

Rob Church
Partner, Retail Markets
Ofgem

By email

November 28, 2014

Dear Rob,

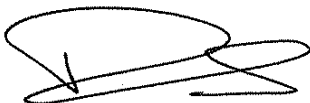
Re: Follow-up to gas prepayment overcharging announcement

On behalf of Gas Plus Supply Ltd, trading as The Utility Warehouse, I would like to reiterate our unwavering commitment to ensuring that all affected gas prepayment meter customers receive a full refund of any overcharging at the earliest possible opportunity. With this in mind I can confirm that our remedial approach to this unfortunate situation is entirely in accordance with the 3 principles outlined in your letter of November 27, 2014.

I can therefore confirm that:

- We will commence issuing refunds shortly with a view to completing this process no later than the end of January 2015;
- Refunds to live accounts will include a payment for the historic overcharging as well as a generous forward estimate of the amount the customer will overpay until their meter is fixed; and
- The repayment will not be net of debt.

Yours sincerely



Robert Larkins
Regulatory & Compliance Manager