

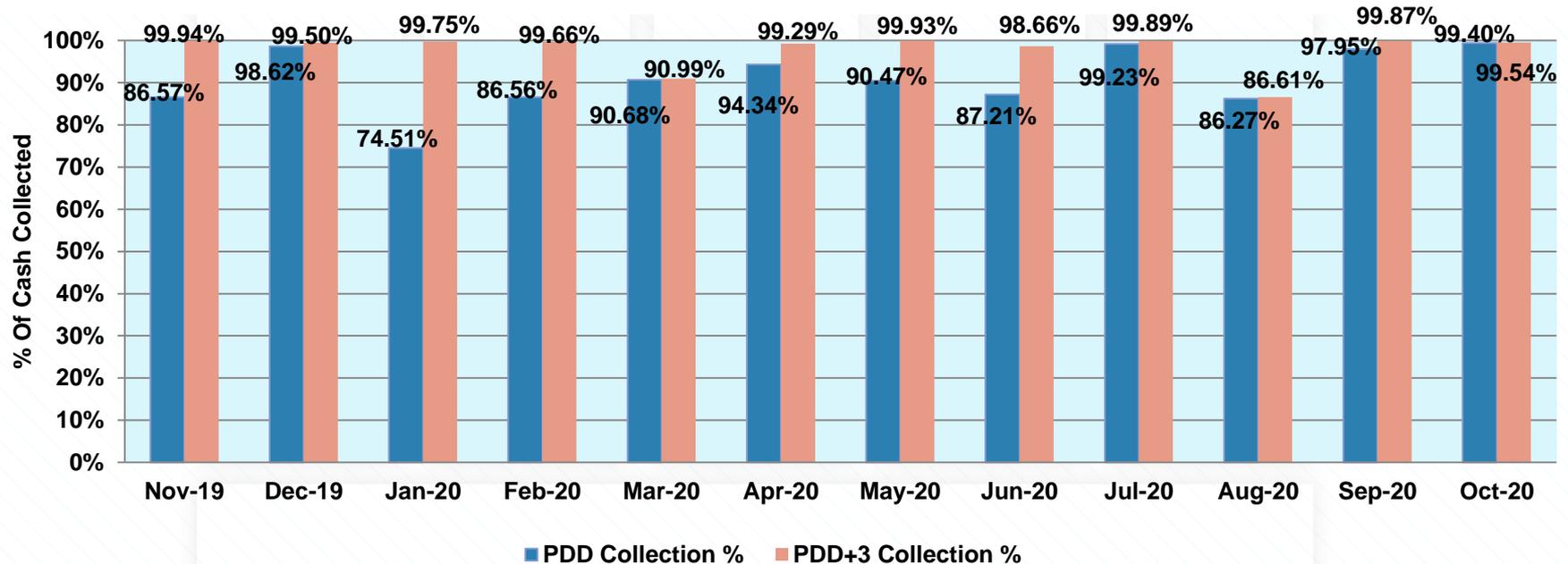


**DSC Credit Committee Operational Stats
November 2020**

DSC Credit Committee Scorecard – Quarterly Meeting November 2020

| Subject Areas | Areas to cover | Quarterly RAG |
|---|---|---|
|  <p>Cash Collection</p> | <ul style="list-style-type: none"> Percentage of Cash Collected by Payment Due Date Percentage of Cash Collected by Payment Due Date +3 | <ul style="list-style-type: none"> Good collection rates for August, September and October at PDD. Achieved 100% collection for General Services in October. No concern in terms of customers ability to pay as a result of Covid-19 |

Monthly Breakdown of Cash Collected



Cash Collection

| Month | Invoices Due for Collection | Payment Due Date | Payment Due Date +3 | Comments |
|-----------|-----------------------------|------------------|---------------------|---|
| August | £7,435,162.84 | 86.27% | 86.61% | 1 large value General Services invoice paid late and settled on PDD+5 following communications with the customer. |
| September | £8,429,477.47 | 97.95% | 99.87% | 8 General Services invoices paid late alongside Specific Services invoices not settled on PDD. |
| October | £8,620,880.02 | 99.40% | 99.54% | 100% collection for General Services on PDD. 16 Specific Services invoices not settled on PDD. |

