

**Issue** One of the unmetered streetlight supplies was not successfully transferred from Yu Energy to Tomato Energy in Feb 2025.

Council need to consider moving to a new supplier to ensure best value.

Relevant correspondence with Clear Utility Solutions (energy broker):

**12 August 2025 from Clear Utility Solutions in response to my initial enquiry:**

*I understand Chris spoke to you at back end of last week, in my absence. Chris is going to liaise with both YU Energy and Tomato Energy around how this situation has arose, it shouldn't be possible to have your 3 UMS MPANs split across 2 different suppliers, but that's how it's ended up!*

*Chris has asked me to send quotations across to you for the UMS MPAN in question, at present Tomato Energy cannot take on any new sites so as a result we will have to keep this UMS MPAN separate from the other 2 with Tomato for the foreseeable.*

*We do have an alternative UMS Supplier in Valda Energy, I have attached their 12, 24 and 36 month quotes to this email.*



MPRN/MPAN	Contract Term (months)	All/Day Unit Rate (p/kWh)	Standing Charge/Meter Charge (p/day)	Estimated Annual Cost
1030009900249	12	35.000	95.000	£358.30
1030009900249	24	36.000	100.000	£376.88
1030009900249	36	36.500	105.000	£395.30

*If accepted, we can attempt to switch the 1 single UMS MPAN away from YU Energy and across to Valda and then when both contracts reach their expiry, we can attempt to combine the 3 UMS MPANs again under 1 supplier. (IF there are still 3 MPANs at that point, see below...)*

*Now there is a secondary part to this situation which complicates the situation slightly more but equally could be the perfect end result. As part of a new initiative, Ofgem have ordered that multiple UMS setups, like yours, be migrated into 1 UMS MPAN. This process is handled by the Distributor (in your area this is UK Power Networks), and this is something that has begun happening in certain areas and will take place for you eventually.*

*The Distributor will choose which of your 3 MPANs it migrates them all too, when this happens the other 2 UMS MPANs will be obsolete and the relevant contracts would end.*

**21 August 2025 MPC response to costs:**

*I am aware you believe this is our only option and I thank you for helping us with it – the question I have is that the est annual cost for this MPAN with tomato was £11.32 – how do I go about selling the £395.30 alternative to Council...other than it will cost a lot more off plan with Yu?*

**21 August 2025 – summary response from Clear Utility**

*I appreciate the situation is far from ideal, at the time we agreed the contract with Tomato Energy, we had been dealing with them for 12 months and the service our end (and at customers end) was really good.*

*This is almost an unheard of situation, as explained recently, we're not sure how they've physically managed to transfer 2 of the 3 UMS MPANs and how YU Energy have been able to object to just 1, as they are all supposed to transfer (or be objected too) together!*

## Clear Utility – explanation of unmetered supply issue – August 2025

*The situation is this, Tomato Energy have since had a suspension placed on them by Ofgem for registering new supplies, meaning they cannot add any more Electricity supplies to their current portfolio until that suspension is lifted.*

*The reason for the suspension is that they have taken on a huge amount of customers in a short period of time and Ofgem would like guarantees around the level of service a new supplier can provide to that level of customer.*

*The main reason they were able to take on significant amounts of customers is because they were offering unrealistic prices, such as a Zero Standing Charges for low consuming supplies (like yours). It's a common strategy when a new supplier enters the market, they will take a calculated risk and lose money in the first few years in order to get a foothold in the market, and then once have established themselves, will increase their tariffs on offer.*

*Now the only alternate UMS Supplier we can offer you is Valda Energy, who are a more established supplier, been trading since 2018 and have deep long standing historic ties in the UK Energy Market, so from a price perspective they are competitive with all suppliers across the board, but unfortunately will not offer a Zero Standing Charge on low consuming supplies.*

*Whilst I appreciate the annual cost increase is significant, there really is no alternative quotations we can provide. Tomato Energys situation with Ofgem is out of our control, YU Energy objecting without reason is an error on their part which Chris is disputing with them on your behalf and Tomato Energy never advised us that the 3<sup>rd</sup> MPAN failed to switch.*

*You can of course try to source an alternate UMS quote directly with suppliers, but to my knowledge Valda are the only supplier in the market currently offering UMS Contracts to NEW customers.*

On calling suppliers I have been unable to secure a supply for the one unmetered supply let alone obtain a quote – hence why we used a broker in the first place.

### **26 August 2025**

Email request to Councillors

*Please see below relating to an issue with our current street lighting energy provider, please respond via return email at your earliest convenience.*

*Late in 2024 we engaged with Clear Utility Solutions energy broker to negotiate our current energy contracts – this included three streetlight unmetered supplies and our general property energy needs (currently through British Gas Lite).*

*It was decided to move the three unmetered supplies for streetlights from Yu Energy to Tomato Energy – at the time Tomato were the only available supplier for unmetered supply. In February 2025 we believed all three supplies had been moved to Tomato. We recently received our first bills as expected.*

*On 6 August 2025 we received a bill from Yu Energy to the cost of **£649.90** (as attached Bill02945541\_1.pdf) – I followed up with both Yu Energy and Clear Utility Solutions (broker) as to why we had received the bill. It transpires that only two of the unmetered supplies had been moved in February so Yu continued to supply on a non-contracted rate between February and July 2025. Clear Utility are following up with Tomato and Yu to find out what went wrong as no parties were informed of any issue and it should be impossible to split the supply in this way.*

*The payment to Yu has been made by direct debit as contracted – Clear Utility are working on claiming a refund from Yu or compensation from Tomato – there is no guarantee that this will be successful but the brokers are working on our behalf to clear up the issue.*

*As a result we need to secure a contracted supplier for the third unmetered supply – a complication to this is that Ofgem have placed a suspension on Tomato taking on new supplies. We are now left with one option of contracted supplier – Valda.*

*Please see the explanation of the issue from Clear Utility attached (Clear Utility – explanation of unmetered supply issue.pdf).*

*Please respond with your vote (in favour, against, abstain):*

***To consider moving unmetered supply from Yu Energy to Valda Energy at an estimated annual cost of £395.30 (price may vary due to rates changing daily) under the advice of Clear Utility Solutions. Clear Utility Solutions will continue to raise a dispute with Tomato and Yu but there is no guarantee of any compensation.***

*Votes will be reported via email and through formal record at the next full parish council meeting.*

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## **5 September 2025**

Email confirmation of vote

*Thank you to all that responded to the email, seven councillors replied in support, please note the resolution below:*

***It was RESOLVED to approve moving unmetered supply from Yu Energy to Valda Energy at an estimated annual cost of £395.30 (price may vary due to rates changing daily) under the advice of Clear Utility Solutions.***

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Instruction passed to Valda and close of account instructed to Yu Energy. Final bills to Yu being paid and contract signed for Valda.

Ongoing discussion with Clear Utility Solutions around possible compensation or return of fees.