

Ramsay Dunning
Cooperative Energy
Energy House
Athena Drive
Tachbrook Park
Leamington Spa
CV34 6RQ

28/11/2014

Rob Churn
(by Email)

REF : Gas prepayment meter calorific value

Dear Rob

I'm in writing in response to your 27 November letter whereby you seek assurance and clarification in respect of the error associated with calorific value for certain gas prepayment meters.

Cooperative Energy is taking this matter very seriously and taking steps to ensure that every affected customer is reunited with any overcharge that may have occurred. We have already identified all affected customers (live and closed accounts) and level of any overcharge. We have written to all our customers today to a) explain how they have been affected by this issue and b) making a payment in the form of a cash redeemable voucher.

In respect of payment, our approach:

- Calculates the overcharge up until the end of March 2015; and
- Furthermore, we will be giving each and every affected customer an additional £10 goodwill payment.


We will be making payments over the coming days as a priority to ensure that customers are protected in advance of entering the winter period.

We consider that it is not satisfactory to simply reimburse customers for any overcharge. We entered the market to make a positive difference and ensure that customers are treated fairly. I hope that you have sufficient assurance that we are taking this matter very seriously and making sure that we put this issue right for all of our affected customers.

If you have any further further questions please feel free to Steve Rowe (steve.rowe@cooperativeenergy.coop).

Yours sincerely



 Ramsay Dunning
Group General Manager

