



Back Billing Policy

1. Purpose

This Policy sets out the principles adopted by Maxen Power Supply Limited for the recovery of charges relating to electricity and gas consumption that have not previously been billed accurately to eligible non-domestic microbusiness customers.

The Policy is intended to:

- Support compliance with applicable licence obligations and regulatory guidance;
- Align with relevant principles of the Retail Energy Code (REC);
- Ensure fair and transparent treatment of customers; and
- Establish a consistent approach to back-billing decisions.

Maxen Power will take reasonable steps to issue accurate and timely bills and resolve billing issues fairly and proportionately.

2. Scope

This Policy applies to electricity and gas supplied by Maxen Power to eligible non-domestic microbusiness customers in Great Britain.

It does not automatically apply to non-microbusiness commercial or industrial customers, although similar principles may be applied at Maxen Power's discretion.

3. Microbusiness Definition

A Microbusiness Customer means a non-domestic customer meeting any one of the following criteria:

- Annual electricity consumption not exceeding 100,000 kWh;
- Annual gas consumption not exceeding 293,000 kWh; or
- Fewer than 10 employees and annual turnover or balance sheet total within the applicable regulatory threshold.

Maxen Power may reasonably request information to confirm whether a customer qualifies as a microbusiness under applicable criteria.

4. Policy Principles

Maxen Power shall take reasonable steps to:

- Issue accurate bills based on available validated data;
- Maintain accurate billing records;
- Identify and investigate billing anomalies;
- Notify customers of material account balances within a reasonable timeframe;

- Progress metering and industry data disputes appropriately; and
- Ensure customers are treated fairly and consistently.

Back-billing decisions shall be assessed on a case-by-case basis, having regard to:

- Available meter data;
- Industry settlement information;
- Customer communications;
- Billing history;
- Actions taken by both parties; and
- Whether reasonable steps were taken to facilitate accurate billing.

5. 12-Month Back Billing Limit

Subject to the exclusions set out in Section 6, Maxen Power will generally not seek to recover charges relating to energy consumption older than 12 months where:

- The customer did not receive an accurate bill for that consumption; and
- The failure to bill accurately resulted from Maxen Power's failure to take reasonable steps to do so.

The 12-month period shall ordinarily be assessed retrospectively from the date on which an accurate bill is first issued.

This limitation may apply where prolonged inaccurate billing results from:

- Failure to obtain or validate meter readings;
- Billing or payment arrangement errors;
- Unresolved industry data disputes; or
- Failure to investigate reported metering faults within a reasonable timeframe.

Circumstances Where the Limitation May Apply

The 12-month back-billing limitation may apply in circumstances including, but not limited to:

Failure to Bill Accurately

Where Maxen Power has failed over a prolonged period to:

- Obtain or validate meter readings;
- Validate industry data; or

- Issue bills or statements reasonably informing the customer of charges due.

Billing or Payment Arrangement Errors

Where:

- A customer has continued making payments under an agreed payment arrangement;
- Those payments were materially insufficient to cover ongoing consumption; and
- Maxen Power failed to take reasonable steps to identify and communicate the accumulating balance within a reasonable timeframe.

Industry Data or Meter Reading Disputes

Where discrepancies arise relating to:

- Opening or closing reads;
- Change of supplier readings;
- Settlement data;
- Meter technical details; or
- Validated consumption data.

Metering Faults

Where:

- A customer reports a suspected metering fault; and
- Maxen Power fails to take reasonable steps within a reasonable timeframe to investigate the issue;

resulting in prolonged, inaccurate billing.

6. Exclusions

The 12-month limitation may not apply where the customer materially contributed to the failure to issue accurate bills, including where the customer:

- Obstructed access to metering equipment;
- Prevented meter reading collection or validation;
- Engaged in meter tampering, energy theft, or unlawful activity;
- Knowingly provided false or misleading information; or
- Failed to engage with reasonable requests relating to billing investigations.

Each case will be assessed individually based on the available evidence.

7. Payment Arrangements

Where valid charges remain payable following a back-billing assessment, Maxen Power may offer reasonable payment arrangements taking account of:

- The outstanding balance;
- The period over which the balance accrued; and
- The customer's payment history and circumstances.

This Policy shall be reviewed:

- At least annually; or
- Sooner, where required, due to changes in regulation, licence conditions, REC requirements, operational processes, or regulatory guidance.

Disclaimer: *This policy is subject to biannual review and may be updated at any time as deemed necessary to reflect regulatory requirements, industry developments, organisational priorities, and operational needs.*