

AM22

Notice of move from administration to creditors' voluntary liquidation



Companies House

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www.gov.uk/companieshouse

1 Company details

Company number 0 9 8 1 2 7 1 6

Company name in full Igloo Energy Supply Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Court details

Court name High Court of Justice Business & Property Courts of
Eng & Wales Insolvency & Companies List (ChD)

Court case number C R - 2 0 2 1 - 0 0 1 8 3 4

3 Administrator's name

Full forename(s) Robert Andrew

Surname Croxen

4 Administrator's address

Building name/number Suite 3 Regency House

Street 91 Western Road

Post town Brighton

County/Region

Postcode B N 1 2 N W

Country

AM22

Notice of move from administration to creditors' voluntary liquidation

5	Administrator's name ①	
Full forename(s)	Jonathan	① Other administrator Use this section to tell us about another administrator.
Surname	Marston	

6	Administrator's address ②	
Building name/number	Suite 3 Regency House	② Other administrator Use this section to tell us about another administrator.
Street	91 Western Road	
Post town	Brighton	
County/Region		
Postcode	B N 1 2 N W	
Country		

7	Appointor/applicant's name	
	Give the name of the person who made the appointment or the administration application.	
Full forename(s)	the	
Surname	Directors	

8	Proposed liquidator's name	
Full forename(s)	Robert Andrew	
Surname	Croxen	
Insolvency practitioner number	9 7 0 0	

9	Proposed liquidator's address	
Building name/number	Suite 3 Regency House	
Street	91 Western Road	
Post town	Brighton	
County/Region		
Postcode	B N 1 2 N W	
Country		

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Notice of move from administration to creditors' voluntary liquidation

10 Proposed liquidator's name^①

Full forename(s)

Jonathan

Surname

Marston

Insolvency practitioner
number

1 4 3 9 2

① Other liquidatorUse this section to tell us about
another liquidator.**11** Proposed liquidator's address^②

Building name/number

Suite 3 Regency House

Street

91 Western Road

Post town

Brighton

County/Region

Postcode

B N 1 2 N W

Country

② Other liquidatorUse this section to tell us about
another liquidator.**12** Period of progress report

From date

^d0 ^d7 ^m0 ^m4 ^y2 ^y0 ^y2 ^y2

To date

^d1 ^d5 ^m0 ^m9 ^y2 ^y0 ^y2 ^y2**13** Final progress report☒ I have attached a copy of the final progress report.**14** Sign and dateAdministrator's
signature

Signature

X



X

Signature date

^d2 ^d3 ^m0 ^m9 ^y2 ^y0 ^y2 ^y2

**Presenter information**

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name **Danny Wallace**

Company name **Alvarez & Marsal Europe LLP**

Address **Suite 3 Regency House**

91 Western Road

Post town **Brighton**

County/Region

Postcode **B N 1 2 N W**

Country

DX

Telephone **+44 (0) 20 7715 5200**

**Checklist**

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed and dated the form.

**Important information**

All information on this form will appear on the public record.

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The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.

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This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

IGLOO ENERGY SUPPLY LIMITED – IN ADMINISTRATION

Joint Administrators' final progress report

For the period from 7 April 2022 to 15 September 2022

23 September 2022

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1 Executive summary

- Rob Croxen and Jonny Marston of Alvarez & Marsal Europe LLP (“A&M”) were appointed as Joint Administrators (“we”/“us”/“our”) of Igloo Energy Supply Limited (the “Company”) on 7 October 2021.
- This progress report covers the period from 7 April 2022 to 15 September 2022.
- During the period of this report, we have completed the provision of services under the Transitional Services Agreement (“TSA”) with the Supplier of Last Resort (“SoLR”), E.ON Next Energy Limited (“E.ON”). The TSA enabled us to allow the final customer billing process to be conducted and to ensure the smooth transition of the Company’s former customers to E.ON. In addition to this, Barratt Smith & Brown (“BSB”), our appointed debt collection agents, have continued to collect outstanding book debts from customers (Section 3 – Strategy and outcome of the administration).
- Following a review of the Company’s security by Irwin Mitchell LLP, it was established that Lightbulb ES Limited (“Lightbulb”) held a valid second ranking security over the assets of the Company. During the period, Lightbulb’s secured debt was repaid in full (Section 4 – Outcome for creditors).
- We intend to convert the administration to a Creditors’ Voluntary Liquidation (“CVL”), as provided for in our statement of Proposals (“Proposals”). This will allow us to finalise the matters outstanding from the administration, which include but are not limited to: the transfer of the administration surplus to the CVL; the ongoing realisation of the remaining book debts and office equipment; continuing the Court directions application; and arranging the relevant distributions to creditors once all remaining assets have been realised, the associated costs have been paid and all claims have been adjudicated (Section 2 – Strategy and outcome of the administration).
- Based on current estimates, we anticipate that preferential creditors should receive a dividend of 100p in the £, which will be distributed in the CVL (Section 4 – Outcome for creditors).
- Based on current estimates, we anticipate that unsecured creditors should receive a dividend. We have yet to determine the amount and timing of this due to uncertainty regarding asset realisations, costs of realisation, adjudication of claims and the outcome of the Court directions hearing (Section 4 – Outcome for creditors).
- We have filed a copy of this final progress report with the Registrar of Companies, together with the requisite notices to move the Company into CVL. We will cease to act as Joint Administrators when these documents are registered by the Registrar of Companies and on the same date will be discharged from liability in respect of any actions of ours as Joint Administrators. From that date, the Company will move into CVL and we will become liquidators (Section 7 – Exit Route).

