March 2025 onwards.

I attach the readings we took ourselves so that you can compare them with yours. It would help to have the read history for the last twelve months. The tariff applied was the one notified in the price change letter. I understand the frustration and want to get this closed out. The difference between the estimate and the actual reading comes to £40,200.31.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Please find the revised figures set out below. As discussed on our call, the next step is a joint visit to the site. I would be grateful if you could confirm the position by the end of the week.

The figures in your schedule do not match the invoices we received. I have copied in Helen Brandt, who is dealing with the account day to day. Our billing team will issue a credit note once the corrected reading has been validated. An actual reading was not obtained in March 2025 because our engineer could not get access to the meter room.

The capacity charge was increased when the agreed supply capacity was exceeded in March 2025. We would prefer to settle this without involving our solicitors. This has now been outstanding for more than sixty days. I would be grateful if you could confirm the position by the end of the week. Our records show that the half-hourly data for Ecorp Research Labs is complete from March 2025 onwards.

This has now been outstanding for more than sixty days. The figures in your schedule do not match the invoices we received. I will raise it at the next account review meeting.

We would prefer to settle this without involving our solicitors. Please note that late payment charges continue to accrue under clause 7 of the agreement. An actual reading was not obtained in March 2025 because our engineer could not get access to the meter room. Until this is resolved we will pay the undisputed part of each invoice only. We do not accept that the charges were applied correctly, and we reserve our position.

Yours sincerely,

Oliver Reyes

Oliver Reyes
General Counsel, Ecorp Group

James Whitlock

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Tuesday, 19 March 2024 18:26
To: James Whitlock <james.whitlock@acme-electric.example>
Cc: Helen Brandt <helen.brandt@ecorp.example>
Subject: Invoice AEC-2024-106871 attached
Attachments: AEC-2024-106871.pdf

James,

We need the meter serial number and the date of the last exchange before we can go further. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from January 2024 onwards. This has now been outstanding for more than sixty days. We do not accept that the charges were applied correctly, and we reserve our position.

We have looked again at invoice AEC-2024-109854 and can confirm that it was based on an estimated reading. An actual reading was not obtained in January 2024 because our engineer could not get access to the meter room. We propose to clear the balance of £32,153.30 in three equal instalments. As discussed on our call, the next step is a joint visit to the site.

Kind regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-106871**
Invoice date	**13 March 2024**
Account number	**4779 4228 84**
Site	**Ecorp House Manchester**

Total due
£13,079.37

Please pay by 12 April 2024

Charges for the period 3 February 2024 to 4 March 2024

Charge	Amount
Unit charges, day	£7,951.63
Unit charges, night	£1,630.42
Standing charge	£127.52
Capacity charge	£807.74
Climate change levy	£382.16

Net	£10,899.47
VAT at 20%	£2,179.89
Total due	**£13,079.37**

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Date	MPAN	Register	Reading	Type	kWh
03 Feb	6446 1850	Day	12320	E	859.9
04 Feb	2934 1119	Day	59725	E	87.6
05 Feb	6483 9190	Night	83535	A	259.1
06 Feb	6605 1733	Night	22887	A	758.3
07 Feb	8839 1289	Day	33950	A	351.8
08 Feb	4906 4333	Day	41527	E	301.6
09 Feb	4127 6100	Night	89468	A	399.4
10 Feb	7836 2604	Day	34546	A	270.3
11 Feb	5904 8874	Night	29206	E	387.9
12 Feb	5709 1023	Day	41841	A	298.9
13 Feb	7609 4880	Day	43071	E	848.2
14 Feb	8426 1851	Day	34827	A	395.6
15 Feb	1607 9736	Day	80575	E	404.6
16 Feb	4101 2970	Night	49107	A	714.5
17 Feb	6822 9914	Night	67341	E	542.5
18 Feb	1174 1273	Night	26721	E	884.2
19 Feb	3676 5337	Night	26985	A	233.2
20 Feb	2805 1906	Night	56181	A	700.6
21 Feb	3950 6260	Night	72975	A	402.7
22 Feb	6066 4618	Night	56075	A	874.3
23 Feb	2527 7542	Day	54830	A	706.7
24 Feb	2874 2160	Night	13168	A	553.0
25 Feb	4508 9459	Night	36213	E	602.9
26 Feb	1726 1052	Night	75303	A	791.1
27 Feb	2636 3738	Day	52671	A	431.0
28 Feb	6400 8720	Day	43616	E	301.3
29 Feb	8576 6248	Night	90463	E	762.9
01 Mar	1084 5905	Day	18374	A	201.3
02 Mar	9896 9498	Day	98079	E	551.5
03 Mar	2432 8520	Day	76034	A	773.8

Type A is an actual reading and type E is an estimate.

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2025-104753**
Invoice date	**9 May 2025**
Account number	**4321 6888 66**
Site	**Ecorp Tower**

Total due

£11,613.26

Please pay by 8 June 2025

Charges for the period 31 March 2025 to 30 April 2025

Charge	Amount
Unit charges, day	£7,576.29
Unit charges, night	£1,229.10
Standing charge	£121.72
Capacity charge	£516.82
Climate change levy	£233.79

Net	£9,677.71
VAT at 20%	£1,935.54
Total due	**£11,613.26**

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Date	MPAN	Register	Reading	Type	kWh
31 Mar	9120 8982	Day	12963	E	145.1
01 Apr	5483 7586	Night	64999	A	478.7
02 Apr	6558 3966	Day	31687	A	124.1
03 Apr	8937 2976	Day	88918	A	265.3
04 Apr	5542 8960	Night	67129	A	463.3
05 Apr	5884 7841	Night	55723	A	99.4
06 Apr	5009 8524	Night	81127	A	249.0
07 Apr	6421 4086	Day	15826	A	834.4
08 Apr	9433 9404	Day	95225	A	367.1
09 Apr	9402 1798	Day	11890	A	550.7
10 Apr	1437 1787	Day	52453	A	736.2
11 Apr	2777 9075	Day	55473	A	646.9
12 Apr	6668 7044	Night	92484	A	396.9
13 Apr	4095 8550	Day	66680	E	376.9
14 Apr	8367 7951	Day	33472	E	492.7
15 Apr	5984 7033	Night	14704	A	376.8
16 Apr	3948 3184	Night	64600	E	430.1
17 Apr	1295 6244	Night	24062	E	405.1
18 Apr	8378 5870	Night	37422	A	370.8
19 Apr	4550 4215	Night	76115	A	475.3
20 Apr	9606 2834	Night	95653	E	589.7
21 Apr	7658 7705	Night	74435	E	307.9
22 Apr	3725 2354	Night	99133	A	674.8
23 Apr	4174 3874	Day	75459	E	193.6
24 Apr	7360 8518	Night	49481	E	799.2
25 Apr	8878 7909	Night	67884	A	230.0
26 Apr	2381 3614	Day	42887	E	622.3
27 Apr	9892 2481	Day	67709	E	861.1
28 Apr	9569 5215	Day	88386	E	621.1
29 Apr	6292 3506	Day	35046	E	564.6

Type A is an actual reading and type E is an estimate.

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Maria Castellanos

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Monday, 17 March 2025 07:33
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Cc: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Maria,

This has now been outstanding for more than sixty days. I attach the readings we took ourselves so that you can compare them with yours.

We have looked again at invoice AEC-2024-104284 and can confirm that it was based on an estimated reading. The figures in your schedule do not match the invoices we received. I understand the frustration and want to get this closed out.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 16 March 2025 13:49
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Hi Oliver,

Please note that late payment charges continue to accrue under clause 7 of the agreement. Nothing has changed on our side since we last spoke. We do not accept that the charges were applied correctly, and we reserve our position.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 11 March 2025 17:49
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Maria,

It would help to have the read history for the last twelve months. Thank you for your message about Ecorp Retail Park. The tariff applied was the one notified in the price change letter.

Best,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Saturday, 8 March 2025 16:01
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Oliver,

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We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors. As discussed on our call, the next step is a joint visit to the site.

I will raise it at the next account review meeting. I have copied in James Whitlock, who is dealing with the account day to day. I am sorry for the delay in coming back to you on this. The difference between the estimate and the actual reading comes to £16,016.35.

Our billing team will issue a credit note once the corrected reading has been validated. I would be grateful if you could confirm the position by the end of the week.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Thursday, 6 March 2025 15:46
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Maria,

Please treat the earlier statement as withdrawn. An actual reading was not obtained in December 2024 because our engineer could not get access to the meter room. The capacity charge was increased when the agreed supply capacity was exceeded in December 2024.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Thursday, 6 March 2025 15:49
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Hi Oliver,

Please find the revised figures set out below. Until this is resolved we will pay the undisputed part of each invoice only. We propose to clear the balance of £16,016.35 in three equal instalments. Our records show that the half-hourly data for Ecorp Retail Park is complete from December 2024 onwards.

Could you let me know who at Ecorp Retail Park can give our engineer access? This has now been outstanding for more than sixty days. Please treat the earlier statement as withdrawn. The tariff applied was the one notified in the price change letter.

Best,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Tuesday, 4 March 2025 13:24
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Hi Maria,

I am sorry for the delay in coming back to you on this. We would prefer to settle this without involving our solicitors. Please note that late payment charges continue to accrue under clause 7 of the agreement. Nothing has changed on our

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side since we last spoke.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Friday, 28 February 2025 17:47
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Oliver,

Please find the revised figures set out below. As discussed on our call, the next step is a joint visit to the site.

I have copied in James Whitlock, who is dealing with the account day to day. Our billing team will issue a credit note once the corrected reading has been validated. It would help to have the read history for the last twelve months. I attach the readings we took ourselves so that you can compare them with yours.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Monday, 24 February 2025 14:39
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Maria,

The figures in your schedule do not match the invoices we received. Could you let me know who at Ecorp Retail Park can give our engineer access?

Until this is resolved we will pay the undisputed part of each invoice only. The difference between the estimate and the actual reading comes to £16,016.35.

Kind regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 23 February 2025 09:25
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Oliver,

We propose to clear the balance of £16,016.35 in three equal instalments. I understand the frustration and want to get this closed out.

Our records show that the half-hourly data for Ecorp Retail Park is complete from December 2024 onwards. We have looked again at invoice AEC-2024-104284 and can confirm that it was based on an estimated reading. I would be grateful if you could confirm the position by the end of the week. An actual reading was not obtained in December 2024 because our engineer could not get access to the meter room.

Best,
Maria Castellanos

Head of Commercial, Acme Electric Company

From: Oliver Reyes <oliver.reyes@ecorp.example>
Sent: Friday, 21 February 2025 09:57
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Maria,

We need the meter serial number and the date of the last exchange before we can go further. Thank you for your message about Ecorp Retail Park. We do not accept that the charges were applied correctly, and we reserve our position.

Regards,
Oliver Reyes
General Counsel, Ecorp Group

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Friday, 21 February 2025 11:22
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: RE: Estimated readings at Ecorp Retail Park

Dear Oliver,

The capacity charge was increased when the agreed supply capacity was exceeded in December 2024. I will raise it at the next account review meeting.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

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David Mbeki

From: David Mbeki <david.mbeki@acme-electric.example>
Sent: Friday, 17 May 2024 16:43
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: Outstanding balance of £31,730.15

James,

Please find the revised figures set out below. I would be grateful if you could confirm the position by the end of the week. An actual reading was not obtained in March 2024 because our engineer could not get access to the meter room. Until this is resolved we will pay the undisputed part of each invoice only.

Nothing has changed on our side since we last spoke. As discussed on our call, the next step is a joint visit to the site. Could you let me know who at Ecorp Distribution Hub can give our engineer access? Please treat the earlier statement as withdrawn.

The capacity charge was increased when the agreed supply capacity was exceeded in March 2024. I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out. I have copied in Nadia Iqbal, who is dealing with the account day to day.

Regards,
David Mbeki
Credit Control Manager, Acme Electric Company

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MINUTES OF ACCOUNT REVIEW MEETING

Date	**22 January 2024**
Location	**By video call**
Present	**David Mbeki, Rachel Okafor, Priya Anand**
	Tom Achebe, Nadia Iqbal
Apologies	**None**

1. Open invoices

The difference between the estimate and the actual reading comes to £30,577.59. Please treat the earlier statement as withdrawn. Ecorp have now raised the estimated readings at Ecorp Distribution Hub three times. Please do not discuss this with the customer until legal have reviewed it.

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from December 2023 onwards. We propose to clear the balance of £30,577.59 in three equal instalments. Until this is resolved we will pay the undisputed part of each invoice only. We would prefer to settle this without involving our solicitors.

As discussed on our call, the next step is a joint visit to the site. I will raise it at the next account review meeting.

2. Meter exchange programme

Maria Castellanos will own the actions from here. Nothing has changed on our side since we last spoke. Thank you for your message about Ecorp Distribution Hub. It would help to have the read history for the last twelve months.

I would be grateful if you could confirm the position by the end of the week. We do not accept that the charges were applied correctly, and we reserve our position. I attach the readings we took ourselves so that you can compare them with yours.

3. Data requests

We need the meter serial number and the date of the last exchange before we can go further. Our billing team will issue a credit note once the corrected reading has been validated. Billing confirms that no actual read was taken between December 2023 and the following quarter. I understand the frustration and want to get this closed out.

Our exposure on the disputed invoices is about £30,577.59. My recommendation is that we credit the difference and re-bill on actual readings.

I have copied in Maria Castellanos, who is dealing with the account day to day. Field services could not get access on two visits, and the visit notes are on the job record.

4. Site access

Please find the revised figures set out below. The capacity charge was increased when the agreed supply capacity was exceeded in December 2023. The figures in your schedule do not match the invoices we received.

We have looked again at invoice AEC-2023-105720 and can confirm that it was based on an estimated reading. An actual reading was not obtained in December 2023 because our engineer could not get access to the meter room. I have asked metering for the full read history. Credit control should hold the late payment charges until this is settled.

The account remains commercially important and we want to keep it. This has now been outstanding for more than sixty days.

5. Any other business

I am sorry for the delay in coming back to you on this. Could you let me know who at Ecorp Distribution Hub can give our engineer access? We should expect a formal complaint if this is not resolved before the next review.

Invoice AEC-2023-105720 should not have gone out in that form. The tariff applied was the one notified in the price change letter.

6. Estimated readings

Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp Distribution Hub can give our engineer access?

Our records show that the half-hourly data for Ecorp Distribution Hub is complete from December 2023 onwards. Our exposure on the disputed invoices is about £30,577.59. We do not accept that the charges were applied correctly, and we reserve our position.

The difference between the estimate and the actual reading comes to £30,577.59. I understand the frustration and want to get this closed out. Nothing has changed on our side since we last spoke.

7. Payment performance

Please treat the earlier statement as withdrawn. We have looked again at invoice AEC-2023-105720 and can confirm that it was based on an estimated reading. Our billing team will issue a credit note once the corrected reading has been validated.

