



Sark Electricity Ltd

The Power Station
Harbour Hill
Sark
Channel Islands
GY10 1SB

8th March 2022

Dear Customer

Many of you will be aware that when I arrived, I changed SEL's disconnection policy as I was uncomfortable with the idea of removing a residents access to electricity given that:

- a) There is, for some, no alternate supplier;
- b) this will cease access to water.

Regrettably, this gesture has been seen by some as an opportunity simply not to settle their accounts for extended periods with bills remaining outstanding, in some cases, for over a year.

This can no longer continue. Our terms are clearly laid out as settlement being due by the end of the following month. January bills being due on February 28th for example.

Where a customer has difficulty and reaches out I will always respond favourably, as those of you that have done so will attest. This change in policy is not directed at you.

We will shortly be writing out to those customers that have left aged accounts open for months and notifying them that we will shortly be disconnecting their supply and will no longer be offering them a supply of electricity until such time as we have a 6 month deposit on account in cleared funds.

I am making this matter public so as to ensure that Sark's well known grapevine is accommodating the facts and not an imagined vendetta by SEL as regrettably, a number of those affected are in and around our government.

Regards

Alan