- Please note, you should read this progress report in conjunction with our previous progress report and Proposals which were issued to the Company's creditors and are available on the portal (the "Portal"). Unless defined otherwise in this progress report, terms defined in this report shall have the same meaning as assigned to them in our previous reports. Unless stated otherwise, all amounts in this progress report and appendices are stated net of VAT.



Rob Croxen
Joint Administrator

2 A message to customers

All customers have now been migrated to E.ON under the Office of Gas and Electricity Markets' ("Ofgem") SoLR process and the Company's operations and IT systems have been wound down.

If customers have any outstanding queries, including those regarding ongoing supply or outstanding credit balances then customers are kindly asked to consult the list of frequently asked questions on the E.ON website: <https://www.eonnext.com/igloo-energy>.

If these do not resolve your query, please contact E.ON directly. This also applies to customers who changed energy suppliers prior to the Company entering administration who are owed credit balances by the Company.

If customers need to discuss an outstanding debit balance, they are kindly asked to contact BSB at igloo_admin@thebsbco.com.

If customers need additional support in England and Wales, they can call Citizens Advice on 0808 223 1133 or email them via their webform: <https://www.citizensadvice.org.uk/about-us/contact-us>.

If customers need additional support in Scotland, they can contact Advice Direct Scotland on 0808 196 8660 or email them via their webform: <https://advice.scot/contact-us/>.

3 Strategy and outcome of the administration

This section provides a final update on the administration. It follows the information provided in our proposals and our previous progress report.

Our Proposals and previous progress report, summarised the key matters and detailed:

- messages to the Company's customers;
- background information, including events leading to the administration;
- details of the strategy and progress of the administration;
- the likely outcome for creditors;
- details of our receipts and payments to 6 April 2022; and
- our analysis of the time spent, and work undertaken.

3.1 Strategy and outcome

As set out in our Proposals and previous progress report, our primary objective is to achieve a better result for the Company's creditors as a whole than would be likely if it were wound up.

In the period following our first progress report, we have:

- distributed £5,391,307 to the Company's second ranking secured creditor;
- settled and finalised the allocation of any outstanding costs and receipts under the TSA. We completed all services that were required under the TSA before its expiry on 31 July 2022 including the reconciliation of receipts from customers and settlement of costs;
- realised £1,957,427 of cash held by Go Cardless Limited ("Go Cardless") following expiry of a cash collateral agreement negotiated in December 2021;
- reconciled all customer receipts received during the administration to ensure they have been correctly applied to customer accounts and we have sent final balances where appropriate to E.ON;
- continued to monitor book debt collections and liaised with our appointed debt collection agent, BSB, to ensure that customers are treated fairly as part of the debt collection process. In the period since our first progress report, we have realised the sum of £1,208,104.44 in respect of book debts;
- adjudicated ordinary preferential creditor claims from employees;
- continued with the Court directions application detailed in section 5.1 of our first progress report. As previously advised, the claims that the Court directions application relate to are complex. We have continued to liaise with our legal advisers and legal counsel in respect of these claims. The directions application is due to be held in October 2022;
- liaised with HMRC in respect of post appointment reporting;
- prepared and filed outstanding corporation tax returns for the period prior to our appointment;
- continued to deal with a number of customer enquiries and queries and are working closely with E.ON, Ofgem and various customer support organisations (e.g., Citizens' Advice) to assist customers who have queries relating to their accounts;

- prepared outstanding VAT returns for the period of our appointment. These will be finalised and filed with HMRC in CVL; and
- terminated agreements with suppliers that continued to provide services during the administration.

Employees

As mentioned in our progress report, in line with the TSA no employees remained employed by the Company beyond 31 January 2022.

Customer communication

We continue to receive a small number of queries from former customers of the Company and we follow our communication plan to help direct customers to E.ON or the appropriate information being provided by E.ON or Ofgem.

Book Debts

Our appointed debt collection agent, BSB, has continued to collect the debtor book on our behalf. We are working with BSB to ensure customers are treated fairly as part of the process. We expect that BSB will continue to collect out the debtor book once the Company is in liquidation.

Advanced Collection Services ("ACS"), the pre-appointment debt collection agent has continued to collect aged debts. We will continue to review strategy for realising aged debts in the liquidation. In the period of the administration, ACS collected £3,130 of book debts.

Tangible assets

We have negotiated a sale for some of the Company's office equipment. This is expected to complete in the liquidation. We expect to instruct Hilco Valuation Services Limited ("Hilco") as agent to realise any remaining office equipment in liquidation.

VAT asset

The Company had a VAT asset on its balance sheet at the time of our appointment. We have sought advice from our specialist VAT colleagues on the potential recoverability of this asset and will explore this further in the CVL once we have received HMRC's claim against the Company.

3.2 Asset realisations

Realisations during the administration are set out in the attached receipts and payments account (Appendix 3).

Summaries of the most significant realisations during the period of this report are provided below. Other significant realisations during the administration are detailed in our previous progress report.

Cash at bank

Since our previous progress report, we identified an additional £21,789 of funds held in the Company's pre-appointment bank accounts. We have since realised these funds.

In addition, as part of the final reconciliation of customer receipts as detailed below, a further £136,924 relating to pre-appointment receipts was realised.

