



Making a positive difference  
for energy consumers

Affected domestic gas supply  
licence holders

Direct Dial: 020 7901 7034  
Email: [rob.church@ofgem.gov.uk](mailto:rob.church@ofgem.gov.uk)

Date: 27 November 2014

By email

Dear colleague

### **Follow-up to gas prepayment overcharging announcement**

You will be aware that Ofgem responded yesterday to the announcement by Energy UK, on behalf of affected gas suppliers, on the gas prepayment overcharging announcement.

We remain very concerned about the impacts of this issue on prepayment customers and the need to ensure that consumers do not lose out and are protected from over-payments while the problems are addressed.

Yesterday, we asked all affected suppliers to propose a swift timetable for resolving all traceable cases of over-charging customers by the end of this week. We also reminded suppliers of the principles agreed at the meeting with Rachel Fletcher, Senior Partner Markets on 14 November, namely:

- Suppliers will not wait for the meter to be fixed before providing refunds to live accounts, and this will be done as soon as possible
- Refunds to live accounts will include a payment for the historic overcharging as well as a (generous to the customer) estimate of the amount the customer will overpay until their meter is fixed
- The repayment will not be net of debt unless the customer has been given a choice and has elected for this to happen.

**Therefore, can you please confirm by COP Friday 28 November, the timetable for making all repayments to affected customers and that your approach meets the agreed principles.** To ensure everything is conducted in a transparent manner we would like to publish your responses on our website.

Next week, we will follow-up setting out the more detailed information we will need from you to closely monitor progress and ensure that all suppliers meet their commitments. We have not ruled out enforcement action.

Yours faithfully,

Rob Church  
Partner, Retail Markets