



Emily McAlister <emily@retirement.capital>

Re: BES Electricity Reminder Debt

3 messages

Rob Boyd <rob26boyd@gmail.com>

12 May 2023 at 15:14

To: Emily McAlister <emily@retirement.capital>, Darren Lloyd <Darren.Lloyd@united-uk.com>

Rob Boyd
07768238452

On 12 May 2023, at 11:26, BES Utilities <no-reply@besutilities.co.uk> wrote:



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BES Ref:BES1042065E

Dear Customer,

RE: Late Fee Applied to Overdue Electricity Account £172.56

Further to our recent letter we note that there is still an unpaid balance of £172.56 on your BES account with us, and as payment has not yet been made we have now applied a late fee of £50.00 to your BES account which is included in the above sum.

To make a payment please contact our Credit Control Team on **0344 5678 427**, and follow the instructions to reach Credit Control who are able to process a credit or debit card payment and reinstatement of your Direct Debit to settle your BES account.

If we don't receive payment of the above amount, or hear from you within the next 7 days, we may escalate your account to an external debt collection agency, who will attempt to contact you by visiting the property. Please note that, if we have to take this action, you may be liable for further costs we incur.

We want to avoid taking this action. If you have a query regarding your account or you are struggling to pay, we are here to help, but it's important that you contact us to let us know about your situation. We are open from 9am to 5pm, Monday to Friday. The number to contact us on is **0344 5678 427** and follow the instructions to reach Credit Control,

alternatively you can chat to us live at www.besutilities.co.uk.

If your payment has been made in the last 48 hours, thank you and please disregard this letter.

Yours sincerely,

Credit Control Manager
For and on behalf of BES Utilities



BES Utilities is the generic reference to the group of companies that comprises of BES Commercial Electricity and BES Commercial Gas. Details of each company are as follows: BES Commercial Electricity Ltd t/a BES Commercial Electricity (registered in England & Wales No.06882734), whose registered office is Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood, Lancashire, FY7 6TX. Business Energy Solutions Ltd t/a BES Commercial Gas (registered in England & Wales No.04408013), whose registered office is Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood, Lancashire, FY7 6TX.

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BES Commercial
Gas



BES Commercial
Electricity

Emily McAlister <emily@retirement.capital>
To: Rob Boyd <rob26boyd@gmail.com>
Cc: Darren Lloyd <Darren.Lloyd@united-uk.com>

15 May 2023 at 12:35

Hi Rob,

I believe I have actioned every invoice you have sent to me...

Let me know if you want me to prepare an outward payment instruction for this outstanding amount £172.56.

I look forward to hearing from you.

Kind Regards
Emily McAlister

Retirement
.Capital



Web: <https://retirement.capital>

Phone: 0330 311 0088

Email: emily@retirement.capital

Data Processing Centre
Retirement.Capital
Venture Wales Building
Merthyr Tydfil Industrial Business Park
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Rob Boyd <rob26boyd@gmail.com>
To: Emily McAlister <emily@retirement.capital>
Cc: Darren Lloyd <darren.lloyd@united-uk.com>

15 May 2023 at 15:00

Yes please and I'll get it back from them

Rob Boyd
07768238452

On 15 May 2023, at 12:35, Emily McAlister <emily@retirement.capital> wrote:

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[Quoted text hidden]

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<[signature1.jpg](#)>

<[BES-Email-Header.jpg](#)>