Customer Receipts – Book debts and Third party monies

As reported in our previous progress report, a significant amount of cash was received from customers following our appointment, a proportion of which was held by merchant service providers. In line with the TSA, an initial reconciliation exercise was completed in respect of

funds we received which resulted in £3,634,826 being allocated to book debts and £23,722,302 to third party monies received.

In the period of this report, we have realised all remaining cash and completed the final reconciliation of customer receipts. This involved reconciling customer receipts that were previously unallocated or held by the Company's merchant service provider, Go Cardless, as cash collateral. Following this reconciliation, the following receipts were recorded:

- £480,796 relating to customer receipts on debtor accounts (Book Debts); and
- £1,526,826 relating to customer receipts on credit accounts (Third Party Monies Received). In line with the TSA, these funds have been transferred to E.ON to be applied to new accounts set up for customers by E.ON. All third party monies received have been returned to the correct party, so will ultimately have a nil effect on the administration account.

As referenced above, BSB and ACS continued to collect book debts on our behalf and have realised £726,278 within the period. We also received £1,030 by way of cheque or bank transfer. Both figures are included in the £1,208,104 of Book Debt realisations noted in the R&P at Appendix 3.

Intercompany

Since our previous report, we have realised £146,260 of intercompany debt.

3.2.1 Investigations

As reported in our previous progress report, we have reviewed the affairs of the Company to find out if there are any actions which can be taken against third parties to increase recoveries for creditors. In the period of this report, no causes of action have been identified.

3.3 Expenses

3.3.1 Payments

Payments made during the administration, and during this period are set out in the attached receipts and payments account (Appendix 3).

Summaries of the most significant payments made during this period are provided below. Other significant payments made during the administration are detailed in our previous progress reports.

Suppliers

In the period of this report, the total sum of £164,868 has been paid to suppliers. The most significant supplier costs were to Zendesk, Inc, the customer service platform required to complete final billing (£124,672), and Go Cardless, the merchant services provider that was holding receipts from customers (£39,406).

Administrators' fees and disbursements

A total of £1,831,449 has been paid in relation to our post-appointment fees in the period. A total of £6,272 has been paid in relation to our post-appointment disbursements.

Legal fees and disbursements

We have paid legal fees and disbursements of £142,650 in the period of this report.

3.3.2 Professional advisers and sub-contractors

Agents

The Joint Administrators' disbursements include costs incurred by Headland PR Consultancy LLP, on a time costs basis, to provide public relations consultancy services. Headland has extensive experience dealing with cases of this nature and in the energy industry.

3.4 Schedule of expenses

We have detailed the costs incurred during the period, whether paid or unpaid, in the schedule of expenses attached (Appendix 4).

WBD, our retained lawyers in respect of the Court Directions hearing, are incurring ongoing expenses in respect of the legal work required to prepare for the hearing in October. We will receive an invoice for our share of legal costs in due course which we expect to be due for payment in the CVL. Total WBD unbilled expenses were £5,797 at 30 August 2022.

There are no significant expenses which have been incurred in the administration that remain unpaid.

4 Outcome for creditors

4.1 Secured creditors

As set out in our previous progress report, the Company's first ranking chargeholder, Osaka Gas, was repaid in full from floating charge realisations.

During the period of this report, we have distributed £5,391,307 to Lightbulb, the second ranking charge holder, all of which relates to floating charge realisations.

4.2 Preferential creditors

We estimate the amount of ordinary preferential claims to be £157,717.

Based on current estimates, we anticipate that the ordinary preferential creditors should receive a dividend of approximately 100p in the £ during the liquidation. We anticipate the dividend to be paid shortly after the move to CVL.

As reported in our previous progress report, certain HMRC claims rank as secondary preferential claims. We are liaising with HMRC to determine its final claim amount.

4.3 Unsecured creditors

Based on current estimates, we anticipate that the unsecured creditors should receive a dividend during the liquidation. The amount will be determined once the realisation of assets, payment of associated costs and adjudication of claims has been completed during the liquidation.

5 Other matters

5.1 Court directions application

As detailed in our previous progress report, there are a number of potential creditor claims or contingent creditor claims that have been, or could be, lodged in the administration estate.

These claims could be substantial and if admitted would have a significant impact on the percentage return to unsecured creditors of the estate.

We are continuing to work with Ofgem, a number of the relevant SoLRs and a significant unsecured creditor to some of the relevant insolvency energy companies in relation to the Court directions application to ensure the Court can consider the arguments and provide clear guidance on how these claims should be treated.

The hearing date for the directions application is listed for October 2022.

6 Joint Administrators' remuneration and category 2 expenses

6.1 Joint Administrators' remuneration and category 2 expenses

6.1.1 Basis of remuneration and category 2 expenses

During the administration, the Company's creditors have provided approval that:

- our remuneration will be drawn on the basis of time properly given by us and the various grades of our staff in accordance with the revised fees estimate and charge-out rates provided to creditors; and
- category 2 expenses (as defined in SIP 9 and disclosed to creditors) will be paid as an expense of the estate, including disbursements paid directly by A&M and charged in accordance with our charging policy as set out in Appendix 5.

During the period, the Company's creditors approved our revised fees estimate of £3,416,861. Our fees estimate has been paid in full.

6.1.2 Time costs

During the period we have incurred time costs of £776,160. These represent 1,227.3 hours at an average rate of £632 per hour.

