

Rob Church
Ofgem
9 Millbank,
London
SW1P 3GE

28 November 2014

Dear Rob,

Follow up to Gas prepayment overcharging announcement

Further to your letter of the 27th, I can confirm that we intend to issue refunds to the nine live customers affected by the 12th December, and will take into account historic overcharging and future usage, erring on the side of generosity.

Payment will be made by cheque, rather than by account credit and thus will not be netted against any debt.

We will continue to work with Energy UK concerning any solution for historical customers.

If you have any questions or require clarification, please do not hesitate to contact me.

Kind regards,



Dave Ford
Chief Operating Officer