

# power direct

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## Hoya Lens UK Ltd

Working hard to resolve meter faults and recover fair compensation

Hoya Lens UK Ltd, part of the global Hoya Vision founded in Japan, is a leading optical lens manufacturer and eyewear provider.

### Challenge

We started working with Hoya Lens UK Ltd in July 2018 when we procured new electricity and gas contracts, including our full contract management service with invoice validation. The service identified an unusually large invoice, so we contacted Hoya Lens UK Ltd in order to obtain meter readings. Since the readings followed on from the bill, we contacted the supplier to request an engineer site visit in order to check the AMR device and meter. No fault was found on either, so we recommended an OFMAT test in order to help identify the cause of the large consumption. We advised Hoya Lens that it would be required to pay the £12,048 for the test, and that it would be reimbursed should the meter be found to have a fault.

Meanwhile, we reviewed the maximum capacity on site, along with three years' consumption and sent all the data to the supplier to escalate the issue. The supplier advised that the AMR device was faulty and had been under recording consumption. The OFMAT test also indicated a fault with the meter, as it was over recording consumption by 1.4%.

### Resolution

Since the OFMAT test had identified a fault, the supplier was obliged to compensate Hoya Lens UK Ltd. However, we didn't feel that the supplier's offer of £677 – 1.4% of the large catch up bill – was fair. We argued that the consumption on the invoice covered three different contracted rates, and was not, therefore in the favour of Hoya Lens UK Ltd to have all the consumption charged on the current contracted rate. The supplier agreed to reappportion the consumption, taking into account the three different rates over the period. This resulted in a refund of £9,196.30.

Additionally, we argued that it was unclear how long the meter had been faulty. The OFMAT test confirmed the over recording of consumption but didn't stipulate how long the fault had been in place. The supplier agreed and calculated a further refund of £4,265.49 by discounting the consumption by 1.4% across the entire contract period, up until the meter exchange.

“ We've been so pleased to work with Power Direct. It is reassuring that the experts are looking after our best interests and making sure we are never paying more than we should for our energy.

Andrew Williams - Purchasing Manager, Hoya Lens UK Ltd