From the date of our appointment to 15 September 2022, we have incurred time costs of £3,489,236. These represent 5,599.9 hours at an average rate of £623 per hour.

We are not seeking approval for any remuneration in excess of the revised fees estimate.

6.1.3 Remuneration

During the period, we have drawn floating charge remuneration of £1,831,449.

6.1.4 Additional information

Fees estimate

During the administration we have marginally exceeded our fees estimate of £3,416,861 due to:

- the complexities with the Company's VAT reporting have continued, and these matters have required additional work and liaison with HMRC;
- the closure of the Company's pre-appointment bank accounts has required more involvement from us than anticipated;
- we have been made aware of additional requests for information reporting by HMRC in relation to the Company's employee benefits.

Expenses estimate

The expenses incurred during the administration have not exceeded our original expenses estimate of £4,837,457.

Time spent and charging policy

We have attached at Appendix 5 an analysis of the time spent, the charge-out rates for each grade of staff and the expenses paid directly by Alvarez & Marsal Europe LLP for the period of this report, together with a summary of the cumulative time costs to 15 September 2022. We have also attached our charging policy.

7 Exit route

7.1 Exit route

We have filed a copy of this final progress report with the Registrar of Companies, together with the requisite notices to move the Company into CVL.

We will cease to act as Joint Administrators when these documents are registered by the Registrar of Companies and on the same date will be discharged from liability in respect of any actions of ours as Joint Administrators. From that date, the Company will move into CVL and we will become liquidators.

We intend to move the Company from administration to CVL, in order to deal with the matters outstanding from the administration, which includes:

- the transfer of the administration surplus to the CVL;
- realisation of the remaining customer debtor book as outlined in section 2;
- arranging the relevant distribution to creditors as outlined in section 3;
- continuing with the Court directions application as outlined in section 4;
- payment of outstanding and ongoing expenses;
- finalising and submitting outstanding VAT and tax returns; and
- seeking necessary clearances prior to closure.

Funds to transfer to CVL

After the realisation of assets and payment of associated costs, net realisations of £9,175,337 are remaining following the conclusion of the Company's administration, representing the administration surplus.

The administration surplus will be transferred to an account under the control of the Joint Liquidators once the Company has been placed into CVL.

Any funds due to the estate in respect of VAT refunds due from our post appointment VAT returns that will be filed during the CVL will be paid directly to the Joint Liquidators account.

Appendix 1 – Statutory information

Company information

Company name	Igloo Energy Supply Limited
Date of incorporation	7 October 2015
Company registration number	09812716
Present registered office	Suite 3 Regency House, 91 Western Road, Brighton, BN1 2NW

Administration information

Administration appointment	The administration appointment granted in the High Court of Justice Business and Property Courts of England and Wales Insolvency and Companies List (ChD)
Appointor	Directors
Date of appointment	7 October 2021
Joint Administrators	Rob Croxen & Jonny Marston
Joint Administrators' contact details:	Address: Suite 3, Regency House, 91 Western Road, Brighton BN1 2NW Email: INS-IGLESL@alvarezandmarsal.com
Functions	The functions of the Joint Administrators have been exercised by them individually or together in accordance with Paragraph 100 (2)
Current administration expiry date	6 October 2022
Proposed Joint Liquidators	Rob Croxen & Jonny Marston

Appendix 2 – Summary of our Proposals

Our Proposals were delivered to the Company's creditors on 5 November 2021 and were subsequently approved by deemed consent on 24 November 2021.

Strategy

As detailed in our Proposals, the primary objective of our administration was to achieve a better result for creditors as a whole than would be likely if the Company were wound up, in accordance with Paragraph 3 (1)(b).

To achieve this, we entered a TSA with E.ON where the operational platforms of the Company were maintained to support the final customer billing process, and to ensure the smooth transition of the Company's former customers to E.ON.

The proposals stated that the strategy at the time was to complete a sale of the customer debtor book to E.ON. This did not eventuate, and BSB was instructed to collect all remaining book debts.

Dividend prospects

Our proposals stated that we anticipated that secured creditors, and both ordinary and secondary preferential creditors would be paid in full. In addition, we anticipated that asset realisations would be sufficient to enable a distribution to unsecured creditors.

As detailed in section 3 of this report, secured creditors were repaid in full during the administration. Any distributions made to preferential and unsecured creditors will now take place in liquidation.

Ending the administration

At the time of the Proposals, all exit routes were retained as options. As detailed in section 7 of this report, the chosen exit route is CVL so that we can deal with matters outstanding from the administration and make distributions to the Company's preferential and unsecured creditors, in the most cost-effective manners possible.

The work that will be undertaken in the CVL is detailed in section 7 of this report.

Discharge from liability

In accordance with our proposals, the Company's creditors' approved that we will be discharged from liability in respect of any action as Joint Administrators upon filing our final receipts and payments account with the Registrar of Companies.

In addition to the above, specific approval was sought from the creditors with regards to the basis of remuneration.

