

bringing energy to life



Rob Church
Partner, Retail Markets
OFGEM

28th November 2014

By email

Dear Rob,

In reference to the recent situation highlighted we have advanced very quickly over the past week and now have an accurate analysis of all affected customers to move forward quickly.

It is our intention to refund all live customers as soon as possible and it's our strong desire to do this before Christmas so that customers get the maximum benefit. We have had confirmation from external partners that issuing vouchers is achievable in this timescale.

Spark Energy will send vouchers to all affected customers regardless of their credit or debit status and providing additional funds to cover the period to the end of March 2015.

As stated we wish to resolve this situation as soon as possible to reduce any further impact on our customers and allow them to continue to receive the service they expect.

Yours Sincerely

A handwritten signature in black ink, appearing to read "M Brook".

Marc Brook
Head of Compliance & Regulatory Affairs
Spark Energy

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