

## Information for Together Energy Customers with outstanding debts

Please see below some more information around the wind down of Together Energy and the transfer of debt account management to a nominated third party, Barratt Smith Brown.

### 1. I still have an outstanding balance

Barratt Smith Brown will contact you and provide details of methods for payment.

### 2. I have an outstanding query that has not been resolved. How do I get this resolved?

The Administrators are winding down Together Energy and the customer services support will permanently close at the end of January. We still have a small team in place to resolve queries that were raised prior to 18<sup>th</sup> November 2022.

If your query is not resolved prior to the management of your account being transferred to Barratt Smith Brown, please don't worry. Barratt Smith Brown will be able to assist.

**Please do not resend an existing query to the team either by email or post; this will not help to resolve your query any quicker.**

### 3. Can I contact Barratt Smith Brown instead to help me?

Please do not contact Barratt Smith Brown until you have been formally notified that your account has been transferred to them. They will be unable to help you until this happens.

You will be notified when your account has been transferred with full details of next steps.

### 4. Will this affect my credit rating?

There will be no immediate notification to any credit reference agency upon transfer of your account to Barratt Smith Brown nor whilst an account is in dispute.

However, if you do not pay any monies you owe Together Energy as requested by Barratt Smith Brown, they may take court action for recovery and/or notify credit rating agencies of non-payment.

### 5. I am in a payment plan?

Any payment plan agreed with Together Energy will continue. Details of your payment plan will be provided to Barratt Smith Brown and they will manage this arrangement going forwards.

You will receive a notification advising that your account management has been passed to Barratt Smith Brown even if your account is in a payment arrangement.

Please continue to pay your arrangement as normal. Should be having difficulties in maintaining your existing plan, you should contact Barratt Smith Brown once you have been notified of their details.

## 6. I want to contact the administrators

The administrators can be contacted at [togethercustomers@frpadvisory.com](mailto:togethercustomers@frpadvisory.com).

The administrators do not have access to customer account information and will be unable to assist you with any bill, credit balance or account query.

## 7. Help and support

If you are having difficulty paying your bill, Barratt Smith Brown are authorised on behalf of Together Energy to agree payment plans.

Free independent advice is available from several organisations including:

- Citizens Advice [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) Tel: 0345 4040506
- Step Change [www.stepchange.org](http://www.stepchange.org) Tel: 0800 138 1111
- National Debt Line [www.nationaldebtline.org](http://www.nationaldebtline.org) Tel: 0808 808 4000

Alternatively, if you are a British Gas customer, support for your energy bills may be available via the British Gas Energy Trust [www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk).

## 8. I still haven't received my credit balance from British Gas

All credit balance information has been passed to British Gas with regular updates sent since March 2022 with the latest file containing all billed credit balances sent on 11<sup>th</sup> December.

FRP Advisory, Together Energy customer support and Barratt Smith Brown are unable to assist with any credit balance queries and these should be directed to British Gas.

If you were no longer a customer of Together Energy when we entered the Supplier of Last Resort process, British Gas will still manage the credit balance refund.

If you have since switched from British Gas, they will still manage this for you.

The Joint Administrators act as agents of the Company and without personal liability.

The affairs, business and property of the Company are being managed by Allan Kelly and Anthony Collier of FRP and Damien Webb of RSM who were appointed Joint Administrators on 4 February 2022