Appendix 3 – Receipts and payments account

Igloo Energy Supply Limited (In Administration) Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £	From 07/04/2022 To 15/09/2022 £	From 07/10/2021 To 15/09/2022 £
(21,266,720.47)		
	FIXED CHARGE CREDITORS	
	Fixed Charge Creditor	NIL
		NIL
	ASSET REALISATIONS	
	Database Access and Assignment Fee	40,000.00
NIL	Intangible assets	NIL
63,500.00	Tangible Assets	8,005.00
20,298.65	Stock	18,482.00
Uncertain	Book Debts	1,208,104.44
Uncertain	VAT Refund (pre-appointment)	NIL
25,141,532.34	Cash at Bank	
	Barclays	21,788.98
	Go Cardless	2,056.59
	Stripe	134,867.64
	ACS	NIL
	Other	NIL
		512,742.89
	1,385,299.65	37,147,336.87
	OTHER REALISATIONS	
	SOLR Support Services Fees	
	Operational Support Services Fees	2,821,917.96
	Administrator Fees	270,000.00
	Float	718,383.60
	Bank Interest	13,005.78
	Unallocated Cash from Customers	
	Square	(17.04)
	Stripe	(135,631.67)
	Go Cardless	(2,326.85)
	Sundry Refunds	NIL
	Third Party Monies Received	
	SOLR	1,526,825.61
	Other	NIL
35,172.99	Cash in Transit	NIL
7,396,527.03	Merchant Service	NIL
1,500,526.77	Other debtors	11,122.82
	Intercompany	146,260.53
		146,260.53
	1,559,239.18	29,255,644.84
	COST OF REALISATIONS	
	Repayment of Third Party Monies Rec'	
	SOLR	1,526,825.61
	Other	NIL
	Suppliers	164,867.99
	Refund of SOLR Support Services Fee	
	Operational Platform Fees	(40,072.20)
	Float	50,000.00
	Specific Bond	NIL
	Administrators' Fees	
	Pre-administration Fees	NIL
	Post-appointment Administrators' Fees	1,831,449.05
	Administrators' Disbursements	
	Post-appointment Administrators' Disbursements	6,271.53
	Agents'/valuers Fees/Disbursements	
	Post-appointment Agents'/valuers Fe	48,058.86
		120,450.06

Igloo Energy Supply Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £	From 07/04/2022 To 15/09/2022 £	From 07/10/2021 To 15/09/2022 £
	942.42	1,685.79
Post-appointment Agents/valuers Disbursements		
Legal Fees/Disbursements		
Pre-administration Legal Fees	NIL	34,070.00
Post-appointment Legal Fees	127,691.77	348,247.22
Post-appointment Legal Disbursements	14,958.57	23,661.21
Ransom Payments	26,512.52	59,919.45
Rents Payable	NIL	38,371.02
Rates	16,537.61	16,537.61
Other Property Expenses	NIL	22,283.93
Insurance of Assets	2,754.94	2,754.94
Wages & Salaries	1,677.30	1,249,445.86
Bank Charges	57.20	9,888.25
	(3,778,533.17)	(33,670,584.69)
PREFERENTIAL CREDITORS		
(548,834.03) HMRC VAT	NIL	NIL
(180,191.65) Employee Arrears/Hol Pay	NIL	NIL
(46,176.66) Pension Schemes	NIL	NIL
	NIL	NIL
FLOATING CHARGE CREDITORS		
Floating Charge Creditor	5,391,306.83	23,222,576.10
	(5,391,306.83)	(23,222,576.10)
UNSECURED CREDITORS		
(45,368,186.32) Trade & Expense Creditors	NIL	NIL
(11,330.77) Employees	NIL	NIL
(2,000,000.00) Connected Companies	NIL	NIL
	NIL	NIL
DISTRIBUTIONS		
(100.00) Ordinary Shareholders	NIL	NIL
	NIL	NIL
(35,263,982.12)	(6,225,301.17)	9,509,820.92
REPRESENTED BY		
Floating VAT Receivable		1,420,641.38
Floating Charge Current		1,175,337.26
Lloyds Current Account		5,000,000.00
BOS Current Account		3,000,000.00
Floating VAT Payable		(1,086,157.72)
		9,509,820.92

Notes:

- Funds are held in interest-bearing accounts and have been spread across multiple accounts to reduce potential risks associated with the banking system.
- Due to the complex historic VAT position of the Company, our internal VAT specialists are reviewing the post-appointment VAT transactions and as such, the VAT balances represented on the receipts and payments account are subject to change.
- We have re-allocated funds within the "Refund of SoLR Support Services Fee" account to reflect the terminology used in the TSA reconciliation agreed with the SoLR.
- Net realisations of £9,175,337 will be transferred to an account under the control of the Joint Liquidators once the Company has been placed into CVL. In addition we will transfer the estimated balance of VAT that will be due from HMRC following the filing of our post appointment VAT returns during the CVL.
- The balances to be transferred to the CVL therefore comprise of the following:

Administration surplus	(£)
Net realisations	9,175,337
Net VAT receivable	334,484
Total	9,509,821

Appendix 4 – Schedule of expenses

A4.1 Schedule of expenses

Schedule of expenses for the period from 7 April 2022 to 15 September 2022

Category	Incurred in a prior period but not previously disclosed (£)	Incurred in the period (£)
Agent's fees and disbursements	-	41,553
Legal fees and disbursements	-	72,472
Rent	-	-
Rates	-	16,538
Other property expenses	-	-
Employee costs	-	1,677
Insurance	-	-
Bank charges	-	57
Specific bond	-	-
Suppliers	127,834	2,348
Joint Administrators' disbursements	5,995	276
Total	133,829	134,921

A4.2 Requests for further information and right to challenge our remuneration and expenses

Creditors' requests for further information

If you would like to request more information about our remuneration and expenses disclosed in this progress report, you must do so in writing within 21 days of receiving this progress report.