Failure to Pay Notices Issued

| Month | Failure to Pay Notices Issued | Value | Comments |
|-----------|-------------------------------|---------------|--|
| August | 12 | £1,137,516.51 | 2 x General Services 10 x Specific/Third Party Services |
| September | 26 | £348,728.03 | 8 General Services 18 Specific/Third Party Services |
| October | 16 | £3,064.87 | 16 Specific/Third Party Services |

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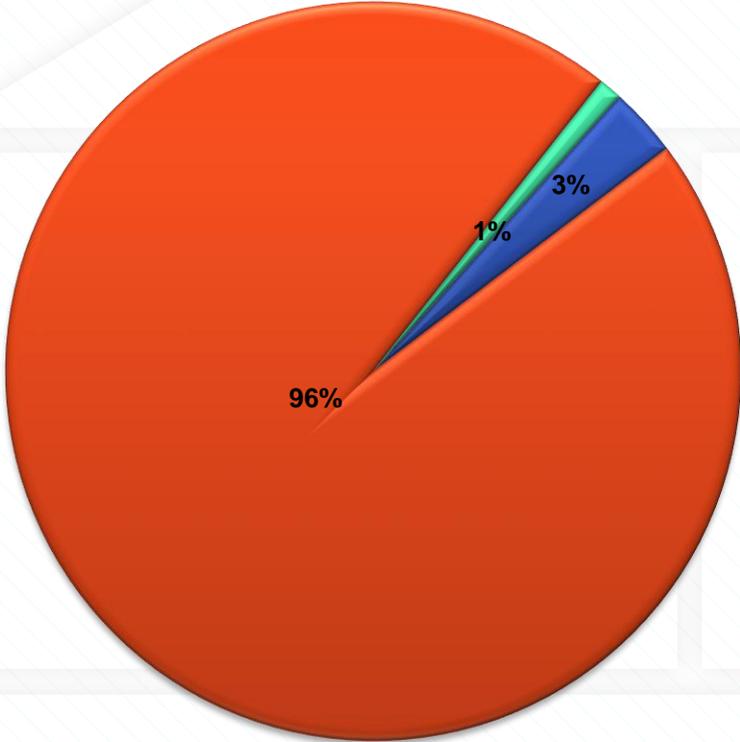
| Subject Areas | Areas to cover | Quarterly RAG |
|---|--|---|
|  <p style="text-align: center;">Security</p> | <ul style="list-style-type: none"> • Credit Agency Updates | <ul style="list-style-type: none"> • No significant downgrades to report or companies moving to a high risk category requiring action to be taken. • 3% of customers now have security in place in the form of Letter of Credit or Parent Company Guarantee. 96% have a published credit rating with Experian or Graydons. 1% on immediate payment terms. • All customers who had a rating with D&B have now been moved to Experian, Graydons or accepted security arrangements. |
|  <p style="text-align: center;">Debt</p> | <ul style="list-style-type: none"> • Failed Users • Debt | <ul style="list-style-type: none"> • 22 Users who have failed (3 x Shipper, 19 x Supplier) • £103,569.48 of debt recorded. Debt over £1k pursued through administrators • As agreed by DSC Committee on 17th August 2020 all debts under £1k have been requested to be written off. |
|  <p style="text-align: center;">Escalations</p> | <ul style="list-style-type: none"> • Escalations to Committee | <ul style="list-style-type: none"> • No Escalations to committee |

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| Subject Areas | Areas to cover | Quarterly RAG |
|---|--|---|
|  <p>Invoicing</p> | <ul style="list-style-type: none">• Invoicing Issues• Late Paid Interest | <ul style="list-style-type: none">• No invoicing issues reported during this quarter.• Total of £4,916.69 in Late Paid Interest charges invoiced in August, September and October.• Continue to engage with customers about invoice due dates to encourage payments. |
|  <p>Outlook</p> | <ul style="list-style-type: none">• Focus Areas for next quarter• Modifications Updates | <ul style="list-style-type: none">• Continue early engagement with customers leading up to payment due date.• Continue to monitor closely organisation's using Credit Agency alerts/reporting• Team initiatives – Direct Debit implementation and reviewing security processes. |