Maria Castellanos will own the actions from here. Thank you for your message about Ecorp Distribution Hub. We need the meter serial number and the date of the last exchange before we can go further. The capacity charge was increased when the agreed supply capacity was exceeded in December 2023.

Actions

Action	Owner	Due
I have copied in Maria Castellanos, who is dealing with the ac	Tom Achebe	30 January 2024
This has now been outstanding for more than sixty days.	David Mbeki	26 February 2024
The figures in your schedule do not match the invoices we rece	David Mbeki	31 January 2024

Meter readings: Ecorp Data Centre South

Exported 26 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
23/05/2024	22 1211 4673	Day	58263	E	276.8	est.
24/05/2024	13 8190 8740	Night	35176	A	429.9	no access
25/05/2024	14 3924 6049	Night	68382	A	700.9	
26/05/2024	20 8010 4328	Day	89147	E	263.1	
27/05/2024	23 2145 3718	Night	36970	A	280.8	
28/05/2024	23 8110 9283	Day	44662	A	342.5	
29/05/2024	14 3449 6953	Day	54237	A	595.2	
30/05/2024	23 6439 8425	Night	97512	A	746.1	
31/05/2024	17 9166 3481	Night	94630	A	699.7	
01/06/2024	21 7007 3016	Night	83089	E	473.3	
02/06/2024	21 6784 3075	Day	62284	E	573.3	est.
03/06/2024	17 1206 5361	Day	51734	A	894.2	est.
04/06/2024	14 4608 5960	Day	22541	E	231.3	no access
05/06/2024	12 9733 5663	Day	37181	A	189.6	est.
06/06/2024	10 1867 4315	Day	47822	E	811.5	
07/06/2024	19 5758 5240	Day	39478	A	425.8	
08/06/2024	20 9659 3591	Day	41105	A	206.5	
09/06/2024	12 1846 6911	Night	57581	A	658.1	
10/06/2024	17 8579 6539	Night	83974	A	761.5	
11/06/2024	12 7584 3819	Day	43977	A	743.7	no access
12/06/2024	21 3272 8678	Day	62145	A	621.9	
13/06/2024	19 3033 3554	Day	78017	E	95.5	est.
14/06/2024	21 4974 6137	Night	16446	A	258.8	
15/06/2024	11 3533 5378	Night	75481	E	282.1	
16/06/2024	17 8521 3008	Night	45588	E	110.2	
17/06/2024	19 6492 1542	Night	93048	A	524.5	est.
18/06/2024	22 4725 7697	Day	41970	E	810.7	
19/06/2024	20 6058 1281	Day	10250	E	858.5	
20/06/2024	23 6594 3166	Day	93933	A	609.4	
21/06/2024	18 2476 6420	Day	76316	A	458.2	no access
22/06/2024	12 7104 7142	Day	83861	E	674.0	
23/06/2024	21 9224 1434	Day	41704	A	293.7	
24/06/2024	14 9503 1829	Night	98348	A	730.9	
25/06/2024	23 2491 3965	Night	38782	A	687.1	est.
26/06/2024	13 6911 4519	Day	51474	A	445.1	
27/06/2024	20 1763 4146	Night	53239	A	871.0	
28/06/2024	15 6036 5838	Day	27377	E	234.7	est.
29/06/2024	19 7537 7612	Day	67013	A	467.6	est.
30/06/2024	23 3827 6221	Day	87285	A	338.9	
01/07/2024	17 7361 7613	Day	36917	E	560.9	
02/07/2024	20 6540 1758	Night	78105	A	343.8	
03/07/2024	13 3461 8599	Day	66263	A	170.0	no access

Meter readings: Ecorp Data Centre South

Exported 26 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
04/07/2024	21 7155 5847	Day	13269	A	835.9	
05/07/2024	10 4916 3233	Night	88907	A	400.8	
06/07/2024	10 9291 7312	Day	59738	A	849.8	
07/07/2024	11 6541 6234	Night	96621	A	690.9	
08/07/2024	12 8638 1186	Day	41337	E	645.0	no access
09/07/2024	13 6072 3583	Night	53685	A	565.1	
10/07/2024	14 7210 2240	Night	31470	E	671.5	
11/07/2024	13 2058 4180	Night	54256	E	357.3	
12/07/2024	16 5301 8776	Day	58567	E	691.0	
13/07/2024	19 7624 4295	Day	63385	A	823.0	no access
14/07/2024	23 1043 8375	Night	59419	E	158.5	
15/07/2024	23 8785 5441	Day	45876	A	227.0	
16/07/2024	17 7769 5979	Day	81426	E	96.2	est.
17/07/2024	10 9922 6842	Night	92053	A	800.8	est.
18/07/2024	17 9976 7508	Night	62478	E	454.4	
19/07/2024	20 1560 6035	Day	50623	A	642.7	est.
20/07/2024	16 3958 8385	Night	50439	E	192.3	
21/07/2024	22 6364 8005	Day	15943	E	697.4	no access
22/07/2024	22 8492 1170	Day	16643	E	753.0	no access
23/07/2024	18 7683 7458	Night	10361	A	777.6	
24/07/2024	20 6628 6771	Night	40282	A	541.0	
25/07/2024	23 5589 4564	Night	21579	A	254.9	
26/07/2024	11 5013 8244	Day	28857	A	634.0	
27/07/2024	21 1498 2150	Night	16293	A	189.3	
28/07/2024	18 3568 4814	Night	62962	A	546.0	
29/07/2024	15 7165 1990	Night	47842	A	413.0	
30/07/2024	14 8083 2993	Day	24180	A	767.6	no access
31/07/2024	11 9275 5455	Night	97870	A	570.2	
01/08/2024	17 9902 5535	Day	56532	E	457.5	no access
02/08/2024	14 5308 7510	Day	89141	E	184.9	est.
03/08/2024	22 7031 6098	Night	23130	A	244.5	
04/08/2024	10 8166 2537	Day	33137	E	113.9	
05/08/2024	15 5802 7139	Day	84560	A	581.1	no access
06/08/2024	23 1055 9613	Day	91742	E	159.3	est.
07/08/2024	14 6904 6835	Day	88012	A	639.5	no access
08/08/2024	19 4247 6483	Day	32614	A	360.0	est.
09/08/2024	17 4039 8696	Day	86707	A	553.4	est.
10/08/2024	19 3216 8939	Day	45521	A	845.1	no access
11/08/2024	21 4297 2357	Day	83372	A	485.6	
12/08/2024	22 7061 3270	Night	72496	E	479.4	no access
13/08/2024	10 8648 2226	Day	53276	A	334.1	
14/08/2024	13 2521 5472	Night	48678	A	830.9	

Meter readings: Ecorp Data Centre South

Exported 26 September 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
15/08/2024	15 6605 5891	Night	55318	A	119.2	est.
16/08/2024	22 4623 6833	Day	22929	A	508.4	no access
17/08/2024	17 8221 6482	Night	12192	E	199.0	est.
18/08/2024	20 1985 6284	Day	99739	A	394.1	
19/08/2024	10 2169 6691	Day	58449	A	592.8	no access
20/08/2024	12 7458 1567	Night	12702	A	232.2	
21/08/2024	11 1497 2766	Night	78657	A	344.1	no access
22/08/2024	20 8028 5743	Night	97167	A	208.0	
23/08/2024	21 8795 1121	Night	76920	A	221.3	
24/08/2024	11 1395 7537	Night	64163	A	156.7	
25/08/2024	15 6790 7080	Day	64302	A	685.7	
26/08/2024	18 7322 7092	Night	21229	A	811.4	
27/08/2024	14 1041 8308	Day	63476	E	100.4	no access
28/08/2024	16 8320 8084	Day	96630	A	866.1	
29/08/2024	23 9727 2910	Day	96817	A	136.4	est.
30/08/2024	19 6089 8400	Night	87983	A	738.7	no access
31/08/2024	10 3037 3423	Day	78835	A	622.4	
01/09/2024	19 5732 5678	Day	95093	A	91.5	no access
02/09/2024	22 1271 5414	Night	58761	A	230.1	
03/09/2024	13 1680 9288	Day	30419	A	769.8	est.
04/09/2024	13 6514 6286	Day	97885	A	136.6	
05/09/2024	23 3977 8018	Night	28218	A	748.1	no access
06/09/2024	16 8551 7610	Day	21980	A	735.3	
07/09/2024	17 3501 9163	Night	95640	E	847.0	est.
08/09/2024	19 8927 7792	Day	17873	A	759.1	
09/09/2024	10 3023 2086	Day	31719	A	272.4	
10/09/2024	23 3482 6226	Day	86223	A	130.7	
11/09/2024	18 8995 5899	Day	56929	A	797.1	
12/09/2024	17 9464 4322	Night	44599	A	410.1	est.
13/09/2024	21 6611 2093	Day	24381	A	251.7	
14/09/2024	16 4225 7807	Day	60409	E	669.4	
15/09/2024	17 5184 6120	Night	83628	A	288.3	
16/09/2024	22 4533 6144	Night	67961	A	720.6	est.
17/09/2024	15 3860 6730	Night	29015	A	844.6	est.
18/09/2024	17 7238 7481	Day	43209	A	639.7	est.
19/09/2024	21 2753 7475	Day	86892	A	764.9	est.
20/09/2024	19 3182 7894	Day	10837	E	713.4	no access
21/09/2024	10 5612 7767	Night	86240	E	875.1	est.
22/09/2024	22 8538 5249	Day	41390	A	627.9	no access
23/09/2024	15 9186 5231	Day	16923	E	600.3	
24/09/2024	10 8404 8014	Night	86333	A	395.5	
25/09/2024	11 7987 6103	Day	51539	A	751.4	no access

9 January 2026

Call w/ Tom A. - Ecorp Warehouse 3

- est. reads since October 2025

- AEC-2025-109494 - wrong tariff?

- raise at next review mtg

- check clause 5

- ACTION: revised invoice by Fri

- access refused x2

Rachel Okafor

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Monday, 29 April 2024 11:42
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Cc: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Hi Rachel,

This has now been outstanding for more than sixty days. Could you let me know who at Ecorp House Manchester can give our engineer access?

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Wednesday, 24 April 2024 09:15
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Helen,

The figures in your schedule do not match the invoices we received. The capacity charge was increased when the agreed supply capacity was exceeded in February 2024. An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room.

Please find the revised figures set out below. We do not accept that the charges were applied correctly, and we reserve our position.

Kind regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Wednesday, 24 April 2024 08:54
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Rachel,

Nothing has changed on our side since we last spoke. We need the meter serial number and the date of the last exchange before we can go further. Until this is resolved we will pay the undisputed part of each invoice only. The difference between the estimate and the actual reading comes to £3,270.67.

We propose to clear the balance of £3,270.67 in three equal instalments. It would help to have the read history for the last twelve months. We would prefer to settle this without involving our solicitors.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Wednesday, 24 April 2024 12:16
To: Helen Brandt <helen.brandt@ecorp.example>

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Subject: RE: Change of tariff at Ecorp House Manchester

Helen,

Our billing team will issue a credit note once the corrected reading has been validated. I understand the frustration and want to get this closed out. Thank you for your message about Ecorp House Manchester. We have looked again at invoice AEC-2024-109692 and can confirm that it was based on an estimated reading.

Please treat the earlier statement as withdrawn. I will raise it at the next account review meeting. I attach the readings we took ourselves so that you can compare them with yours. I would be grateful if you could confirm the position by the end of the week.

Best,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Wednesday, 24 April 2024 17:51
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Dear Rachel,

Our records show that the half-hourly data for Ecorp House Manchester is complete from February 2024 onwards. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Many thanks,
Helen Brandt
Head of Facilities, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Friday, 19 April 2024 12:37
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Hi Helen,

As discussed on our call, the next step is a joint visit to the site. I am sorry for the delay in coming back to you on this. The tariff applied was the one notified in the price change letter.

Kind regards,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Thursday, 18 April 2024 12:18
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Rachel,

I have copied in Maria Castellanos, who is dealing with the account day to day. Please find the revised figures set out below. Please treat the earlier statement as withdrawn.

Thank you for your message about Ecorp House Manchester. An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room. I will raise it at the next account review meeting. It would help to have the read history for the last twelve months.

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Until this is resolved we will pay the undisputed part of each invoice only. Nothing has changed on our side since we last spoke. Our billing team will issue a credit note once the corrected reading has been validated. We do not accept that the charges were applied correctly, and we reserve our position.

Best,
Helen Brandt
Head of Facilities, Ecorp Group

From: Rachel Okafor <rachel.okafor@acme-electric.example>
Sent: Tuesday, 16 April 2024 18:36
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Helen,

Could you let me know who at Ecorp House Manchester can give our engineer access? We need the meter serial number and the date of the last exchange before we can go further. As discussed on our call, the next step is a joint visit to the site. The difference between the estimate and the actual reading comes to £3,270.67.

Please note that late payment charges continue to accrue under clause 7 of the agreement. The tariff applied was the one notified in the price change letter.

Many thanks,
Rachel Okafor
Key Account Manager, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Sunday, 14 April 2024 07:50
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Change of tariff at Ecorp House Manchester

Rachel,

I have copied in Maria Castellanos, who is dealing with the account day to day. We have looked again at invoice AEC-2024-109692 and can confirm that it was based on an estimated reading. I would be grateful if you could confirm the position by the end of the week. The figures in your schedule do not match the invoices we received.

Our records show that the half-hourly data for Ecorp House Manchester is complete from February 2024 onwards. I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out.

We propose to clear the balance of £3,270.67 in three equal instalments. We would prefer to settle this without involving our solicitors.

Kind regards,
Helen Brandt
Head of Facilities, Ecorp Group

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Simon Lindqvist

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Monday, 19 January 2026 17:45
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: Read history for Ecorp Research Labs
Attachments: readings_export.xlsx

Dear Simon,

Until this is resolved we will pay the undisputed part of each invoice only. Our records show that the half-hourly data for Ecorp House Manchester is complete from October 2025 onwards. Please note that late payment charges continue to accrue under clause 7 of the agreement.

I would be grateful if you could confirm the position by the end of the week. The difference between the estimate and the actual reading comes to £19,131.86.

Nothing has changed on our side since we last spoke. The capacity charge was increased when the agreed supply capacity was exceeded in October 2025. I have copied in Helen Brandt, who is dealing with the account day to day.

We propose to clear the balance of £19,131.86 in three equal instalments. I attach the readings we took ourselves so that you can compare them with yours.

