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28 November 2014  
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Dear Rob,

### Gas PPM Meters

Thank you for your letter dated 27th November 2014.

In response to your request for suppliers to propose a swift timetable for resolving all traceable cases of over-charging customers by the end of week, SSE can advise that we intend to commence our refund campaign in week commencing 8<sup>th</sup> December. The majority of the refunds should be complete by mid January. We expect this process to be fully complete by early February.

Furthermore, we can confirm as follows:

- We will not wait for the meter to be fixed before providing refunds to live accounts, and this will be done as soon as possible;
- Refunds to live accounts will include a payment for the historic overcharging as well as a (generous to the customer) estimate of the amount the customer will overpay until their meter is fixed;
- The repayment will not be net of debt unless the customer has been given a choice and has elected for this to happen.

Finally, SSE has no objection to Ofgem publishing this information online.

Please contact me if you wish to discuss this in more detail.

Yours sincerely,

Lesley Gray  
**Interim Head of Regulation**