



**Ovo energy**  
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Rob Church  
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Date: **15 December 2014**

Dear Rob,

**Re: Follow-up to gas prepayment meter overcharging announcement**

Following your letter of 27 November, here is OVO's updated position on the gas prepayment overcharging announcement.

- OVO will not wait until the meter has been fixed before providing refunds.
- The refund will include a payment for any overcharges since the customers has been with OVO Energy. It will also include a forward looking element to the end of March. This estimate will be based on their historic consumption and expected consumption over the winter period.
- The customer will then have 28 days to pick up the message containing the refund and they pick it up by topping up.
- The repayment will not be net of debt.
- We will receive a report of any messages that are not picked up within 28 days and we can resend and contact the customer.
- We are looking at historic PPM customers and getting refunds to them as soon as possible. We expect this to represent a very small number of customers.

If you would like any more information, please do not hesitate to contact me.

Kind regards,

**Guy Newey**

**Head of Policy**