Requests from unsecured creditors must be made with the concurrence of at least 5% in value of unsecured creditors (including the unsecured creditor making the request) or with the permission of the Court.

Creditors' right to challenge our remuneration and expenses

If you wish to challenge the basis of our remuneration, the remuneration charged, or the expenses incurred during the period covered by this progress report, you must do so by making an application to Court within eight weeks of receiving this progress report.

Applications by unsecured creditors must be made with concurrence of at least 10% in value of unsecured creditors (including the unsecured creditor making the challenge) or with the permission of the Court.

The full text of the relevant rules can be provided on request by writing to Danny Wallace at INS-IGLESL@alvarezandmarsal.com.

Appendix 5 – Charging policy

Joint Administrators' charging policy

The time charged to the administration is by reference to the time properly given by us and our staff in attending to matters arising in the administration. This includes work undertaken in respect of tax, VAT and investigations by A&M in-house specialists.

Our policy is to delegate tasks in the administration to appropriate members of staff considering their level of experience and requisite specialist knowledge, supervised accordingly, so as to maximise the cost effectiveness of the work performed. Matters of particular complexity or significance requiring more exceptional responsibility are dealt with by senior staff or us.

Hourly rates

Set out below are the relevant hourly charge-out rates for the grades of our staff actually or likely to be involved on this administration. Time is charged by reference to actual work carried out on the administration, using a minimum time unit of six minutes.

All staff who have worked on the administration, including cashiers and secretarial staff, have charged time directly to the administration and are included in the analysis of time spent. The cost of staff employed in central administration functions is not charged directly to the administration but is reflected in the general level of charge-out rates.

Charge-out rates (£/hour) for: Restructuring

Grade	From 7 October 2021	From 28 March 2021
Managing Director	985	1,150
Senior Director	935	1,030
Director	865	950
Associate Director	690	760
Senior Associate	595	655
Associate	450	495
Analyst	255	280
Support	190	210

A copy of "Administration: A Guide for Creditors on Insolvency Practitioner Fees" from SIP 9 produced by the Association of Business Recovery Professionals is available via the Portal.

If you are unable to access this guide and would like a copy, please contact Danny Wallace at Alvarez & Marsal Europe LLP, Suite 3 Regency House, 91 Western Road, Brighton, BN1 2NW or by email at INS-IGLESL@alvarezandmarsal.com.

Policy for the recovery of disbursements

Where funds permit, the officeholders will seek to recover disbursements falling into both category 1 and category 2 expenses from the estate. For the avoidance of doubt, such disbursements are defined within SIP 9 as payments which are first met by the office holder, and then reimbursed to the office holder from the estate. These are divided in SIP 9 as follows:

- *Disbursements within category 1 expenses:* These are payments which do not have any element of shared costs and are made to persons who are not an associate of the office holder. These may include, for example, advertising, room hire, storage,

postage, telephone charges, travel expenses, and equivalent costs reimbursed to the officeholder or his or her staff.

- *Disbursements within category 2 expenses:* These are payments to associates or which have an element of shared costs. These may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis, for example, business mileage.

Disbursements within category 2 expenses charged by A&M include mileage at a rate of 45p per mile. When carrying an A&M passenger, no additional cost per passenger will be charged.

We have the authority to pay disbursements falling within category 1 expenses without the need for any prior approval from the creditors of the Company.

Disbursements falling within category 2 expenses have been approved in the same manner as our remuneration.

Disbursements falling within category 1 expenses:

Nature of disbursement	Amounts incurred in the period (£)	Amounts paid in the period (£)
Subsistence & accommodation	-	-
Advert costs	-	-
Postage costs	54	3,625
Travel	-	-
Other miscellaneous	4	1,527
Call centre	-	861
Total	58	6,013

Our category 1 expenses have exceed our previous estimate due to higher than anticipated postage costs and call centre costs. In addition, other miscellaneous disbursements relate to the fees paid to Headland, which we had previously envisaged would be paid as an agents fee.

Disbursements falling within category 2 expenses:

No disbursements falling within category 2 expenses have been incurred or paid during the period.

Our time cost summary in accordance with SIP 9

Please refer to the tables below for a detailed breakdown and narrative of our time costs to 15 September 2022 in accordance with SIP 9.

Igloo Energy Supply Limited in administration

Time costs for the period 7 April 2022 to 15 September 2022

Classification of work function	Total hours	Total time cost (£)	Average hourly rate (£)
Engagement control	192.7	118,981	617
Appointment and risk	37.5	22,150	591
Reports, decision making and remuneration	243.0	153,986	634
Correspondence and statutory filing	130.3	69,000	530
Investigations	1.4	692	494
Trading	-	-	
Sale of business	-	-	
Asset realisations	133.3	94,083	706
Costs of realisation	69.6	38,140	548
Tax	171.0	120,563	705
Cashiering	121.3	67,581	557
Employees and pensions	50.0	24,847	497
Claims and distributions	72.0	61,960	861
Exit routes and closure	5.3	4,180	789
Total	1,227.3	776,160	632
Brought forward time (7 October 2021 to 6 April 2022)	4,372.6	2,713,076	620
Carried forward time (7 October 2021 to 15 September 2022)	5,599.9	3,489,236	623

