

Board Policies

<i>Policy Number: 60 / 01</i>	<i>Policy Type: Debtors</i>
<i>Classification: External</i>	<i>Revision Number / Date: 03 – 4th May 2025</i>
<i>Policy Name: Late Payment & Disconnection Policy</i>	

Sark Electricity Ltd

Late Payment & Disconnection Policy

This policy lays out our approach in respect of outstanding debtors. Being those customers who have payments due that have fallen outside of our 7 day terms.

Clearly, as customers, you will appreciate that when a customer pays a bill late, the underlying expenses of fuel, payroll and insurance etc. will have already been paid by SEL. The money owed is now tied up and cannot be utilised elsewhere until the late customer repays this unapproved loan. The associated costs need to be managed and recovered if we are to ensure that all customers are treated fairly. It is worth noting that as at the 30th of April 2022, late customer accounts stood at £27,698.

SEL is genuinely sensitive to the fact that, at one time or another, we can all experience financial difficulties. However, as you will be aware, Chief Pleas has been approved funds to forcibly seize the assets of Sark Electricity Limited under compulsory purchase against my will.

As the government it has the right to make such a move and I respect that right. However, such a move must be in accordance with the law.

SEL is working on the assumption that Chief Pleas will begin its moves against the company in very short order. Such a move will leave SEL with supplier liabilities and no assets upon which to recover the monies required to pay them. Further, in losing control of the grid, SEL will lose any leverage that it has against consistently poor payers. Therefore, with immediate effect, the terms of your supply agreement with SEL have, sadly, been changed and the staged process between the failure to pay and the possibility for disconnection has been dramatically reduced. If you get into financial difficulties, we encourage you to reach out to the Procurer for support swiftly.

With effect 4th May 2025

1. All invoices issued by SEL must now be settled within 7 days of the date of issue.
2. Any customer who does not pay to terms will receive 1 reminder and the overdue settlement must then be received, in cleared funds, within 24 hours.
3. SEL will no longer accept cheques for payment of accounts.
4. Any customer that falls outside of these terms will be disconnected without further notification and they will be pursued through the Courts for recovery of

Sadly the installation of a pay meter will in no way guarantee repayment of an overdue debt against future sales, as the control this equipment will fall to an independent administrator, at significant cost to residents I anticipate, determined by the Courts while this matter progresses through trial.

A prepayment meter is therefore no longer an option for the recovery of Bad Debts.

As a last resort, you may consider approaching the Sark Procurer who, depending on your circumstances, may be able to assist you.

Yours sincerely

Alan Witney-Price

Alan Witney-Price
Managing Director
Sark Electricity Limited

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