

Utilita

Rob,

I think this does capture our expectations.

Regards,

Bill Bullen
Managing Director, Utilita

Hi Bill,

Thanks for the phonecall earlier today. As you know, we have indicated that we would like to publish responses from suppliers confirming their commitments to resolve the issue in a timely manner. To this end, if you could reply to confirm that I have captured correctly our conversation, it would be much appreciated.

On our call, you explained that you anticipated for the majority of Utilita's live customers that are affected they would have had their meter replaced and any repayments due by the end of January. For those meters still to be replaced (estimated 500 – 1000) you would in place a process by the end of January to make repayments to these customers to cover for continued consumption until their meters can be replaced.

As per my letter from last week, we are still examining how to monitor suppliers' progress in resolving the issues, so we will be in contact on this in due course.

Many thanks,

Rob

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