Many thanks,

Tom Achebe
Accounts Payable Manager, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

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Meter readings: Ecorp Research Labs

Exported 19 January 2026 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
28/11/2025	17 6007 9657	Day	36941	A	161.5	
29/11/2025	15 4578 9281	Day	47260	A	730.6	
30/11/2025	14 5133 7322	Day	53272	A	273.1	
01/12/2025	19 6441 5769	Day	81096	A	316.8	
02/12/2025	19 1923 1895	Night	11527	A	434.4	
03/12/2025	17 6158 6528	Day	50927	A	528.0	no access
04/12/2025	22 3559 1616	Day	80408	A	720.4	est.
05/12/2025	13 8994 9917	Night	67015	A	171.5	
06/12/2025	21 6151 5051	Day	38354	A	827.8	
07/12/2025	16 5194 5712	Night	72589	E	161.7	est.
08/12/2025	16 7867 9232	Day	20458	A	356.1	no access
09/12/2025	10 3743 5700	Night	77255	A	160.0	
10/12/2025	19 1269 1971	Night	21623	A	500.3	
11/12/2025	21 8283 4366	Day	54648	E	520.5	
12/12/2025	11 5647 4193	Day	21500	A	309.1	
13/12/2025	17 8522 8520	Night	18694	A	760.4	
14/12/2025	13 1591 9761	Day	73465	E	195.7	
15/12/2025	11 7010 8004	Night	72374	A	446.0	
16/12/2025	18 9173 2384	Day	95447	A	502.9	
17/12/2025	17 5805 3254	Day	99659	E	612.4	
18/12/2025	15 3525 1912	Night	55756	A	589.1	
19/12/2025	19 3139 2657	Day	25438	A	401.6	
20/12/2025	14 7554 7355	Day	20283	A	667.0	est.
21/12/2025	15 3908 6150	Day	95216	A	390.2	
22/12/2025	16 3463 1345	Day	97579	E	886.9	est.
23/12/2025	11 2787 1885	Day	57059	A	361.2	est.

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Meter readings: Ecorp Research Labs

Exported 19 January 2026 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
24/12/2025	15 3296 4987	Day	90649	A	613.7	
25/12/2025	23 8327 2316	Night	26975	E	281.7	
26/12/2025	19 2065 4504	Night	45344	A	870.2	no access
27/12/2025	14 6847 1904	Night	97263	A	92.8	
28/12/2025	21 5821 8310	Night	66012	E	460.5	
29/12/2025	12 1035 1122	Night	23598	A	173.7	
30/12/2025	13 9470 9715	Day	68966	E	334.4	
31/12/2025	21 8136 9623	Night	82982	E	424.4	
01/01/2026	10 1010 8999	Night	90141	E	563.1	
02/01/2026	12 3605 2195	Night	83103	A	90.7	est.
03/01/2026	20 5233 6368	Day	44756	A	586.3	est.
04/01/2026	12 4958 6399	Night	43705	A	220.1	no access
05/01/2026	22 9794 9928	Night	30649	A	887.4	no access
06/01/2026	11 3230 2815	Day	29344	A	80.1	
07/01/2026	11 9322 2277	Day	69166	A	769.6	
08/01/2026	21 7302 5502	Day	55851	A	657.1	est.
09/01/2026	12 8461 7842	Night	15421	A	897.1	
10/01/2026	16 8213 3730	Night	12929	A	488.8	
11/01/2026	19 7413 5783	Day	75253	A	446.5	
12/01/2026	15 6131 8243	Night	50141	A	487.5	no access
13/01/2026	20 7805 8947	Night	72197	A	227.1	no access
14/01/2026	14 3082 8220	Night	50651	A	640.4	est.
15/01/2026	16 9528 5600	Night	75775	E	262.2	
16/01/2026	19 2565 9482	Day	77792	A	798.1	
17/01/2026	18 6059 7388	Night	54892	A	849.7	no access
18/01/2026	10 5920 2697	Day	48835	A	594.7	est.

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

13/06/2025

Our ref: RO/6968

Helen Brandt
Head of Facilities
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Helen,

Re: Meter exchange at Ecorp House Manchester

Please note that late payment charges continue to accrue under clause 7 of the agreement. I am sorry for the delay in coming back to you on this. We propose to clear the balance of £30,668.24 in three equal instalments. We need the meter serial number and the date of the last exchange before we can go further.

The difference between the estimate and the actual reading comes to £30,668.24. Could you let me know who at Ecorp House Manchester can give our engineer access? Until this is resolved we will pay the undisputed part of each invoice only. The capacity charge was increased when the agreed supply capacity was exceeded in March 2025. We do not accept that the charges were applied correctly, and we reserve our position.

It would help to have the read history for the last twelve months. This has now been outstanding for more than sixty days. Our billing team will issue a credit note once the corrected reading has been validated.

We have looked again at invoice AEC-2025-104583 and can confirm that it was based on an estimated reading. Please find the revised figures set out below. I would be grateful if you could confirm the position by the end of the week. We would prefer to settle this without involving our solicitors. An actual reading was not obtained in March 2025 because our engineer could not get access to the meter room.

Yours sincerely,

Rachel Okafor

Rachel Okafor
Key Account Manager, Acme Electric Company

2 October 2025

Call w/ Tom A. - Ecorp House Manchester

- ACTION: revised invoice by Fri

- they will part-pay only

- check clause 5

- £32,684.37 in dispute

- ask Priya for read history

- ring back Thurs am

- wants credit note ASAP

- est. reads since June 2025

- who signed off the estimate??

- chase Simon re serial no.

Priya Anand

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 12 April 2024 10:07
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Helen,

I am sorry for the delay in coming back to you on this. The difference between the estimate and the actual reading comes to £15,048.20.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Tuesday, 9 April 2024 12:43
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Priya,

It would help to have the read history for the last twelve months. Our records show that the half-hourly data for Ecorp Contact Centre is complete from March 2024 onwards. I would be grateful if you could confirm the position by the end of the week. The capacity charge was increased when the agreed supply capacity was exceeded in March 2024.

We do not accept that the charges were applied correctly, and we reserve our position. We would prefer to settle this without involving our solicitors.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 5 April 2024 15:39
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Hi Helen,

As discussed on our call, the next step is a joint visit to the site. We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement. This has now been outstanding for more than sixty days.

We have looked again at invoice AEC-2024-105708 and can confirm that it was based on an estimated reading. Until this is resolved we will pay the undisputed part of each invoice only. Please find the revised figures set out below.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Tuesday, 2 April 2024 10:32
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

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Hi Priya,

The figures in your schedule do not match the invoices we received. I will raise it at the next account review meeting.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Tuesday, 2 April 2024 15:15
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Dear Helen,

Could you let me know who at Ecorp Contact Centre can give our engineer access? I attach the readings we took ourselves so that you can compare them with yours.

Thank you for your message about Ecorp Contact Centre. Please treat the earlier statement as withdrawn. The tariff applied was the one notified in the price change letter. We propose to clear the balance of £15,048.20 in three equal instalments.

I have copied in Maria Castellanos, who is dealing with the account day to day. Nothing has changed on our side since we last spoke. I understand the frustration and want to get this closed out. Our billing team will issue a credit note once the corrected reading has been validated.

Many thanks,
Priya Anand
Metering Analyst, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Saturday, 30 March 2024 07:08
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Priya,

An actual reading was not obtained in March 2024 because our engineer could not get access to the meter room. We have looked again at invoice AEC-2024-105708 and can confirm that it was based on an estimated reading. I will raise it at the next account review meeting. Our records show that the half-hourly data for Ecorp Contact Centre is complete from March 2024 onwards.

As discussed on our call, the next step is a joint visit to the site. We would prefer to settle this without involving our solicitors. It would help to have the read history for the last twelve months. We propose to clear the balance of £15,048.20 in three equal instalments.

I have copied in Maria Castellanos, who is dealing with the account day to day. This has now been outstanding for more than sixty days.

Best,
Helen Brandt
Head of Facilities, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Thursday, 28 March 2024 17:45
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

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Helen,

The capacity charge was increased when the agreed supply capacity was exceeded in March 2024. Until this is resolved we will pay the undisputed part of each invoice only. I would be grateful if you could confirm the position by the end of the week. The tariff applied was the one notified in the price change letter.

Nothing has changed on our side since we last spoke. I attach the readings we took ourselves so that you can compare them with yours. I understand the frustration and want to get this closed out.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Saturday, 23 March 2024 10:00
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Dear Priya,

We do not accept that the charges were applied correctly, and we reserve our position. Our billing team will issue a credit note once the corrected reading has been validated. The figures in your schedule do not match the invoices we received. Please find the revised figures set out below.

Please note that late payment charges continue to accrue under clause 7 of the agreement. I am sorry for the delay in coming back to you on this. Could you let me know who at Ecorp Contact Centre can give our engineer access? Thank you for your message about Ecorp Contact Centre.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Wednesday, 20 March 2024 12:22
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Meter exchange at Ecorp Contact Centre

Dear Helen,

The difference between the estimate and the actual reading comes to £15,048.20. Please treat the earlier statement as withdrawn.

Kind regards,
Priya Anand
Metering Analyst, Acme Electric Company

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James Whitlock

From: James Whitlock <james.whitlock@acme-electric.example>
Sent: Friday, 7 March 2025 11:02
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Cc: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Change of tariff at Ecorp Warehouse 3

Dear Maria,

The capacity charge was increased when the agreed supply capacity was exceeded in January 2025. Could you let me know who at Ecorp Warehouse 3 can give our engineer access? I attach the readings we took ourselves so that you can compare them with yours.

Until this is resolved we will pay the undisputed part of each invoice only. The difference between the estimate and the actual reading comes to £29,360.82. I would be grateful if you could confirm the position by the end of the week.

Please treat the earlier statement as withdrawn. The tariff applied was the one notified in the price change letter. I have copied in Simon Lindqvist, who is dealing with the account day to day.

Please find the revised figures set out below. The figures in your schedule do not match the invoices we received.

Many thanks,
James Whitlock
Field Services Supervisor, Acme Electric Company

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Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

12th August 2025
Our ref: NI/6924

Simon Lindqvist
Billing Operations Lead
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Simon,

Re: Disputed charges for May 2025

Please treat the earlier statement as withdrawn. Nothing has changed on our side since we last spoke. Please note that late payment charges continue to accrue under clause 7 of the agreement. We have looked again at invoice AEC-2025-108724 and can confirm that it was based on an estimated reading.

We propose to clear the balance of £6,871.38 in three equal instalments. I attach the readings we took ourselves so that you can compare them with yours. I am sorry for the delay in coming back to you on this. Could you let me know who at Ecorp Research Labs can give our engineer access?

We would prefer to settle this without involving our solicitors. The figures in your schedule do not match the invoices we received. Our billing team will issue a credit note once the corrected reading has been validated.

Yours sincerely,

Nadia Iqbal

Nadia Iqbal
Energy Manager, Ecorp Group

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Tuesday, 13 January 2026 18:39
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: Invoice AEC-2026-108811 attached
Attachments: AEC-2026-108811.pdf

Oliver,

We would prefer to settle this without involving our solicitors. Until this is resolved we will pay the undisputed part of each invoice only. This has now been outstanding for more than sixty days. Nothing has changed on our side since we last spoke.

As discussed on our call, the next step is a joint visit to the site. The capacity charge was increased when the agreed supply capacity was exceeded in November 2025. Our records show that the half-hourly data for Ecorp Retail Park is complete from November 2025 onwards. The difference between the estimate and the actual reading comes to £3,859.68.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2026-108811**
Invoice date	**10 January 2026**
Account number	**4350 2858 80**
Site	**Ecorp Research Labs**

Total due

£6,127.96

Please pay by 9 February 2026

Charges for the period 2 December 2025 to 1 January 2026

Charge	Amount
Unit charges, day	£1,930.84
Unit charges, night	£2,198.84
Standing charge	£116.95
Capacity charge	£693.58
Climate change levy	£166.42

Net	£5,106.63
VAT at 20%	£1,021.33
Total due	**£6,127.96**

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Date	MPAN	Register	Reading	Type	kWh
02 Dec	9143 8038	Day	40400	E	689.8
03 Dec	9862 1863	Day	10555	A	380.0
04 Dec	3983 6113	Night	54289	E	819.0
05 Dec	7891 2110	Day	60116	E	584.9
06 Dec	6121 3908	Day	23992	A	810.6
07 Dec	6197 4057	Day	62080	A	156.9
08 Dec	5358 6391	Day	63870	A	422.2
09 Dec	1412 7871	Day	72671	E	198.5
10 Dec	9069 2783	Day	19077	A	342.8
11 Dec	7753 8838	Day	10408	A	449.7
12 Dec	4364 7094	Day	28545	E	142.4
13 Dec	9508 6802	Day	92854	A	586.5
14 Dec	7029 8094	Day	96304	A	693.5
15 Dec	5892 1687	Day	28331	A	200.1
16 Dec	6356 9685	Day	69652	A	774.6
17 Dec	8599 3195	Night	66850	A	489.4
18 Dec	3058 4732	Night	27091	A	201.5
19 Dec	3366 5071	Day	77259	A	161.6
20 Dec	7402 5076	Night	77671	A	310.6
21 Dec	7131 3539	Day	89508	E	230.1
22 Dec	2269 6546	Day	69790	A	197.8
23 Dec	1313 1727	Night	98023	E	94.9
24 Dec	5206 9831	Day	35880	A	123.0
25 Dec	2816 1905	Day	14570	A	585.3
26 Dec	2933 1539	Day	24326	A	403.3
27 Dec	1038 1019	Night	57183	A	379.9
28 Dec	4381 2034	Night	84916	E	707.4
29 Dec	3141 5599	Night	26421	E	690.1
30 Dec	8632 4434	Day	91147	A	661.6
31 Dec	2492 2575	Night	37991	A	657.4

Type A is an actual reading and type E is an estimate.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Monday, 29 September 2025 10:42
To: Oliver Reyes <oliver.reyes@ecorp.example>
Subject: Read history for Ecorp Contact Centre
Attachments: readings_export.xlsx

Oliver,

The figures in your schedule do not match the invoices we received. The tariff applied was the one notified in the price change letter.

I understand the frustration and want to get this closed out. Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp Research Labs can give our engineer access? I attach the readings we took ourselves so that you can compare them with yours.

This has now been outstanding for more than sixty days. We would prefer to settle this without involving our solicitors. Thank you for your message about Ecorp Research Labs. The difference between the estimate and the actual reading comes to £47,559.10.

An actual reading was not obtained in July 2025 because our engineer could not get access to the meter room. Nothing has changed on our side since we last spoke. It would help to have the read history for the last twelve months. I am sorry for the delay in coming back to you on this.