SIP 9 narrative for the period from 7 April 2022 to 15 September 2022

Type of work	Narrative description of work	Why was/is this work necessary?	What, if any, financial benefit will the work provide to creditors?
Engagement control	<ul style="list-style-type: none"> Formulating, monitoring and reviewing the administration strategy Briefing our staff on the administration strategy and matters in relation to various work-streams. Considering and preparing transition to CVL. Regular case management and reviewing of process, including regular team update meetings and calls Reviewing and authorising junior staff correspondence and other work Dealing with queries arising during the appointment Reviewing matters affecting the outcome of the liquidation Allocating and managing staff/case resourcing and budgeting exercises and reviews Liaising with legal advisers regarding the various instructions, including agreeing content of engagement letters Complying with internal filing and information recording practices, including documenting strategy decisions 	<p>To ensure appropriate oversight, decision making and control of the administration.</p> <p>This will help to progress the case efficiently, maximising asset realisations and minimising costs.</p>	Maximising asset realisations and minimising costs may increase the amount available for distribution to creditors.
Appointment & risk	<ul style="list-style-type: none"> Arranging ongoing insurance cover for the Company's business and assets Liaising with the post-appointment insurance brokers to provide information, assess risks and ensure appropriate cover in place Assessing the level of insurance premiums Liaising with our legal advisers and GDPR and data specialists to ensure an appropriate control environment is operated by the Company including the implementation of any improvements required Dealing with DSAR requests Considering legal advice regarding the validity of security Finalising Data Sharing Agreement 	<p>To protect Company assets.</p> <p>To comply with our statutory duties.</p>	Protecting Company assets may preserve their value and preserve the amount available for distribution to creditors.
Reports, decision making & remuneration	<ul style="list-style-type: none"> Ensuring compliance with all statutory obligations within the relevant timescales Reviewing time costs to date and producing analysis of time incurred which is compliant with SIP 9 Finalising first progress report Preparing the revised fee estimate and fee report 	To comply with statutory duties.	No direct financial benefit.

SIP 9 narrative for the period from 7 April 2022 to 15 September 2022

Type of work	Narrative description of work	Why was/is this work necessary?	What, if any, financial benefit will the work provide to creditors?
Correspondence & statutory filing	<ul style="list-style-type: none"> ▪ Uploading information to the Portal ▪ Dealing with creditor queries ▪ Preparing additional updates on strategy for the Company's secured creditor ▪ Liaising with regulatory bodies to provide regular updates on the progress of the administration ▪ Dealing with a high level of customer queries ensuring they are directed to the appropriate customer service team or to SoLR ▪ Dealing with other stakeholders' queries 	<p>To comply with statutory duties.</p> <p>To keep creditors apprised of the strategy and progress of the liquidation.</p>	No direct financial benefit.
Investigations	<ul style="list-style-type: none"> ▪ Locating relevant Company books and records, arranging for their collection, review and ongoing storage ▪ Liaising with regulatory bodies to understand any concerns they may have raised or matters that need to be considered for further investigation 	<p>To comply with statutory duties.</p> <p>To identify any potential assets of the estate.</p>	Maximising asset realisations may increase the dividend prospects for creditors.
Asset realisations	<ul style="list-style-type: none"> ▪ Concluding the TSA and seeking legal advice in relation to the same ▪ Reconciling and finalising operational platform costs required to comply with our obligations under the TSA ▪ Corresponding with E.ON to ensure funds are received in accordance with the TSA ▪ Liaising with the SoLR to agree final reconciliations of customer receipts, operational platform costs and a true-up of the DPA calculation ▪ Carrying out multiple cash reconciliations of cash receipts from various merchant service providers ▪ Reviewing outstanding debtors and management of debt collection strategy ▪ Seeking legal advice in relation to book debt collections ▪ Liaising with BSB and ACS regarding debtor recoveries ▪ Monitoring sale of office equipment ▪ Pursuing collateral balances that are held with third parties ▪ Ensuring all cash from pre-appointment bank accounts is realised 	<p>To realise the value of the Company's assets.</p> <p>To minimise creditor claims.</p>	Maximising asset realisations and minimising costs may increase the amount available for distribution to creditors.
Costs of realisation	<ul style="list-style-type: none"> ▪ Liaising and negotiating with key suppliers to ensure that those services deemed critical to the delivery of the 	To settle the costs of third parties who have facilitated the realisation of Company assets.	Maximising asset realisations and minimising costs may

