

Ecotricity

Our approach will be to issue all affected Ecotricity customers with a new Gas Card, which will correct the meter fault and refund the customer at the same time.

We'll estimate forward to the date the customers are expected to receive the cards and we will put interest on this.

We feel this approach is the most effective and least inconvenient to our customers who at this time of year are purchasing gas at least once each week.

Timeline and Plan

- Ordering new Gas Cards from [xxxxx] – delivery expected first week in January 2015
- Calculating Overcharge amount for each customer – before the end of December 2014
- All customers will be refunded by the end of January 2015.