Exposure

DSC / UUA / Third Party Customers



■ Secured - Exposure underwritten by a third party ie. LOC/PCG

■ Unsecured - Supported by a Published Credit Rating

■ Unsecured - Payments Upfront and revised payment term

D&B Credit Agency

- Ceased using D&B in November 2020.
- All customers who held a credit rating with D&B were credit scored against Experian and Graydon's.
- Those customers that did not meet the required rating were requested to place alternative security in the form of a Letter of Credit or Parent Cover Guarantee.
- During this process we had requests to lodge a cash deposit as an alternative to a Letter of Credit or Parent Cover Guarantee.
- Currently there is no provision to do this so those customers, 2 in total, who were unable to provide a Letter of Credit or Parent Cover Guarantee have been placed on immediate payment terms.

Failed Users

| Company Name | SSC | Debt | Comments |
|--|-----|--------------------|---|
| Better Energy Supply Limited | BTE | £1,815.73 | Terminated from UNC 17.12.19. Administrator appointed and proof of debt lodged. |
| Economy Energy Trading Limited | ENY | £1,651.39 | Ceased trading and contract terminated on 10.1.19. Administrator appointed and proof of debt submitted. |
| Eversmart Energy Limited | ENQ | £1,886.86 | Administrator appointed and proof of debt lodged.13.09.19 |
| Future Energy Supply Limited | FES | £352.36 | 31.1.18 - Administrator appointed and proof of debt lodged (prior to £1k ruling) |
| GB Energy Supply Limited | GBE | £4,826.72 | 6.12.16 - Administrator appointed and proof of debt lodged. |
| Locus Energy Ltd | LCE | £46,160.86 | Terminated from UNC 9.10.20. Awaiting appointment of Administrator to pursue debt. |
| Our Power Energy Supply | OUP | £1,773.22 | Administrator appointed 1.2.19 proof of debt lodged |
| Solarplicity Supply Limited | LOC | £2,037.42 | 19.08.20 - Administrator appointed and proof of debt lodged. |
| Solarplicity Utility Services Limited | SLR | £5,845.20 | Administrator appointed proof of debt lodged 28.07.20 |
| Utility Professional Business Operations Ltd | UPB | £37,219.72 | Terminated from UNC 27.11.18 Administrator appointed and proof of debt lodged. |
| Total debt | | £103,569.48 | LCE do not have an appointed administrator as of 16.11.20 |
| Total debt being pursued through Administrators | | £57,408.62 | |

All debt less that £1,000 exc VAT will not be pursued through an administrator as agreed by DSC Credit Committee

Debt under £1,000

| SSC | Company Name | Unrecoverable Debt Written Off |
|-----|--|--------------------------------|
| BEU | Brilliant Energy Supply Limited | £162.43 |
| BZE | Breeze Energy Supply Limited | £97.97 |
| CRD | Cardiff Energy Supply Limited | £13.86 |
| EEL | Effortless Energy Limited | £211.30 |
| GHL | GnERGY Limited | £221.76 |
| IRE | Iresa Limited | £658.75 |
| ONE | Oneselect Limited | £1,082.89 |
| RUT | Rutherford Energy Supply Limited | £29.34 |
| SNO | Snowdrop Energy Supply Limited | £329.38 |
| TEM | Temple Energy Limited | £44.62 |
| USI | Usio Energy Supply Limited | £9.02 |
| WAL | One Wales Energy - Un Ynni Cymru Limited | £9.02 |
| | | |
| | Total for write off | £2,870.34 |

Direct Debit Update

- Communication sent to all DSC customers to ask their interest in having Direct Debit as a method of payment for invoices.
- 38 customers responded with an interest in settling DSC invoices.
- Application is taking longer than first realised due to arranging wet signatures from Xoserve's Board Directors.
- Xoserve have passed the credit rating with Barclays Bank who have approved the Direct Debit sanction at their side.
- Aiming to complete the process by the end of 2020.