Many thanks,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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Meter readings: Ecorp Contact Centre

Exported 27 September 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
24/05/2025	16 4306 8916	Night	62114	A	489.6	
25/05/2025	13 2953 8152	Night	25458	E	753.9	est.
26/05/2025	13 3516 5165	Day	99507	A	525.3	
27/05/2025	23 2528 8270	Night	28396	A	192.6	
28/05/2025	12 3511 3017	Day	98630	A	338.6	
29/05/2025	23 8177 7699	Day	47714	A	243.2	est.
30/05/2025	13 1904 3424	Day	21013	A	781.5	est.
31/05/2025	17 2392 4876	Night	23812	A	817.4	no access
01/06/2025	22 4934 4661	Night	73859	A	808.3	est.
02/06/2025	12 8815 3381	Night	40059	E	175.3	est.
03/06/2025	15 5838 2978	Night	30747	A	822.0	no access
04/06/2025	11 4770 7381	Day	68637	A	334.4	
05/06/2025	12 7664 9487	Day	40781	A	770.8	est.
06/06/2025	10 5632 9380	Night	83727	A	730.1	
07/06/2025	21 9669 2794	Day	46732	A	532.3	
08/06/2025	18 4706 5398	Night	47291	E	411.4	no access
09/06/2025	15 4264 5228	Day	23933	A	215.3	
10/06/2025	21 7883 2698	Night	70188	A	883.3	est.
11/06/2025	18 9137 8943	Day	79054	A	398.4	
12/06/2025	18 7415 6956	Day	17661	A	632.4	no access
13/06/2025	12 9433 7229	Night	49637	E	577.3	
14/06/2025	23 4930 5289	Day	42481	A	512.0	
15/06/2025	14 8128 9939	Day	24719	E	611.1	
16/06/2025	16 1395 6397	Night	90095	E	701.4	
17/06/2025	18 7396 5148	Day	97403	A	517.6	est.
18/06/2025	11 5012 9068	Night	57232	E	695.0	
19/06/2025	21 9023 5033	Night	76823	A	118.5	est.
20/06/2025	11 9951 4659	Day	86775	E	707.9	
21/06/2025	22 5059 5365	Night	81278	A	114.2	est.
22/06/2025	18 2956 8743	Day	24260	A	394.7	est.
23/06/2025	15 2715 9111	Day	32992	A	800.8	
24/06/2025	10 9703 2920	Day	69020	A	733.8	est.
25/06/2025	13 3169 4051	Night	38543	A	612.8	
26/06/2025	13 5060 7281	Day	32357	A	589.1	
27/06/2025	17 5806 3338	Day	72388	A	207.3	no access
28/06/2025	21 7907 9979	Night	28956	E	136.4	
29/06/2025	22 5651 7408	Day	39345	A	448.6	
30/06/2025	12 2914 6006	Night	66989	E	436.4	no access
01/07/2025	20 4418 9928	Day	19891	A	161.6	
02/07/2025	16 5526 4584	Night	83206	A	261.0	
03/07/2025	14 6552 5720	Day	58345	A	875.5	
04/07/2025	10 7694 3717	Day	55725	A	592.0	no access

Meter readings: Ecorp Contact Centre

Exported 27 September 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
05/07/2025	14 7375 9943	Night	42012	E	249.0	
06/07/2025	19 2193 3241	Night	51899	A	248.1	
07/07/2025	13 7202 4951	Day	70615	E	94.9	
08/07/2025	12 1556 6943	Day	82092	A	344.2	
09/07/2025	10 5104 5390	Night	30135	A	607.1	no access
10/07/2025	19 1910 5413	Day	39992	E	249.8	no access
11/07/2025	16 5523 6129	Night	13862	A	587.5	
12/07/2025	22 6295 2137	Night	99191	A	142.8	est.
13/07/2025	14 4666 8634	Day	56410	A	828.6	no access
14/07/2025	23 2772 6612	Night	26963	A	493.9	
15/07/2025	10 2635 7312	Night	77904	A	490.7	
16/07/2025	13 7522 6284	Night	99471	E	287.2	
17/07/2025	23 3030 1030	Day	59211	A	138.6	
18/07/2025	23 6112 6880	Night	79889	E	81.3	
19/07/2025	23 2897 2960	Day	58451	A	749.6	
20/07/2025	12 1837 1893	Night	65278	A	579.8	no access
21/07/2025	17 6303 7441	Night	14486	A	230.3	
22/07/2025	10 2804 9486	Night	50285	E	583.0	no access
23/07/2025	12 1271 5540	Day	55882	A	543.0	est.
24/07/2025	22 7824 3343	Night	58774	A	508.7	
25/07/2025	18 5747 7475	Day	63553	A	255.9	est.
26/07/2025	14 7839 8996	Day	92143	A	86.8	est.
27/07/2025	12 6605 7630	Day	19717	E	217.2	est.
28/07/2025	18 3707 7147	Night	26810	E	425.6	
29/07/2025	21 9117 7390	Day	10030	A	446.2	no access
30/07/2025	18 3373 4624	Day	37412	A	801.2	
31/07/2025	16 6071 1036	Day	31396	E	718.3	
01/08/2025	10 9696 5422	Day	83304	A	828.0	est.
02/08/2025	23 3604 4053	Night	80515	E	231.7	no access
03/08/2025	19 8524 7051	Night	35465	E	455.1	
04/08/2025	22 2371 5272	Day	86121	A	645.8	
05/08/2025	18 1769 6535	Night	48792	A	192.7	est.
06/08/2025	18 7772 8620	Day	74286	A	683.8	
07/08/2025	12 2254 9370	Day	61974	A	116.9	est.
08/08/2025	12 3523 8426	Night	56400	E	238.4	
09/08/2025	10 3114 1421	Day	42099	A	837.1	
10/08/2025	23 4094 6229	Day	87079	A	559.5	
11/08/2025	20 6367 4896	Night	12144	A	663.8	est.
12/08/2025	12 2464 1162	Night	28521	E	187.0	no access
13/08/2025	17 3166 9230	Night	58767	A	531.3	est.
14/08/2025	12 2165 1541	Day	35349	E	435.0	no access
15/08/2025	17 6203 9152	Night	88234	A	849.3	

Meter readings: Ecorp Contact Centre

Exported 27 September 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
16/08/2025	17 5765 5269	Night	80465	E	578.1	no access
17/08/2025	17 8632 4879	Night	83306	A	520.2	no access
18/08/2025	16 1639 7138	Night	67976	A	168.4	
19/08/2025	16 7060 7983	Night	78388	A	336.1	no access
20/08/2025	21 4494 7728	Night	84043	A	229.7	no access
21/08/2025	12 7374 1866	Day	90408	A	485.0	no access
22/08/2025	22 3075 5410	Day	70151	A	114.1	est.
23/08/2025	16 9597 6038	Day	90736	A	269.9	
24/08/2025	14 1268 6575	Night	94201	A	124.1	
25/08/2025	21 8714 1492	Day	86649	E	404.0	
26/08/2025	17 1690 8949	Day	57707	A	308.1	est.
27/08/2025	20 2934 5635	Day	15567	A	377.1	est.
28/08/2025	15 3014 2141	Night	29661	A	822.9	no access
29/08/2025	23 2587 6532	Night	67016	A	476.5	est.
30/08/2025	17 8859 3295	Day	44566	A	547.3	est.
31/08/2025	15 8833 6941	Night	21111	E	810.0	
01/09/2025	14 3779 5833	Night	44314	A	214.0	
02/09/2025	13 2969 3631	Day	77450	E	718.3	est.
03/09/2025	16 4038 2403	Day	73549	A	251.7	no access
04/09/2025	19 4725 9248	Night	93471	A	315.5	
05/09/2025	18 4189 3973	Night	34117	A	204.0	est.
06/09/2025	12 9546 7456	Night	85776	E	113.4	
07/09/2025	16 9468 4256	Day	56952	E	276.1	est.
08/09/2025	14 9289 3594	Night	43724	A	222.7	no access
09/09/2025	13 5130 3853	Day	85263	A	385.6	est.
10/09/2025	23 7596 3376	Day	77879	A	475.0	
11/09/2025	20 1120 3092	Day	77700	A	211.4	no access
12/09/2025	23 3233 6995	Night	72900	E	191.6	
13/09/2025	18 7347 5201	Night	91547	E	862.7	
14/09/2025	23 8214 4841	Night	35811	A	724.2	est.
15/09/2025	21 8391 6173	Night	85790	A	753.4	
16/09/2025	10 2559 2167	Night	21087	A	509.1	
17/09/2025	13 4299 1555	Night	81602	A	457.0	
18/09/2025	21 7098 7485	Day	43571	A	115.9	
19/09/2025	21 9160 1046	Day	33308	A	263.5	
20/09/2025	21 7679 7858	Day	57492	A	828.4	est.
21/09/2025	15 2792 6242	Day	84156	E	404.5	
22/09/2025	13 6998 6462	Night	31337	A	729.1	est.
23/09/2025	14 7507 5439	Day	96961	A	847.6	
24/09/2025	19 9857 1710	Day	66697	A	279.7	
25/09/2025	16 8131 8337	Day	76617	A	721.0	
26/09/2025	18 8331 2762	Night	76891	E	893.7	

MINUTES OF ACCOUNT REVIEW MEETING

Date	**25 April 2025**
Location	**Acme offices, Sheffield**
Present	**David Mbeki, Maria Castellanos, Priya Anand**
	Nadia Iqbal, Oliver Reyes
Apologies	**Helen Brandt**

1. Any other business

The tariff applied was the one notified in the price change letter. The difference between the estimate and the actual reading comes to £35,788.42. Please treat the earlier statement as withdrawn. Our exposure on the disputed invoices is about £35,788.42.

The capacity charge was increased when the agreed supply capacity was exceeded in March 2025. Please do not discuss this with the customer until legal have reviewed it. Please find the revised figures set out below. The account remains commercially important and we want to keep it.

2. Estimated readings

Our records show that the half-hourly data for Ecorp House Manchester is complete from March 2025 onwards. I have asked metering for the full read history. Field services could not get access on two visits, and the visit notes are on the job record. Nadia Iqbal will own the actions from here.

Please note that late payment charges continue to accrue under clause 7 of the agreement. I understand the frustration and want to get this closed out. We would prefer to settle this without involving our solicitors.

I am sorry for the delay in coming back to you on this. I will raise it at the next account review meeting. It would help to have the read history for the last twelve months.

3. Meter exchange programme

Credit control should hold the late payment charges until this is settled. We have looked again at invoice AEC-2025-108474 and can confirm that it was based on an estimated reading.

4. Price change

This has now been outstanding for more than sixty days. Nothing has changed on our side since we last spoke.

5. Data requests

I have copied in Nadia Iqbal, who is dealing with the account day to day. Ecorp have now raised the estimated readings at Ecorp House Manchester three times.

6. Payment performance

My recommendation is that we credit the difference and re-bill on actual readings. Until this is resolved we will pay the undisputed part of each invoice only. Thank you for your message about Ecorp House Manchester.

An actual reading was not obtained in March 2025 because our engineer could not get access to the meter room. Could you let me know who at Ecorp House Manchester can give our engineer access?

7. Site access

Our billing team will issue a credit note once the corrected reading has been validated. We need the meter serial number and the date of the last exchange before we can go further. Invoice AEC-2025-108474 should not have gone out in that form. We propose to clear the balance of £35,788.42 in three equal instalments.

I attach the readings we took ourselves so that you can compare them with yours. We should expect a formal complaint if this is not resolved before the next review.

Actions

Action	Owner	Due
The figures in your schedule do not match the invoices we rece	Oliver Reyes	28 May 2025
Billing confirms that no actual read was taken between March 2	Maria Castellanos	14 May 2025
As discussed on our call, the next step is a joint visit to th	Nadia Iqbal	19 May 2025
I would be grateful if you could confirm the position by the e	Maria Castellanos	24 May 2025
We do not accept that the charges were applied correctly, and	Maria Castellanos	6 May 2025

ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · business@acme-electric.example

8 August 2025

Oliver Reyes
General Counsel
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

NOTICE OF PRICE CHANGE

We are writing to give you notice under clause 8 of your supply agreement that our charges will change on 1 October 2025. The new rates for the supply points on your account are set out below.

Charge	Current	New
Day unit rate, per kWh	19.14p	20.40p
Night unit rate, per kWh	15.69p	18.36p
Standing charge, per day	73.13p	80.37p
Capacity charge, per kVA per month	112.45p	128.32p

The change reflects higher wholesale and network costs. You do not need to do anything, and your first invoice at the new rates will show the old and new charges separately.

Maria Castellanos

Head of Commercial, Acme Electric Company

Meter readings: Ecorp House Manchester

Exported 24 October 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
07/08/2025	13 3540 1369	Day	79193	A	114.6	no access
08/08/2025	11 3584 4765	Night	56428	A	756.2	no access
09/08/2025	11 3360 4213	Day	23884	E	740.5	no access
10/08/2025	16 1430 1994	Day	70760	A	538.7	
11/08/2025	11 6877 1410	Day	98730	E	358.8	
12/08/2025	22 3295 7423	Night	12294	A	740.1	
13/08/2025	18 3865 8156	Night	17449	A	457.1	
14/08/2025	19 1919 9682	Day	30893	A	504.8	
15/08/2025	22 6830 5199	Day	86326	E	771.6	
16/08/2025	23 6954 8209	Day	68982	A	375.3	
17/08/2025	15 9731 6055	Day	63962	A	767.5	est.
18/08/2025	18 3095 5231	Night	57991	A	790.3	no access
19/08/2025	21 8396 8632	Day	22100	A	654.2	est.
20/08/2025	16 5763 6017	Night	50364	A	841.8	
21/08/2025	11 1105 4732	Day	93735	A	644.8	
22/08/2025	20 7632 9158	Night	40820	E	547.3	
23/08/2025	20 1515 7062	Day	84115	A	301.1	
24/08/2025	18 6527 7926	Day	60368	E	497.9	est.
25/08/2025	15 8293 4732	Night	97713	E	660.3	
26/08/2025	15 1388 9217	Day	54100	E	189.9	
27/08/2025	20 8404 3529	Night	84631	A	226.5	
28/08/2025	11 8734 3051	Night	49257	A	792.3	no access
29/08/2025	21 9738 6122	Night	26634	A	583.4	est.
30/08/2025	21 8384 4024	Night	81608	A	127.2	
31/08/2025	23 7677 2837	Day	34830	E	718.9	
01/09/2025	13 2331 8634	Day	54967	A	296.0	

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Meter readings: Ecorp House Manchester

Exported 24 October 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
02/09/2025	12 1142 1342	Night	68251	A	198.8	
03/09/2025	10 7998 9358	Day	68266	A	706.2	est.
04/09/2025	13 1446 4153	Night	18287	A	682.6	
05/09/2025	23 5405 8275	Night	55219	A	652.5	est.
06/09/2025	14 8183 4015	Night	52338	A	458.7	
07/09/2025	23 4259 9142	Night	43855	E	674.5	
08/09/2025	21 9900 9668	Day	41304	E	460.6	
09/09/2025	17 7740 3926	Night	12966	A	248.2	est.
10/09/2025	10 4023 7858	Night	96601	A	360.7	
11/09/2025	14 8532 1704	Night	13143	A	767.6	est.
12/09/2025	23 3927 2274	Day	39095	A	481.4	est.
13/09/2025	11 2266 5300	Night	16353	A	356.9	est.
14/09/2025	23 1687 3478	Night	17619	A	386.8	
15/09/2025	17 7778 3028	Day	97072	E	614.4	no access
16/09/2025	14 1561 3778	Night	19284	A	529.0	
17/09/2025	19 1807 9620	Night	91947	A	635.9	no access
18/09/2025	13 3675 2475	Night	50378	A	735.8	
19/09/2025	17 6953 4662	Night	34928	A	543.8	
20/09/2025	20 6682 7707	Night	15392	E	432.8	
21/09/2025	18 2559 6183	Day	51223	A	534.6	
22/09/2025	13 5516 4030	Day	45481	A	698.6	
23/09/2025	18 1606 3872	Day	45782	A	374.6	est.
24/09/2025	17 6140 3266	Night	45148	A	490.6	
25/09/2025	17 5425 2203	Day	92332	E	297.6	no access
26/09/2025	22 1348 1535	Night	96670	A	550.9	no access
27/09/2025	19 1622 7892	Night	51750	E	515.0	

