

FAO Mr Rob Church
Ofgem
9 Millbank
London
SW1P 3GE

17th December 2014

Dear Mr Church,

As per your request on 1st December please see below our plans to resolve the gas prepayment overcharging in line with the principles offered by OFGEM.

Economy Energy are fully committed in ensuring that all of our potentially impacted customers are fully reimbursed and therefore offer the following:

- We are obtaining data for the effected customers and the variance per region for the calorific values
- Economy Energy will use this data to calculate for each individual customer the amount that has been overcharged using total consumption since start date.
- A special action message will be sent to all customers refunding the overcharge and in addition we are working to determine which meters have already been corrected through Business as Usual gas card provision. This will enable us to estimate and provide the additional payments for overcharges which have not yet occurred. This process has already begun.
- We will write to each customer one week prior to sending the message advising of the total amount to be refunded and the process.
- We will also place details on our website and IVR.

Please be assured that we are working as quickly as possible to resolve this issue for our customers.

Yours faithfully

Angela Beardsmore
Head of Operations