



Notice

Dear Residents of Sark,

By chance, I discovered that a customer had been overcharged 80p by Sark Electricity Limited (SEL) for consumption during December. On further investigation, I found that other residents had also been similarly overcharged. On 24th January, I suggested to SEL that it should inform customers of this error and take appropriate action. SEL's recent announcement on its web-site concerning the tariff for February did not contain this information. I therefore recommend that customers should check that they have been billed the appropriate amount for December and previous months. For customers with "Primary Meters" on the basic tariff, the correct amount for December is either £40 or the number of units x 56p, whichever is the larger. I have requested an explanation from SEL as to how the December errors have come about but have, to date, received no response.

No doubt you are all aware that the two year electricity Price Control Order has now expired. However, I will be continuing my primary duty of ensuring that electricity prices in Sark are fair and reasonable. To carry this out effectively I require, amongst other things, details of the volumes of electricity sold. SEL has not yet provided these figures for December. I can assure customers that, on receipt of the information I require, I will judge whether my Office should carry out another formal price investigation.

I am aware that SEL has not proceeded to replace the electrical equipment that was recently described as unfit for purpose by EIS. It is irresponsible, in my view, for an electricity supplier to ignore the risk to customers of unscheduled losses of supply. I believe that this inaction is not in the best interests of Sark's residents nor SEL itself.

Anthony White
Commissioner

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31st January, 2022