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Meter readings: Ecorp House Manchester

Exported 24 October 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
28/09/2025	10 5898 7422	Day	99800	A	865.0	est.
29/09/2025	10 5778 2032	Day	68504	A	125.8	
30/09/2025	13 1833 6485	Night	96651	A	82.2	
01/10/2025	20 7776 7488	Night	25272	A	378.2	
02/10/2025	21 2869 7423	Day	60694	A	571.9	no access
03/10/2025	23 1751 2039	Day	35883	A	741.1	
04/10/2025	18 1613 4279	Day	77915	A	420.3	
05/10/2025	22 8641 8723	Night	79387	A	222.9	est.
06/10/2025	14 9829 4887	Day	90618	E	795.8	no access
07/10/2025	18 8202 2329	Day	60711	E	838.2	
08/10/2025	22 4620 8170	Day	25474	A	844.1	est.
09/10/2025	20 5640 6832	Night	89411	E	156.8	
10/10/2025	14 5464 7471	Night	12929	E	683.2	est.
11/10/2025	22 5020 4974	Night	29514	E	768.5	
12/10/2025	10 2758 7327	Day	30326	A	165.8	
13/10/2025	19 5634 7714	Day	51766	A	499.7	
14/10/2025	16 4027 3520	Night	73406	E	891.8	no access
15/10/2025	21 1298 4804	Day	80852	A	511.5	
16/10/2025	12 4195 8721	Day	87504	A	724.0	
17/10/2025	20 7113 5734	Night	94046	E	376.0	
18/10/2025	22 4857 6146	Night	47505	E	322.8	
19/10/2025	21 5701 7961	Day	67391	A	820.4	
20/10/2025	16 2312 8467	Night	89870	E	507.2	no access
21/10/2025	21 6478 7761	Night	15098	A	391.5	est.
22/10/2025	15 8211 2738	Day	68529	A	621.2	est.
23/10/2025	23 2310 8249	Night	75085	A	337.0	

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Simon Lindqvist

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Monday, 27 May 2024 08:02
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Simon,

I am sorry for the delay in coming back to you on this. Our billing team will issue a credit note once the corrected reading has been validated. Please treat the earlier statement as withdrawn.

We propose to clear the balance of £35,863.89 in three equal instalments. We would prefer to settle this without involving our solicitors. Our records show that the half-hourly data for Ecorp Tower is complete from February 2024 onwards.

As discussed on our call, the next step is a joint visit to the site. Nothing has changed on our side since we last spoke. An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room. This has now been outstanding for more than sixty days.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Monday, 27 May 2024 10:46
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Late payment charges on AEC-2024-106812

Hi Helen,

We have looked again at invoice AEC-2024-106812 and can confirm that it was based on an estimated reading. Until this is resolved we will pay the undisputed part of each invoice only. Please find the revised figures set out below.

The capacity charge was increased when the agreed supply capacity was exceeded in February 2024. The figures in your schedule do not match the invoices we received. The difference between the estimate and the actual reading comes to £35,863.89.

I understand the frustration and want to get this closed out. The tariff applied was the one notified in the price change letter. We do not accept that the charges were applied correctly, and we reserve our position.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 24 May 2024 14:53
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Hi Simon,

I would be grateful if you could confirm the position by the end of the week. I have copied in Helen Brandt, who is dealing with the account day to day. Thank you for your message about Ecorp Tower. I attach the readings we took ourselves so that you can compare them with yours.

I will raise it at the next account review meeting. We need the meter serial number and the date of the last exchange before we can go further.

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Kind regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Friday, 24 May 2024 11:42
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Late payment charges on AEC-2024-106812

Hi Helen,

Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp Tower can give our engineer access? It would help to have the read history for the last twelve months.

I would be grateful if you could confirm the position by the end of the week. Until this is resolved we will pay the undisputed part of each invoice only.

Our billing team will issue a credit note once the corrected reading has been validated. The tariff applied was the one notified in the price change letter.

Many thanks,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 24 May 2024 17:52
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Hi Simon,

We propose to clear the balance of £35,863.89 in three equal instalments. I am sorry for the delay in coming back to you on this. I have copied in Helen Brandt, who is dealing with the account day to day.

I understand the frustration and want to get this closed out. This has now been outstanding for more than sixty days. We would prefer to settle this without involving our solicitors. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Kind regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Thursday, 23 May 2024 13:10
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Late payment charges on AEC-2024-106812

Dear Helen,

Please find the revised figures set out below. Could you let me know who at Ecorp Tower can give our engineer access? The capacity charge was increased when the agreed supply capacity was exceeded in February 2024.

Thank you for your message about Ecorp Tower. Please treat the earlier statement as withdrawn.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Tuesday, 21 May 2024 09:01
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Simon,

The difference between the estimate and the actual reading comes to £35,863.89. Our records show that the half-hourly data for Ecorp Tower is complete from February 2024 onwards. We need the meter serial number and the date of the last exchange before we can go further.

It would help to have the read history for the last twelve months. An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room.

I will raise it at the next account review meeting. We do not accept that the charges were applied correctly, and we reserve our position. I attach the readings we took ourselves so that you can compare them with yours. Nothing has changed on our side since we last spoke.

Many thanks,
Helen Brandt
Head of Facilities, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Sunday, 19 May 2024 10:21
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Late payment charges on AEC-2024-106812

Helen,

We have looked again at invoice AEC-2024-106812 and can confirm that it was based on an estimated reading. As discussed on our call, the next step is a joint visit to the site. The figures in your schedule do not match the invoices we received. The capacity charge was increased when the agreed supply capacity was exceeded in February 2024.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Wednesday, 15 May 2024 09:17
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Dear Simon,

I understand the frustration and want to get this closed out. I am sorry for the delay in coming back to you on this. I will raise it at the next account review meeting. Thank you for your message about Ecorp Tower.

Kind regards,
Helen Brandt
Head of Facilities, Ecorp Group

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Sunday, 12 May 2024 07:02
To: Helen Brandt <helen.brandt@ecorp.example>
Subject: RE: Late payment charges on AEC-2024-106812

Helen,

Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further.

Our billing team will issue a credit note once the corrected reading has been validated. The figures in your schedule do not match the invoices we received.

Many thanks,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 10 May 2024 08:55
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Late payment charges on AEC-2024-106812

Simon,

An actual reading was not obtained in February 2024 because our engineer could not get access to the meter room. We propose to clear the balance of £35,863.89 in three equal instalments. It would help to have the read history for the last twelve months. We would prefer to settle this without involving our solicitors.

We have looked again at invoice AEC-2024-106812 and can confirm that it was based on an estimated reading. Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp Tower can give our engineer access?

Kind regards,
Helen Brandt
Head of Facilities, Ecorp Group

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

5 July 2024

Our ref: MC/4738

Oliver Reyes
General Counsel
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Oliver,

Re: Meter serial numbers at Ecorp House Manchester

We propose to clear the balance of £3,238.25 in three equal instalments. I am sorry for the delay in coming back to you on this. The capacity charge was increased when the agreed supply capacity was exceeded in June 2024.

Please find the revised figures set out below. I have copied in James Whitlock, who is dealing with the account day to day. As discussed on our call, the next step is a joint visit to the site. An actual reading was not obtained in June 2024 because our engineer could not get access to the meter room. We would prefer to settle this without involving our solicitors.

We need the meter serial number and the date of the last exchange before we can go further. Thank you for your message about Ecorp House Manchester. I attach the readings we took ourselves so that you can compare them with yours.

The difference between the estimate and the actual reading comes to £3,238.25. Please note that late payment charges continue to accrue under clause 7 of the agreement. Our billing team will issue a credit note once the corrected reading has been validated.

Yours sincerely,

Maria Castellanos

Maria Castellanos
Head of Commercial, Acme Electric Company

Priya Anand

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 15 August 2025 13:20
To: Priya Anand <priya.anand@acme-electric.example>
Cc: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Dear Priya,

We do not accept that the charges were applied correctly, and we reserve our position. Please note that late payment charges continue to accrue under clause 7 of the agreement. The figures in your schedule do not match the invoices we received. Thank you for your message about Ecorp Tower.

Best,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Monday, 11 August 2025 07:25
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Hi Tom,

Please find the revised figures set out below. Please treat the earlier statement as withdrawn.

We have looked again at invoice AEC-2025-104131 and can confirm that it was based on an estimated reading. Until this is resolved we will pay the undisputed part of each invoice only. Our billing team will issue a credit note once the corrected reading has been validated.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Wednesday, 6 August 2025 08:51
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Priya,

I will raise it at the next account review meeting. Our records show that the half-hourly data for Ecorp Tower is complete from July 2025 onwards. I understand the frustration and want to get this closed out.

The tariff applied was the one notified in the price change letter. We would prefer to settle this without involving our solicitors. Nothing has changed on our side since we last spoke. I attach the readings we took ourselves so that you can compare them with yours.

I am sorry for the delay in coming back to you on this. As discussed on our call, the next step is a joint visit to the site. We need the meter serial number and the date of the last exchange before we can go further.

Kind regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

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From: Priya Anand <priya.anand@acme-electric.example>
Sent: Friday, 1 August 2025 18:35
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Tom,

The difference between the estimate and the actual reading comes to £43,234.21. An actual reading was not obtained in July 2025 because our engineer could not get access to the meter room. I would be grateful if you could confirm the position by the end of the week.

I have copied in Maria Castellanos, who is dealing with the account day to day. This has now been outstanding for more than sixty days. It would help to have the read history for the last twelve months.

Could you let me know who at Ecorp Tower can give our engineer access? The capacity charge was increased when the agreed supply capacity was exceeded in July 2025.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Monday, 28 July 2025 18:18
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Hi Priya,

We propose to clear the balance of £43,234.21 in three equal instalments. I understand the frustration and want to get this closed out.

Many thanks,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Saturday, 26 July 2025 09:37
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Tom,

It would help to have the read history for the last twelve months. We have looked again at invoice AEC-2025-104131 and can confirm that it was based on an estimated reading. Please treat the earlier statement as withdrawn.

Regards,
Priya Anand
Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 25 July 2025 10:19
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Priya,

Thank you for your message about Ecorp Tower. This has now been outstanding for more than sixty days. As discussed on our call, the next step is a joint visit to the site. We would prefer to settle this without involving our solicitors.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Best,

Tom Achebe

Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Tuesday, 22 July 2025 17:48
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Hi Tom,

I am sorry for the delay in coming back to you on this. We propose to clear the balance of £43,234.21 in three equal instalments. Until this is resolved we will pay the undisputed part of each invoice only.

We need the meter serial number and the date of the last exchange before we can go further. The capacity charge was increased when the agreed supply capacity was exceeded in July 2025. Could you let me know who at Ecorp Tower can give our engineer access? We do not accept that the charges were applied correctly, and we reserve our position.

Please note that late payment charges continue to accrue under clause 7 of the agreement. I would be grateful if you could confirm the position by the end of the week. Our records show that the half-hourly data for Ecorp Tower is complete from July 2025 onwards.

Best,

Priya Anand

Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Thursday, 17 July 2025 09:50
To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Dear Priya,

Our billing team will issue a credit note once the corrected reading has been validated. An actual reading was not obtained in July 2025 because our engineer could not get access to the meter room.

Best,

Tom Achebe

Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Monday, 14 July 2025 13:35
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Tom,

Please find the revised figures set out below. I have copied in Maria Castellanos, who is dealing with the account day to day.

Many thanks,

Priya Anand

Metering Analyst, Acme Electric Company

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Saturday, 12 July 2025 11:44

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

To: Priya Anand <priya.anand@acme-electric.example>
Subject: RE: Estimated readings at Ecorp Tower

Hi Priya,

I will raise it at the next account review meeting. The difference between the estimate and the actual reading comes to £43,234.21. I attach the readings we took ourselves so that you can compare them with yours. The tariff applied was the one notified in the price change letter.

Regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

From: Priya Anand <priya.anand@acme-electric.example>
Sent: Wednesday, 9 July 2025 16:08
To: Tom Achebe <tom.achebe@ecorp.example>
Subject: RE: Estimated readings at Ecorp Tower

Dear Tom,

Nothing has changed on our side since we last spoke. The figures in your schedule do not match the invoices we received. I will raise it at the next account review meeting.

Best,
Priya Anand
Metering Analyst, Acme Electric Company

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15/4/26

Call w/ Helen B. - Ecorp Retail Park

- wants credit note ASAP

- ACTION: revised invoice by Fri

- they will part-pay only

- ring back Thurs am

- AEC-2026-108303 - wrong tariff?

- est. reads since March 2026

- access refused x2

INTERNAL MEMORANDUM

Acme Electric Company

To: Rachel Okafor, Key Account Manager

From: James Whitlock, Field Services Supervisor

Date: 24 October 2025

Re: Draft amendment to the supply agreement

My recommendation is that we credit the difference and re-bill on actual readings. The account remains commercially important and we want to keep it.

We should expect a formal complaint if this is not resolved before the next review. Field services could not get access on two visits, and the visit notes are on the job record. Ecorp have now raised the estimated readings at Ecorp House Manchester three times.

Our exposure on the disputed invoices is about £22,164.43. Please do not discuss this with the customer until legal have reviewed it. Rachel Okafor will own the actions from here.

Billing confirms that no actual read was taken between July 2025 and the following quarter. Credit control should hold the late payment charges until this is settled.

Invoice AEC-2025-109791 should not have gone out in that form. I have asked metering for the full read history. We should expect a formal complaint if this is not resolved before the next review. Field services could not get access on two visits, and the visit notes are on the job record.

