

| Date | Milestone Title | Description or Activity |
|------------|--|---|
| 01/04/2021 | Contract Award | Contract Awarded to Stark |
| 13/07/2021 | Stark Advised to Collect data | Email City of London_Manual Downloads_20210713_HA As promised below is a list of sites our Operation team is due to send meter readers to for manual downloads. When asked for a date, Stark advised Meter readers will be attempting to go out fortnightly at least to carry out manual downloads. |
| 18/08/2021 | Stark asked City of London who pays for the BT lines | Stark did not know the ownership. City of London_BT Lines_20210818_HA "To be honest it is upto the sites to tell us in this case if they pay landline services for PSTN lines installed." |
| 07/09/2021 | EDF Notified Stark | EDF notified Stark - PSTN lines disconnected |
| 07/09/2021 | City of London internal communication to see who owned phone line | See email "Meter Connection - BT" |
| 19/10/2021 | City of London provided feedback to Stark | RE: Stark City of London - Feedback email provided feedback that I would not recommend Stark due to inefficient processes |
| 02/11/2021 | City of London notified of PSTN disconnection | |
| 17/11/2021 | City of London contacted BT Business and notified stark | Stark's response: It could be another line provider not BT that installed those lines, however there is no database to use to find out who the provider was unless a site has a bill for a PSTN Line. Can you see if a site have any invoices maybe relating to telecoms that they are paying and see if one of these numbers appears in their telecoms bill? See RE: Conversation with BT Phone Line and City of London_BT Lines Update_20211117_HA (17/11/2021) |
| 17/11/2021 | City of London internal communication to see who owned phone line | Phone Lines Email |
| 29/11/2021 | City of London notified (LASER) of issues | See FW: Stark CoL - Invoices UPDATE |
| 08/12/2021 | City of London phone call with Stark | Requesting Stark/WPD come visit the site so they can support these meter issues. See the email RE: City of London_BT Lines Catchup_Call notes_20211208_HA |
| 18/01/2022 | City of London launched complaint with Stark (Complaint Log 214983 | This complaint related to DC showing up unannounced - See email "FW: MPAN 1200020487963" |
| 04/02/2022 | City of London launched complaint with LASER | See email "RE: Catchup on MOP Charge and Official Complaint - Complaint Log 214983". This disputed the method for DC and also charging |
| 10/02/2022 | Call with Stark to discuss line repair | It was only at this time that the City was informed that BT lines have ceased and no longer an option > Attempt from MOP to force the City to upgrade meters |
| 14/02/2022 | City of London follow up with LASER | This was part of the complaint and noted that it was only on 10/02/2022 that the City was advised BT Lines ceased and no longer an option. See email "Re: Catchup on MOP Charge" |
| 28/02/2022 | City of London contacted EDF | Former MOP. Asked why the lines were cut off. |
| 02/03/2022 | City of London launched Formal Complaint with EDF | See email "RE: Formal Complaint - City of London MOP Disconnection of BT Lines Complaint Date 02.03.2022". Requested a resolution date of 27 April 2022 |
| 03/03/2022 | EDF provided proof that they had notified Stark | EDF notified Stark of PSTN line ceased September 2021 |
| 03/03/2022 | City of London contacted Stark to test EDF's email | This email was to test to ensure the email that EDF sent to was functional. As they responded, this was the proof that Stark were liable and did not respond to the email from EDF |
| 05/04/2022 | City of London contacted CoL Lawyer for guidance | See "FW: Laser Framework - Y18003 - Electricity Meter Operator Contract" |
| 19/04/2022 | City of London contacted Citys Property Contracts Performance Manager for guidance | See FW: Laser Framework - Y18003 - Electricity Meter Operator Contract |
| 21/04/2022 | City of London notified LASER | Notified LASER that WPD Could have addressed this and reinstated the lines. See email "FW: Follow up" |
| 29/06/2022 | City of London complaint to LASER | |
| 25/08/2022 | City of London Formal complaint against Total Energies | Total Energies replied that since we have a direct contract with Stark, they were unable to help. |
| 28/09/2022 | City of London chase LASER for an update | |
| 04/10/2022 | City of London notify Elexon | Elexon are responsible for balancing and settlement of the grid - advised to contact REC |
| 06/10/2022 | City of London notify the Retail Energy Code (REC) | No response |
| 19/01/2023 | Andrews and Defoe | PSTN lines reinstated and successful test |
| 26/01/2023 | City of London launch official dispute with Stark | Deadline to respond by 24 February |
| 03/02/2023 | Stark responded to Dispute Notice lodged by City | |
| 03/03/2023 | Formal Dispute from the City to Total Energies | To complain against inaccurate data and issues with invoices. |