SIP 9 narrative for the period from 7 April 2022 to 15 September 2022

Type of work	Narrative description of work	Why was/is this work necessary?	What, if any, financial benefit will the work provide to creditors?
	<ul style="list-style-type: none"> administration strategy are maintained and removing undertakings when appropriate Liaising with third parties regarding costs incurred Reviewing costs incurred to ensure recorded accurately Arranging payment of the costs in a timely manner as and when funds allow Reviewing costs charged by agents 	To minimise the costs and liabilities of the liquidation.	increase the amount available for distribution to creditors.
Tax	<ul style="list-style-type: none"> Confirming the Company's pre-appointment corporation tax position Analysis and considering the tax effects of the TSA and Debt Sale, tax planning for efficient use of tax assets and to maximise realisations Liaising with tax advisors and HMRC in relation to the pre and post appointment VAT positions Analysing VAT related transactions Considering VAT implications of pre-appointment credits and ransom payments Investigating the recoverability of the Company's VAT asset 	<p>To comply with statutory requirements.</p> <p>To mitigate the tax liabilities/expenses of the liquidation.</p>	Minimising costs may increase the amount available for distribution to creditors.
Cashiering	<ul style="list-style-type: none"> Preparing and processing vouchers for the payment of post-appointment invoices Creating remittances and sending payments to settle post-appointment invoices Reconciling post-appointment bank accounts to internal systems Ensuring compliance with appropriate risk management procedures in respect of receipts and payments 	<p>To comply with statutory requirements.</p> <p>To effectively manage funds.</p> <p>To receive asset realisations.</p> <p>To discharge the costs of the liquidation.</p>	<p>The management of funds may increase the amount of bank interest available.</p> <p>Increased asset realisations may increase the amount available for distribution to creditors.</p>
Employees & pensions	<ul style="list-style-type: none"> Dealing with statutory employment related matters, including making statutory submissions to the relevant government departments Communicating and corresponding with HM Revenue & Customs ("HMRC") Dealing with issues arising from the employee redundancies, including statutory notifications, liaising with the Redundancy Payments Service and providing support for those made 	<p>To comply with statutory requirements.</p> <p>To provide effective and informative communication to employees.</p>	Assistance to employees will enable them to recover the maximum amount available to them.

SIP 9 narrative for the period from 7 April 2022 to 15 September 2022

Type of work	Narrative description of work	Why was/is this work necessary?	What, if any, financial benefit will the work provide to creditors?
	<p>redundant to complete the required paperwork to support claims</p> <ul style="list-style-type: none"> Managing claims from employees Ensuring security of assets held by employees Calculating employee pension contributions and review of pre-appointment unpaid contributions Ensuring compliance with our duties to issue statutory reports Reviewing and closing any employee benefit schemes 	To ensure claims from employees are accurate.	
Claims & distributions	<ul style="list-style-type: none"> Reviewing and updating the list of unsecured creditors Reviewing completed forms submitted by creditors, recording claim amounts and maintaining claim records Agreeing secured creditor claims Responding to creditors regarding queries about the administration and their claims Liaising with Clumber to agree preferential creditor claims Applying to Court for directions in relation to potential claims in the estate 	<p>To comply with statutory requirements.</p> <p>To minimise claims where appropriate.</p> <p>To ensure creditors claim for the correct amount due to them.</p>	Ensuring creditor records are maintained, updated where necessary and claims are agreed at the correct value for voting purposes and, where appropriate, funds are accurately distributed to the relevant creditors.
Exit routes & closure	<ul style="list-style-type: none"> Dealing with all closure related formalities Preparing for move to CVL 	To comply with statutory requirements.	No direct financial benefit.

Appendix 6 – Glossary

Any references in this progress report to sections, paragraphs and rules are to Sections, Paragraphs and Rules in the Insolvency Act 1986, Schedule B1 of the Insolvency Act 1986 and the Insolvency (England and Wales) Rules 2016 respectively.

Defined Terms	Definition
A&M	Alvarez & Marsal Europe LLP
ACS	Advanced Collection Services
BSB	Barratt Smith & Brown
Company	Igloo Energy Supply Limited in administration
CVL	Creditors Voluntary Liquidation
Directors	Matthew Clemow and Henry Brown
E.ON	E.ON Next Energy Limited
Go Cardless	Go Cardless Limited
Hilco	Hilco Valuation Services Limited
HMRC	HM Revenue and Customs
Joint Administrators/we/us/our	Rob Croxson and Jonny Marston
Lightbulb	Lightbulb ES Limited
Ofgem	Office of Gas and Electricity Markets
Portal	Creditors' portal
Proposals	Statement of proposals
Proposed Joint Liquidators	Rob Croxson and Jonny Marston
Secured creditor (s)	Osaka Gas UK Ltd
SIPs	Statements of insolvency practice
SIP 9	Payments to insolvency office holders and their associates from an estate
SoLR	Supplier of Last Resort
TSA	Transitional Services Agreement

Appendix 7 – Notice: About this progress report

This progress report been prepared by Rob Croxen and Jonny Marston the Joint Administrators of Igloo Energy Supply Limited ('the Company'), solely to comply with their statutory duty to report to creditors under the Insolvency (England and Wales) Rules 2016 on the progress of the administration, and for no other purpose. It is not suitable to be relied upon by any other person, or for any other purposes, or in any other context.

This progress report has not been prepared in contemplation of it being used, and is not suitable to be used, to inform any investment decision in relation to the debt of or any financial interest in the Company.

Any estimated outcomes for creditors included in this progress report are illustrative only and cannot be relied upon as guidance as to the actual outcomes for creditors.

Any person that chooses to rely on this progress report for any purpose or in any context other than under the Insolvency (England and Wales) Rules 2016 does so at their own risk. To the fullest extent permitted by law, the Joint Administrators do not assume any responsibility and will not accept any liability in respect of this report to any such person.

Rob Croxen and Jonny Marston are authorised to act as insolvency practitioners by The Institute of Chartered Accountants in England and Wales.

We are bound by the Insolvency Code of Ethics.

The Joint Administrators act as agent for the Company without personal liability. The appointments of the Joint Administrators are personal to them and, to the fullest extent permitted by law, Alvarez & Marsal Europe LLP does not assume any responsibility and will not accept any liability to any person in respect of this progress report or the conduct of the administration.