James

ACME ELECTRIC COMPANY

Powering business since 1954

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

INVOICE

Invoice number	**AEC-2024-107812**
Invoice date	**25 July 2024**
Account number	**4003 6059 87**
Site	**Ecorp Retail Park**

Total due

£9,754.39

Please pay by 24 August 2024

Charges for the period 16 June 2024 to 16 July 2024

Charge	Amount
Unit charges, day	£4,662.00
Unit charges, night	£2,691.77
Standing charge	£154.53
Capacity charge	£225.54
Climate change levy	£394.81

Net	£8,128.66
VAT at 20%	£1,625.73
Total due	**£9,754.39**

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Date	MPAN	Register	Reading	Type	kWh
16 Jun	2773 1895	Night	61720	A	705.2
17 Jun	9857 8449	Day	47125	E	115.5
18 Jun	6344 2388	Day	91247	A	520.4
19 Jun	2100 7650	Night	41030	E	103.7
20 Jun	2117 8758	Night	41971	E	867.9
21 Jun	3489 9455	Night	29771	A	511.1
22 Jun	2855 7401	Night	30589	A	108.0
23 Jun	9352 6334	Day	55355	A	353.2
24 Jun	9547 2185	Night	19050	E	144.3
25 Jun	1040 7268	Night	65689	A	337.4
26 Jun	3084 4424	Night	81375	A	797.4
27 Jun	8667 1674	Night	34879	A	442.5
28 Jun	1377 2014	Night	53747	A	715.9
29 Jun	9426 5789	Night	43482	E	744.2
30 Jun	8734 1484	Night	72091	A	285.4
01 Jul	3574 4508	Day	19836	E	659.1
02 Jul	2645 7052	Night	60761	E	622.6
03 Jul	8123 7108	Day	73472	A	807.0
04 Jul	6978 5112	Day	88632	A	833.4
05 Jul	4098 7884	Day	18471	A	433.9
06 Jul	8409 5395	Day	51980	A	489.3
07 Jul	5632 7461	Day	17307	A	90.2
08 Jul	6547 6130	Day	79296	A	96.4
09 Jul	1564 4849	Day	96437	A	689.9
10 Jul	8815 3136	Night	84986	A	409.1
11 Jul	3607 2001	Day	50603	A	329.1
12 Jul	4755 1064	Night	15215	E	458.8
13 Jul	1406 7932	Day	50971	A	637.4
14 Jul	7796 3426	Day	63754	A	606.6
15 Jul	7788 1720	Night	59618	E	101.4

Type A is an actual reading and type E is an estimate.

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Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

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ACME ELECTRIC COMPANY

Powering business since 1954

INVOICE

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

Invoice number	**AEC-2025-106126**
Invoice date	**3 September 2025**
Account number	**4501 4766 37**
Site	**Ecorp Warehouse 3**

Total due

£6,744.74

Please pay by 3 October 2025

Charges for the period 26 July 2025 to 25 August 2025

Charge	Amount
Unit charges, day	£1,924.01
Unit charges, night	£2,698.67
Standing charge	£151.72
Capacity charge	£725.61
Climate change levy	£120.61

Net	£5,620.62
VAT at 20%	£1,124.12
Total due	**£6,744.74**

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Date	MPAN	Register	Reading	Type	kWh
26 Jul	4881 6070	Day	63974	E	272.4
27 Jul	5503 2502	Day	63087	A	783.0
28 Jul	5767 2848	Day	27769	A	113.2
29 Jul	9772 4739	Day	15418	A	797.2
30 Jul	6702 6780	Day	64490	E	873.6
31 Jul	2241 5545	Night	50836	A	169.8
01 Aug	3420 5783	Night	18220	A	137.2
02 Aug	4613 8359	Night	30938	A	363.1
03 Aug	8251 9314	Day	62551	A	253.9
04 Aug	8292 1214	Night	13113	A	154.5
05 Aug	8790 1115	Night	44869	A	599.0
06 Aug	4298 9950	Day	91445	A	521.0
07 Aug	6349 9410	Night	12028	E	601.1
08 Aug	2509 3156	Day	79992	A	168.7
09 Aug	9713 9744	Day	48551	E	145.1
10 Aug	8072 6976	Night	96469	A	722.1
11 Aug	4084 1498	Night	02508	A	295.8
12 Aug	1161 8628	Night	70606	E	295.7
13 Aug	3647 3252	Day	10130	A	899.8
14 Aug	1384 1450	Day	80899	E	436.7
15 Aug	6739 5854	Night	86094	E	241.1
16 Aug	3089 2007	Day	63273	A	819.1
17 Aug	6548 8220	Day	65167	E	687.2
18 Aug	8556 1455	Night	58599	A	446.8
19 Aug	8146 3084	Night	78687	A	115.3
20 Aug	3882 5005	Day	72253	A	604.3
21 Aug	4654 5846	Day	75234	E	870.3
22 Aug	7364 5888	Day	45169	E	868.1
23 Aug	3949 1436	Night	36662	A	784.5
24 Aug	4641 7725	Day	86435	E	113.6

Type A is an actual reading and type E is an estimate.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

Bank transfer: Acme Electric Company Ltd, sort code 00-00-00, account 00000000, quoting the invoice number.

Direct debit: call 0808 157 0142 to set up a variable direct debit for this account.

Online: pay by card at pay.acme-electric.example using your account number.

Cheque: payable to Acme Electric Company Ltd, sent to PO Box 4410, Sheffield S98 1ZZ.

TERMS

Payment is due thirty days from the invoice date.

Interest is charged on overdue amounts under your supply agreement.

If you believe this invoice is wrong, tell us in writing within fourteen days and pay the part you do not dispute.

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

MINUTES OF ACCOUNT REVIEW MEETING

Date	**20 March 2026**
Location	**Ecorp Tower, London**
Present	**Maria Castellanos, James Whitlock, Rachel Okafor**
	Oliver Reyes, Tom Achebe
Apologies	**None**

1. Any other business

An actual reading was not obtained in February 2026 because our engineer could not get access to the meter room. Billing confirms that no actual read was taken between February 2026 and the following quarter.

Our records show that the half-hourly data for Ecorp House Manchester is complete from February 2026 onwards. Please find the revised figures set out below. Ecorp have now raised the estimated readings at Ecorp House Manchester three times.

2. Meter exchange programme

The tariff applied was the one notified in the price change letter. Could you let me know who at Ecorp House Manchester can give our engineer access? Please treat the earlier statement as withdrawn. This has now been outstanding for more than sixty days.

Maria Castellanos will own the actions from here. Invoice AEC-2026-109611 should not have gone out in that form.

3. Estimated readings

Please do not discuss this with the customer until legal have reviewed it. Please note that late payment charges continue to accrue under clause 7 of the agreement. The difference between the estimate and the actual reading comes to £1,396.39.

4. Data requests

I understand the frustration and want to get this closed out. Our billing team will issue a credit note once the corrected reading has been validated.

We would prefer to settle this without involving our solicitors. The figures in your schedule do not match the invoices we received. My recommendation is that we credit the difference and re-bill on actual readings.

5. Site access

We propose to clear the balance of £1,396.39 in three equal instalments. Field services could not get access on two visits, and the visit notes are on the job record. As discussed on our call, the next step is a joint visit to the site.

6. Price change

It would help to have the read history for the last twelve months. Thank you for your message about Ecorp House Manchester. Our exposure on the disputed invoices is about £1,396.39. We do not accept that the charges were applied correctly, and we reserve our position.

Until this is resolved we will pay the undisputed part of each invoice only. We should expect a formal complaint if this is not resolved before the next review. The account remains commercially important and we want to keep it.

Credit control should hold the late payment charges until this is settled. We need the meter serial number and the date of the last exchange before we can go further. I would be grateful if you could confirm the position by the end of the week.

Actions

Action	Owner	Due
Nothing has changed on our side since we last spoke.	Maria Castellanos	27 March 2026
We have looked again at invoice AEC-2026-109611 and can confir	Tom Achebe	11 April 2026
I attach the readings we took ourselves so that you can compar	Rachel Okafor	23 April 2026
I have copied in Maria Castellanos, who is dealing with the ac	James Whitlock	25 April 2026
The capacity charge was increased when the agreed supply capac	Rachel Okafor	5 April 2026
I have asked metering for the full read history.	Maria Castellanos	20 April 2026

James Whitlock

From: Helen Brandt <helen.brandt@ecorp.example>
Sent: Friday, 5 December 2025 07:57
To: James Whitlock <james.whitlock@acme-electric.example>
Subject: RE: Half-hourly data for Ecorp House Manchester

Dear James,

Please treat the earlier statement as withdrawn. We have looked again at invoice AEC-2025-107773 and can confirm that it was based on an estimated reading. Until this is resolved we will pay the undisputed part of each invoice only. Thank you for your message about Ecorp House Manchester.

The difference between the estimate and the actual reading comes to £12,992.24. I attach the readings we took ourselves so that you can compare them with yours. We would prefer to settle this without involving our solicitors.

Regards,
Helen Brandt
Head of Facilities, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

Rachel Okafor

From: Tom Achebe <tom.achebe@ecorp.example>
Sent: Friday, 16 August 2024 09:21
To: Rachel Okafor <rachel.okafor@acme-electric.example>
Subject: Read history for Ecorp Warehouse 3
Attachments: readings_export.xlsx

Hi Rachel,

Thank you for your message about Ecorp Tower. I attach the readings we took ourselves so that you can compare them with yours. We would prefer to settle this without involving our solicitors.

It would help to have the read history for the last twelve months. Please note that late payment charges continue to accrue under clause 7 of the agreement.

Kind regards,
Tom Achebe
Accounts Payable Manager, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

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Meter readings: Ecorp Warehouse 3

Exported 15 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
11/04/2024	15 3687 5478	Day	21163	A	205.6	
12/04/2024	20 1278 8076	Night	43721	A	429.0	no access
13/04/2024	22 4983 2062	Day	21954	A	377.7	
14/04/2024	11 3292 8996	Night	18409	A	763.5	
15/04/2024	10 9976 8918	Day	60748	A	601.2	
16/04/2024	19 8478 1012	Night	38209	A	239.8	est.
17/04/2024	18 8423 3954	Day	94802	E	543.5	no access
18/04/2024	13 4253 5312	Day	58216	A	91.7	
19/04/2024	22 7026 7992	Day	89291	A	421.9	
20/04/2024	13 1116 8263	Day	12713	A	845.2	
21/04/2024	21 6853 8194	Day	65591	A	199.4	
22/04/2024	18 7564 8331	Night	77325	A	691.9	
23/04/2024	10 9446 2142	Night	48513	A	493.8	
24/04/2024	18 6098 1349	Night	56067	A	328.1	no access
25/04/2024	16 9851 3202	Night	35453	A	268.3	
26/04/2024	14 8793 3771	Day	49513	E	799.5	est.
27/04/2024	20 8798 8466	Day	67787	A	204.4	
28/04/2024	20 4888 7660	Day	66852	A	656.0	no access
29/04/2024	21 5513 9686	Day	37966	A	434.8	no access
30/04/2024	18 6790 4130	Day	59943	A	517.6	est.
01/05/2024	19 5175 8917	Day	70034	E	321.3	
02/05/2024	15 8726 2311	Night	77199	E	127.5	
03/05/2024	18 3430 3657	Day	70533	A	640.1	
04/05/2024	21 8033 8245	Day	43201	A	227.7	no access
05/05/2024	20 2075 4056	Night	14415	A	380.0	no access
06/05/2024	21 4530 9026	Day	19635	A	898.4	
07/05/2024	11 6667 3799	Night	89894	A	331.9	est.
08/05/2024	20 1845 7751	Day	87022	A	332.6	no access
09/05/2024	14 5890 1462	Night	35663	A	893.0	
10/05/2024	10 1558 4883	Night	47720	A	487.1	
11/05/2024	11 4181 5327	Night	57002	E	199.8	
12/05/2024	18 8983 6206	Day	59292	A	352.7	
13/05/2024	22 8474 9146	Night	99028	E	129.1	no access
14/05/2024	12 6562 3713	Day	20462	A	636.4	est.
15/05/2024	23 1104 8513	Day	82004	A	715.4	no access
16/05/2024	18 4838 5467	Night	25510	A	880.7	
17/05/2024	23 9359 3528	Day	60461	A	445.2	
18/05/2024	22 7802 4959	Night	19794	A	770.0	
19/05/2024	10 8883 4300	Day	25359	E	124.1	est.
20/05/2024	19 7428 7026	Day	15969	A	477.9	
21/05/2024	13 5638 2209	Day	98818	A	313.0	
22/05/2024	15 7999 2164	Day	17419	A	797.7	

Meter readings: Ecorp Warehouse 3

Exported 15 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
23/05/2024	23 2094 4051	Night	78346	E	255.9	no access
24/05/2024	16 3959 3824	Day	46056	A	194.9	no access
25/05/2024	23 9684 8809	Day	44472	E	746.1	
26/05/2024	17 2734 8155	Day	61645	E	434.0	est.
27/05/2024	11 4780 8287	Night	89280	A	518.9	
28/05/2024	17 1341 4611	Night	52134	A	140.6	no access
29/05/2024	17 1862 1186	Night	97439	A	712.3	no access
30/05/2024	18 2547 4627	Night	75488	A	379.4	est.
31/05/2024	15 6105 4736	Night	68055	A	729.6	
01/06/2024	20 5689 4427	Night	21403	A	632.6	
02/06/2024	10 9352 3623	Night	84005	E	857.0	
03/06/2024	13 6288 2646	Night	27434	A	699.9	
04/06/2024	11 1469 1127	Day	10978	A	832.0	
05/06/2024	21 8296 5188	Day	49920	E	367.0	
06/06/2024	16 6454 3356	Night	14713	A	141.2	
07/06/2024	16 6454 6862	Day	11028	E	578.0	
08/06/2024	20 7264 2209	Night	80809	A	754.0	
09/06/2024	19 4409 8160	Night	28585	A	124.7	
10/06/2024	20 3864 5467	Day	19604	A	645.0	est.
11/06/2024	22 4639 5868	Night	24254	A	167.9	no access
12/06/2024	18 4094 9285	Night	62514	A	637.0	
13/06/2024	13 4061 3449	Night	20977	A	487.1	
14/06/2024	22 1756 9237	Day	26689	A	291.3	
15/06/2024	22 9639 5174	Day	86662	E	410.7	
16/06/2024	16 1216 5396	Day	13280	A	148.6	
17/06/2024	19 6949 2654	Day	63900	A	565.2	
18/06/2024	20 8601 3941	Day	10323	A	449.8	no access
19/06/2024	17 7395 7081	Day	38009	A	317.2	est.
20/06/2024	10 5859 7885	Night	20029	E	849.9	
21/06/2024	13 1120 9314	Night	24275	A	852.4	
22/06/2024	23 5665 5214	Night	14478	A	351.5	no access
23/06/2024	16 4804 2285	Day	29651	A	279.2	
24/06/2024	11 8303 9154	Night	33099	A	167.4	est.
25/06/2024	14 1851 3873	Night	42724	A	563.8	
26/06/2024	13 2461 1581	Day	81503	A	279.4	
27/06/2024	18 9703 6449	Night	76641	E	784.7	
28/06/2024	15 1600 4990	Day	60237	A	615.1	
29/06/2024	13 2137 9620	Night	72409	E	451.8	
30/06/2024	21 1536 8542	Night	69940	E	96.0	
01/07/2024	15 1205 2044	Night	62023	A	81.3	no access
02/07/2024	20 5032 9999	Day	96744	A	753.7	
03/07/2024	15 4078 4430	Day	91618	A	361.0	no access

Meter readings: Ecorp Warehouse 3

Exported 15 August 2024 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
04/07/2024	17 1159 4303	Day	18211	A	648.3	no access
05/07/2024	23 8653 3665	Day	52115	E	580.7	no access
06/07/2024	14 1932 7639	Day	59348	E	384.1	no access
07/07/2024	21 3446 1972	Day	99882	A	729.7	no access
08/07/2024	13 1726 8898	Day	68379	A	207.5	
09/07/2024	14 4996 3567	Day	34616	E	574.8	est.
10/07/2024	13 5383 7237	Night	20806	A	591.4	
11/07/2024	17 1107 6986	Day	59299	A	496.6	no access
12/07/2024	10 3341 6633	Day	36744	A	285.8	
13/07/2024	18 6499 3623	Day	94420	E	792.9	
14/07/2024	16 5129 9001	Day	52750	A	217.6	
15/07/2024	17 7273 2661	Night	65634	A	655.8	
16/07/2024	10 6979 9956	Night	38154	A	384.7	
17/07/2024	22 7739 6829	Night	56903	E	325.6	
18/07/2024	13 8734 8738	Night	23967	A	252.4	
19/07/2024	20 6853 4081	Day	44667	A	339.2	
20/07/2024	19 1033 2639	Day	20449	A	623.2	
21/07/2024	20 6071 7060	Day	66275	A	106.8	est.
22/07/2024	16 3737 4880	Night	38072	A	786.4	
23/07/2024	17 7117 2556	Day	58875	A	693.2	
24/07/2024	10 6017 3903	Day	11069	A	403.2	est.
25/07/2024	23 8865 2916	Day	50834	A	649.6	
26/07/2024	10 2577 1068	Day	43936	A	739.5	
27/07/2024	20 4468 7147	Night	17031	A	209.7	
28/07/2024	13 2637 1288	Day	13166	E	239.5	est.
29/07/2024	17 4323 1139	Day	55812	A	511.6	
30/07/2024	21 7135 6512	Day	50639	A	542.0	
31/07/2024	17 2288 9063	Day	28404	A	733.6	est.
01/08/2024	14 8868 8180	Day	78069	A	276.9	
02/08/2024	20 5312 4755	Day	48798	A	375.9	
03/08/2024	23 8966 7633	Day	60039	A	110.8	
04/08/2024	21 8741 3002	Day	69202	A	559.9	
05/08/2024	21 6411 1564	Day	34184	A	681.3	
06/08/2024	11 7159 4205	Day	60384	A	573.8	no access
07/08/2024	21 9615 8695	Night	74029	A	877.6	
08/08/2024	21 5393 6005	Day	40270	E	285.2	no access
09/08/2024	20 7075 1296	Night	23022	A	671.2	no access
10/08/2024	20 1291 9515	Night	62961	A	168.9	no access
11/08/2024	19 9468 3133	Day	34377	A	124.0	
12/08/2024	19 2448 8180	Night	56559	A	884.7	
13/08/2024	13 6410 5246	Night	22984	E	793.3	
14/08/2024	13 9452 6895	Night	82126	E	683.7	est.

Ecorp Group

Ecorp Tower, 1 Meridian Square, London E14 9ZT · info@ecorp.example

2nd August 2024

Our ref: OR/4373

Rachel Okafor
Key Account Manager
Acme Electric Company
PO Box 4410, Sheffield S98 1ZZ

Dear Rachel,

Re: Draft amendment to the supply agreement

We do not accept that the charges were applied correctly, and we reserve our position. I am sorry for the delay in coming back to you on this. We would prefer to settle this without involving our solicitors. I would be grateful if you could confirm the position by the end of the week.

I will raise it at the next account review meeting. The figures in your schedule do not match the invoices we received. The difference between the estimate and the actual reading comes to £23,276.72. Please treat the earlier statement as withdrawn. An actual reading was not obtained in July 2024 because our engineer could not get access to the meter room.

As discussed on our call, the next step is a joint visit to the site. I understand the frustration and want to get this closed out. The capacity charge was increased when the agreed supply capacity was exceeded in July 2024. I have copied in Priya Anand, who is dealing with the account day to day.

Please note that late payment charges continue to accrue under clause 7 of the agreement. Nothing has changed on our side since we last spoke. This has now been outstanding for more than sixty days. It would help to have the read history for the last twelve months.

Yours sincerely,

Oliver Reyes

Oliver Reyes
General Counsel, Ecorp Group

SITE VISIT REPORT

Acme Electric Company, Field Services

Site	**Ecorp Research Labs**	Job reference	**FS-57598**
Date of visit	**3 December 2025**	Engineer	**Maria Castellanos**
Reason	**Meter investigation**		

FINDINGS

- Access was delayed by forty minutes while the key holder was found.
- Meter located in the ground floor plant room behind a locked cage.
- Display blank on arrival and restored after isolating and re-energising the supply.
- Recommend exchange of the meter and a signal booster for the modem.
- Communications module fitted but no signal available in the plant room.
- No evidence of tampering with the meter or its seals.

CHECKS

Check	Result
Access granted on arrival	n/a
Meter seals intact	No
Display readable	n/a
Serial number matches account	Yes
Communications working	n/a
Readings taken	No

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PHOTOGRAPHS

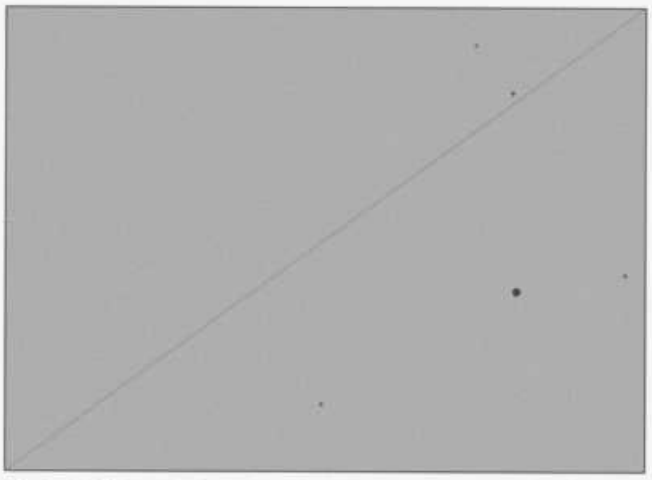

Photo 1: Meter display

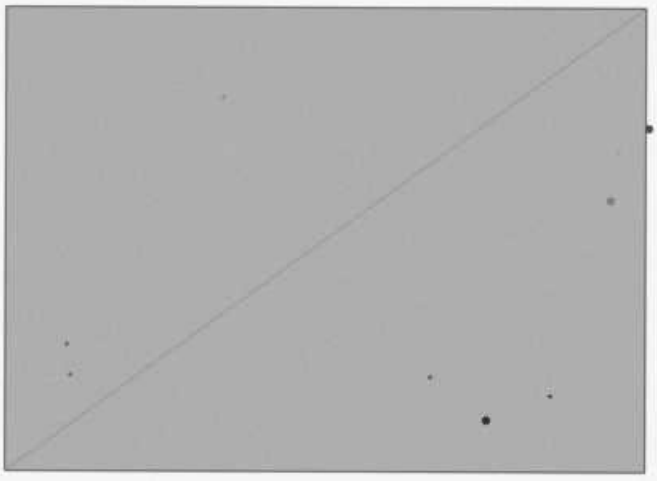

Photo 2: Serial number plate

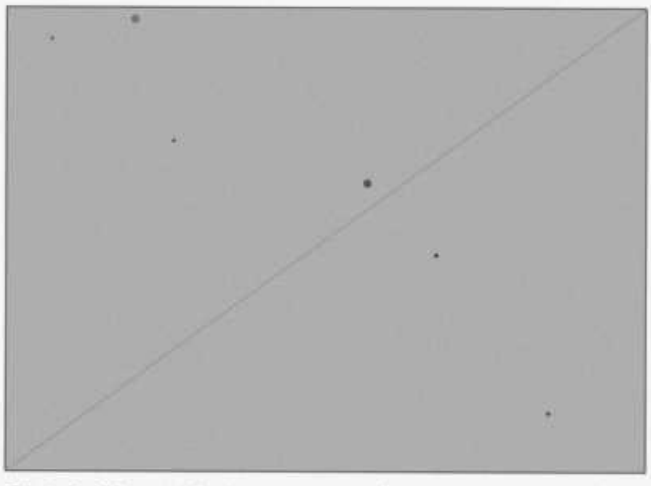

Photo 3: Meter cabinet

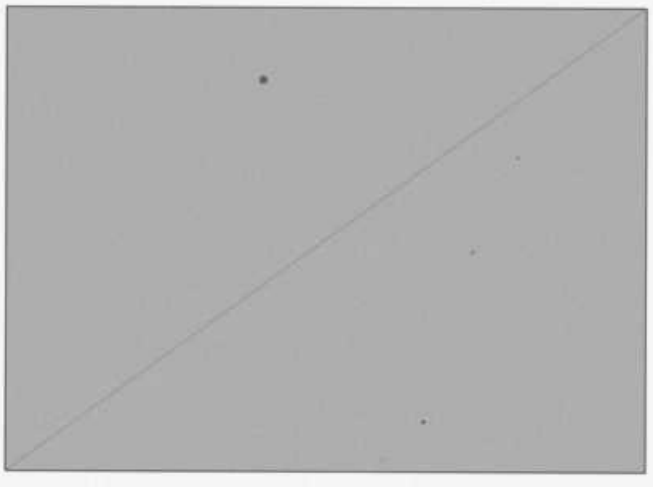

Photo 4: Current transformers

Maria Castellanos

Engineer

CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

MINUTES OF ACCOUNT REVIEW MEETING

Date	**9 May 2025**
Location	**By video call**
Present	**Rachel Okafor, Priya Anand, David Mbeki**
	Oliver Reyes, Nadia Iqbal
Apologies	**None**

1. Open invoices

Invoice AEC-2025-108909 should not have gone out in that form. Until this is resolved we will pay the undisputed part of each invoice only. We need the meter serial number and the date of the last exchange before we can go further. Please find the revised figures set out below.

Billing confirms that no actual read was taken between January 2025 and the following quarter. The difference between the estimate and the actual reading comes to £37,084.39. The figures in your schedule do not match the invoices we received.

I have asked metering for the full read history. Nothing has changed on our side since we last spoke.

2. Data requests

I attach the readings we took ourselves so that you can compare them with yours. Thank you for your message about Ecorp Tower. We have looked again at invoice AEC-2025-108909 and can confirm that it was based on an estimated reading. I will raise it at the next account review meeting.

An actual reading was not obtained in January 2025 because our engineer could not get access to the meter room. I have copied in Helen Brandt, who is dealing with the account day to day. It would help to have the read history for the last twelve months. Ecorp have now raised the estimated readings at Ecorp Tower three times.

3. Meter exchange programme

I would be grateful if you could confirm the position by the end of the week. As discussed on our call, the next step is a joint visit to the site.

4. Estimated readings

Credit control should hold the late payment charges until this is settled. Please note that late payment charges continue to accrue under clause 7 of the agreement. Could you let me know who at Ecorp Tower can give our engineer access?

We should expect a formal complaint if this is not resolved before the next review. My recommendation is that we credit the difference and re-bill on actual readings. The tariff applied was the one notified in the price change letter.

5. Payment performance

This has now been outstanding for more than sixty days. The account remains commercially important and we want to keep it.

I am sorry for the delay in coming back to you on this. Helen Brandt will own the actions from here. Please treat the earlier statement as withdrawn. Our billing team will issue a credit note once the corrected reading has been validated.

We would prefer to settle this without involving our solicitors. Our exposure on the disputed invoices is about £37,084.39.

6. Site access

We do not accept that the charges were applied correctly, and we reserve our position. I understand the frustration and want to get this closed out. Please do not discuss this with the customer until legal have reviewed it. We propose to clear the balance of £37,084.39 in three equal instalments.

7. Any other business

The capacity charge was increased when the agreed supply capacity was exceeded in January 2025. Our records show that the half-hourly data for Ecorp Tower is complete from January 2025 onwards.

Field services could not get access on two visits, and the visit notes are on the job record. I attach the readings we took

ourselves so that you can compare them with yours. It would help to have the read history for the last twelve months. I am sorry for the delay in coming back to you on this.

Actions

Action	Owner	Due
We have looked again at invoice AEC-2025-108909 and can confir	Priya Anand	7 June 2025
We would prefer to settle this without involving our solicitor	Priya Anand	2 June 2025
The difference between the estimate and the actual reading com	Oliver Reyes	11 June 2025

Maria Castellanos

From: Nadia Iqbal <nadia.iqbal@ecorp.example>
Sent: Thursday, 11 January 2024 18:56
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: FW: Disputed charges for October 2023

Hi Maria,

Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further. I understand the frustration and want to get this closed out. We do not accept that the charges were applied correctly, and we reserve our position.

We have looked again at invoice AEC-2023-105184 and can confirm that it was based on an estimated reading. Our records show that the half-hourly data for Ecorp Distribution Hub is complete from October 2023 onwards. An actual reading was not obtained in October 2023 because our engineer could not get access to the meter room. Could you let me know who at Ecorp Distribution Hub can give our engineer access?

This has now been outstanding for more than sixty days. I am sorry for the delay in coming back to you on this. The figures in your schedule do not match the invoices we received.

Many thanks,
Nadia Iqbal
Energy Manager, Ecorp Group

This email and any attachments are confidential and intended for the addressee only. If you have received it in error please tell the sender and delete it.

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

August 28, 2025

Our ref: PA/9117

Tom Achebe
Accounts Payable Manager
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Tom,

Re: Outstanding balance of £22,610.69

The figures in your schedule do not match the invoices we received. Nothing has changed on our side since we last spoke. We do not accept that the charges were applied correctly, and we reserve our position. Thank you for your message about Ecorp Research Labs. I would be grateful if you could confirm the position by the end of the week.

Please find the revised figures set out below. We would prefer to settle this without involving our solicitors. I attach the readings we took ourselves so that you can compare them with yours.

The difference between the estimate and the actual reading comes to £22,610.69. The tariff applied was the one notified in the price change letter. Our records show that the half-hourly data for Ecorp Research Labs is complete from July 2025 onwards.

Our billing team will issue a credit note once the corrected reading has been validated. Until this is resolved we will pay the undisputed part of each invoice only. Could you let me know who at Ecorp Research Labs can give our engineer access?

The capacity charge was increased when the agreed supply capacity was exceeded in July 2025. I will raise it at the next account review meeting. Please treat the earlier statement as withdrawn.

We need the meter serial number and the date of the last exchange before we can go further. I understand the frustration and want to get this closed out. It would help to have the read history for the last twelve months. I have copied in Maria Castellanos, who is dealing with the account day to day. An actual reading was not obtained in July 2025 because our engineer could not get access to the meter room.

Yours sincerely,

Priya Anand

Priya Anand
Metering Analyst, Acme Electric Company

Simon Lindqvist

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Monday, 3 February 2025 12:22
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Hi Maria,

We do not accept that the charges were applied correctly, and we reserve our position. We propose to clear the balance of £26,512.66 in three equal instalments.

Kind regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 29 January 2025 15:52
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Dear Simon,

I am sorry for the delay in coming back to you on this. It would help to have the read history for the last twelve months. Until this is resolved we will pay the undisputed part of each invoice only.

I will raise it at the next account review meeting. I understand the frustration and want to get this closed out. We would prefer to settle this without involving our solicitors. The capacity charge was increased when the agreed supply capacity was exceeded in November 2024.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Sunday, 26 January 2025 10:41
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Maria,

The difference between the estimate and the actual reading comes to £26,512.66. Please find the revised figures set out below. Could you let me know who at Ecorp Data Centre South can give our engineer access?

The tariff applied was the one notified in the price change letter. Nothing has changed on our side since we last spoke.

I have copied in Priya Anand, who is dealing with the account day to day. An actual reading was not obtained in November 2024 because our engineer could not get access to the meter room.

Kind regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 22 January 2025 09:46
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

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Hi Simon,

I would be grateful if you could confirm the position by the end of the week. Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further.

Our billing team will issue a credit note once the corrected reading has been validated. I attach the readings we took ourselves so that you can compare them with yours. The figures in your schedule do not match the invoices we received. Our records show that the half-hourly data for Ecorp Data Centre South is complete from November 2024 onwards.

This has now been outstanding for more than sixty days. Please note that late payment charges continue to accrue under clause 7 of the agreement. We have looked again at invoice AEC-2024-105587 and can confirm that it was based on an estimated reading.

Regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Tuesday, 21 January 2025 12:32
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Dear Maria,

As discussed on our call, the next step is a joint visit to the site. Thank you for your message about Ecorp Data Centre South. The capacity charge was increased when the agreed supply capacity was exceeded in November 2024.

We have looked again at invoice AEC-2024-105587 and can confirm that it was based on an estimated reading. Until this is resolved we will pay the undisputed part of each invoice only. Thank you for your message about Ecorp Data Centre South. The tariff applied was the one notified in the price change letter.

As discussed on our call, the next step is a joint visit to the site. This has now been outstanding for more than sixty days. Please find the revised figures set out below.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Tuesday, 21 January 2025 10:33
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Simon,

It would help to have the read history for the last twelve months. I would be grateful if you could confirm the position by the end of the week.

Please note that late payment charges continue to accrue under clause 7 of the agreement. We need the meter serial number and the date of the last exchange before we can go further. We would prefer to settle this without involving our solicitors.

I am sorry for the delay in coming back to you on this. Nothing has changed on our side since we last spoke. We propose to clear the balance of £26,512.66 in three equal instalments. Our billing team will issue a credit note once the corrected reading has been validated.

Kind regards,

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Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Monday, 20 January 2025 08:03
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Dear Maria,

The difference between the estimate and the actual reading comes to £26,512.66. Please treat the earlier statement as withdrawn. We do not accept that the charges were applied correctly, and we reserve our position. Our records show that the half-hourly data for Ecorp Data Centre South is complete from November 2024 onwards.

Best,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Sunday, 19 January 2025 10:10
To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Simon,

I attach the readings we took ourselves so that you can compare them with yours. I will raise it at the next account review meeting. An actual reading was not obtained in November 2024 because our engineer could not get access to the meter room. Could you let me know who at Ecorp Data Centre South can give our engineer access?

The figures in your schedule do not match the invoices we received. I have copied in Priya Anand, who is dealing with the account day to day. I understand the frustration and want to get this closed out.

Until this is resolved we will pay the undisputed part of each invoice only. The figures in your schedule do not match the invoices we received.

Kind regards,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Sunday, 19 January 2025 18:12
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Maria,

I will raise it at the next account review meeting. An actual reading was not obtained in November 2024 because our engineer could not get access to the meter room. We need the meter serial number and the date of the last exchange before we can go further.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

From: Maria Castellanos <maria.castellanos@acme-electric.example>
Sent: Wednesday, 15 January 2025 08:00

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To: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Hi Simon,

We would prefer to settle this without involving our solicitors. I have copied in Priya Anand, who is dealing with the account day to day.

I would be grateful if you could confirm the position by the end of the week. I attach the readings we took ourselves so that you can compare them with yours.

We have looked again at invoice AEC-2024-105587 and can confirm that it was based on an estimated reading. I am sorry for the delay in coming back to you on this. As discussed on our call, the next step is a joint visit to the site. We do not accept that the charges were applied correctly, and we reserve our position.

Many thanks,
Maria Castellanos
Head of Commercial, Acme Electric Company

From: Simon Lindqvist <simon.lindqvist@acme-electric.example>
Sent: Friday, 10 January 2025 10:02
To: Maria Castellanos <maria.castellanos@acme-electric.example>
Subject: RE: Meter serial numbers at Ecorp Data Centre South

Dear Maria,

The difference between the estimate and the actual reading comes to £26,512.66. The capacity charge was increased when the agreed supply capacity was exceeded in November 2024. Our records show that the half-hourly data for Ecorp Data Centre South is complete from November 2024 onwards.

I understand the frustration and want to get this closed out. Please treat the earlier statement as withdrawn.

Regards,
Simon Lindqvist
Billing Operations Lead, Acme Electric Company

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ACME ELECTRIC COMPANY

PO Box 4410, Sheffield S98 1ZZ · info@acme-electric.example

8 April 2026

Our ref: JW/9487

Oliver Reyes
General Counsel
Ecorp Group
Ecorp Tower, 1 Meridian Square, London E14 9ZT

Dear Oliver,

Re: Late payment charges on AEC-2026-105844

We would prefer to settle this without involving our solicitors. Our billing team will issue a credit note once the corrected reading has been validated. Please note that late payment charges continue to accrue under clause 7 of the agreement. I have copied in Priya Anand, who is dealing with the account day to day.

Until this is resolved we will pay the undisputed part of each invoice only. Please treat the earlier statement as withdrawn. We need the meter serial number and the date of the last exchange before we can go further. I would be grateful if you could confirm the position by the end of the week.

The difference between the estimate and the actual reading comes to £35,410.68. Could you let me know who at Ecorp Tower can give our engineer access? We propose to clear the balance of £35,410.68 in three equal instalments. An actual reading was not obtained in January 2026 because our engineer could not get access to the meter room.

This has now been outstanding for more than sixty days. The tariff applied was the one notified in the price change letter. The capacity charge was increased when the agreed supply capacity was exceeded in January 2026.

I understand the frustration and want to get this closed out. As discussed on our call, the next step is a joint visit to the site. Nothing has changed on our side since we last spoke. I will raise it at the next account review meeting. Please find the revised figures set out below.

I attach the readings we took ourselves so that you can compare them with yours. Thank you for your message about Ecorp Tower. We have looked again at invoice AEC-2026-105844 and can confirm that it was based on an estimated reading.

The figures in your schedule do not match the invoices we received. I am sorry for the delay in coming back to you on this. We do not accept that the charges were applied correctly, and we reserve our position. It would help to have the read history for the last twelve months. Our records show that the half-hourly data for Ecorp Tower is complete from January 2026 onwards.

This has now been outstanding for more than sixty days. We need the meter serial number and the date of the last exchange before we can go further. Please note that late payment charges continue to accrue under clause 7 of the agreement. Our billing team will issue a credit note once the corrected reading has been validated. Please find the revised figures set out below.

Our records show that the half-hourly data for Ecorp Tower is complete from January 2026 onwards. Until this is resolved we will pay the undisputed part of each invoice only. I have copied in Priya Anand, who is dealing with the account day to day.

Yours sincerely,

James Whitlock

James Whitlock
Field Services Supervisor, Acme Electric Company

INTERNAL MEMORANDUM

Acme Electric Company

To: Rachel Okafor, Key Account Manager

From: James Whitlock, Field Services Supervisor

Date: 12 September 2024

Re: Payment plan for the July 2024 balance

Our exposure on the disputed invoices is about £32,778.22. I have asked metering for the full read history. Ecorp have now raised the estimated readings at Ecorp House Manchester three times.

Please do not discuss this with the customer until legal have reviewed it. Credit control should hold the late payment charges until this is settled. My recommendation is that we credit the difference and re-bill on actual readings. Invoice AEC-2024-105341 should not have gone out in that form.

We should expect a formal complaint if this is not resolved before the next review. The account remains commercially important and we want to keep it. Billing confirms that no actual read was taken between July 2024 and the following quarter. Field services could not get access on two visits, and the visit notes are on the job record.

James

ACME ELECTRIC COMPANY

Powering business since 1954

INVOICE

Bill to

Ecorp Group
Accounts Payable
Ecorp Tower, 1 Meridian Square
London E14 9ZT

Invoice number	**AEC-2024-105750**
Invoice date	**14 May 2024**
Account number	**4254 7597 93**
Site	**Ecorp Contact Centre**

Total due

£10,474.92

Please pay by 13 June 2024

Charges for the period 9 April 2024 to 9 May 2024

Charge	Amount
Unit charges, day	£6,661.45
Unit charges, night	£1,164.53
Standing charge	£88.77
Capacity charge	£536.39
Climate change levy	£277.96

Net	£8,729.10
VAT at 20%	£1,745.82
Total due	**£10,474.92**

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Date	MPAN	Register	Reading	Type	kWh
09 Apr	5351 3579	Day	84270	A	671.1
10 Apr	9112 7558	Day	26385	A	536.6
11 Apr	6987 5593	Day	55149	A	573.6
12 Apr	1414 6760	Night	17262	E	453.3
13 Apr	8063 4875	Night	13991	A	876.1
14 Apr	1922 2503	Day	48213	A	218.3
15 Apr	4442 3034	Day	67819	E	634.8
16 Apr	8139 1113	Night	25366	A	271.6
17 Apr	2939 9643	Day	12967	A	213.1
18 Apr	3169 6883	Night	58637	A	144.8
19 Apr	5181 2313	Day	22816	E	311.8
20 Apr	6299 8233	Day	77654	A	197.8
21 Apr	1878 8501	Night	14990	A	235.9
22 Apr	3063 7694	Day	84207	A	86.8
23 Apr	4532 2080	Night	51071	A	521.0
24 Apr	7227 6438	Night	96932	E	539.4
25 Apr	9088 6063	Day	81237	A	321.9
26 Apr	8066 9972	Day	24057	A	548.1
27 Apr	6747 1560	Night	41275	A	416.4
28 Apr	9903 7375	Night	33959	E	322.0
29 Apr	7369 7356	Night	15263	A	544.8
30 Apr	6501 4995	Night	66527	E	525.9
01 May	9970 7936	Day	65537	A	562.2
02 May	2007 5782	Night	84186	A	759.5
03 May	6548 6771	Night	31572	E	274.5
04 May	2191 6508	Day	25925	E	104.9
05 May	1568 2532	Day	12007	A	828.7
06 May	3407 6660	Day	42379	E	333.8
07 May	7101 7885	Night	40144	A	88.6
08 May	5936 2683	Day	76866	A	282.9

Type A is an actual reading and type E is an estimate.

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Meter readings: Ecorp Retail Park

Exported 18 April 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
25/02/2025	19 4610 2653	Night	85279	A	754.8	no access
26/02/2025	12 6720 3760	Night	96779	A	311.5	
27/02/2025	21 5405 8673	Day	85788	E	833.9	no access
28/02/2025	22 7350 9321	Day	84722	A	175.4	no access
01/03/2025	16 2320 1351	Day	25783	A	645.0	
02/03/2025	15 9479 9243	Day	50547	A	873.7	no access
03/03/2025	12 3228 8116	Day	97685	A	208.3	
04/03/2025	20 5026 1523	Day	87217	A	512.0	
05/03/2025	17 1925 4565	Day	17479	A	420.4	
06/03/2025	17 9906 1644	Night	34313	A	870.7	est.
07/03/2025	21 8806 7544	Day	75385	A	258.0	
08/03/2025	10 6993 4576	Day	45322	A	600.0	
09/03/2025	11 8839 3241	Day	50069	A	463.8	
10/03/2025	22 8254 7904	Night	28716	A	184.8	
11/03/2025	16 5706 9518	Night	36477	A	745.0	
12/03/2025	20 6149 3849	Night	26510	E	254.4	no access
13/03/2025	19 7271 9084	Night	56886	A	144.6	no access
14/03/2025	18 6402 7304	Day	93178	E	228.0	
15/03/2025	12 3339 9217	Night	19141	A	568.3	est.
16/03/2025	13 5006 2564	Night	26511	E	297.1	est.
17/03/2025	18 7098 2902	Night	63492	A	267.5	
18/03/2025	15 1638 6543	Day	63833	A	119.0	
19/03/2025	18 3965 9503	Night	82889	A	838.2	
20/03/2025	13 3863 3948	Day	49254	A	615.6	
21/03/2025	21 8148 3602	Day	64887	A	549.0	
22/03/2025	19 1950 3920	Night	88834	A	765.5	est.

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Meter readings: Ecorp Retail Park

Exported 18 April 2025 by metering

Date	MPAN	Register	Reading	Type	kWh	Note
23/03/2025	21 2543 6503	Night	10681	A	574.7	
24/03/2025	10 9468 6587	Day	63659	A	226.2	
25/03/2025	16 7280 8513	Day	27350	E	479.6	no access
26/03/2025	16 7338 5255	Day	44749	E	504.6	
27/03/2025	11 8797 4967	Night	64700	A	528.7	
28/03/2025	11 8423 5053	Night	74724	A	607.6	no access
29/03/2025	10 1537 7477	Night	38658	A	524.9	
30/03/2025	13 9844 5042	Night	65863	A	94.0	
31/03/2025	16 5435 1506	Night	59338	A	696.3	
01/04/2025	14 1809 9879	Night	94752	A	601.7	
02/04/2025	19 9734 8764	Day	54526	A	830.5	
03/04/2025	16 1676 4279	Day	18363	A	783.5	est.
04/04/2025	23 3572 1794	Day	23208	A	157.8	no access
05/04/2025	11 4780 1672	Day	99669	A	154.4	
06/04/2025	16 9284 3160	Day	22328	A	80.9	no access
07/04/2025	14 2633 9258	Night	58920	A	152.1	
08/04/2025	12 7519 7577	Day	80149	E	500.5	
09/04/2025	22 8506 7839	Day	80059	A	639.7	est.
10/04/2025	15 3657 5221	Day	53749	A	466.3	
11/04/2025	20 9127 5996	Day	15466	A	843.3	
12/04/2025	13 2961 8390	Day	15867	A	755.4	
13/04/2025	14 4789 1758	Night	62419	E	292.9	
14/04/2025	14 2259 2490	Day	81179	A	270.0	
15/04/2025	14 9793 7578	Night	78730	A	486.8	no access
16/04/2025	14 2659 9777	Day	25760	E	106.9	
17/04/2025	11 6163 7103	Day	69177	A	447.1	

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