

Our commitments







In February 2013 we set out our commitments for action, showing how we plan to regain the trust of our customers. They cover our relationship with our customers, our people, the environment and the communities where we work, as well as how we finance and govern the business.

Status key:







Commitment	Status	Progress update
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Customers

Continually improve to ensure our customers are the most satisfied in the sector		In the uSwitch Customer Satisfaction Awards 2013, we were voted Britain's favourite major energy supplier for the second year running. And our field staff, who visit 70,000 customers' homes each day, were awarded 'Investors in Excellence' accreditation in 2013.
Work with customers to control their energy use		In October 2013 we launched our residential online energy saving toolkit and our SME online hub, which enable customers to compare energy usage and access energy saving tips. By the end of 2013 more than 350,000 residential customers and 21,000 businesses had accessed the online information.
Install smart meters in all our customers' homes and businesses by 2020		By the end of 2013 we had installed 282,860 smart meters, benefitting over 200,000 home and business customers.
Support our vulnerable customers		In June 2013, we announced payouts totalling more than £7.6 million for over 400,000 eligible customers. In 2013/2014, we helped deliver the Warm Home Discount Scheme to more than 327,000 customers, through which eligible customers could receive a £135 rebate on their energy bill. Also, in partnership with Age UK, we've developed a fixed two-year tariff that has a range of benefits designed to provide reassurance to the customer.
Deal with complaints quickly and thoroughly		In the 2013 Which? Energy Satisfaction Survey, we were rated as one of the two best major energy companies at managing complaints.
Measure how well we are doing with our business customers		We canvassed the opinions of 750 of our business customers through our YourSay business panel. We aim to increase recruitment to the panel throughout 2014 and reach 1,500 members by the end of 2014.

Our people






Keep supporting diversity		We launched our first Disability Employee Network and Black Asian and Minority Ethnic network in 2013 and published our first Flexible Working Guidance for Managers and Employees.
Continue to engage with our employees		Our full Pride survey, conducted in September 2013, was completed by 5,762 colleagues and the overall engagement score came out at 71%; 9% higher than the previous full survey. In May 2013 we also launched 'Buzz', our internal colleague-to-colleague recognition scheme.
Invest in our people's capability		In 2013, we refreshed our learning and development pages to create simpler and quicker access to learning for all UK colleagues. We also now provide our people managers and colleagues with a far greater choice of versatile development opportunities.
Find out what our colleagues think of E.ON's new strategy		Our Pride survey in 2013 told us that 81% of colleagues support E.ON UK's strategy and direction. 89% of colleagues said they understand the need for change within the company, and 72% agree that the senior leadership team in the UK communicates a clear vision of where the organisation is going.

Status key:







Commitment	Status	Progress update
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Environment

Continue to contribute to the E.ON Group carbon dioxide reduction target		In the UK, our total carbon dioxide emissions were down from 21.3 million tonnes in 2012 to 15.4 million tonnes in 2013. Carbon intensity was also down by 12.4% over 2012 levels.
Close another fossil fuel power station which will reduce our emissions		Our coal-fuelled Kingsnorth power station was decommissioned in 2013, contributing significantly to a reduction in our total carbon dioxide emissions.
Start to use biomass instead of coal		In 2013, we made some major changes at our Ironbridge power station. Under EU rules, the plant will close in 2015, but for the final two years of its operational life, we have converted it from coal to biomass.
Generate clean energy through wind farms		Full capacity has now been reached on the first phase of the world's largest offshore wind farm, London Array, in which E.ON has a 30% stake. Currently our generation portfolio includes 20 onshore and 3 wholly owned offshore wind farms.
Launch a new renewable energy plant		Blackburn Meadows, our £120 million biomass power station in Sheffield, has capacity to produce up to 30MW of electricity using recycled waste wood. That's enough energy to power around 40,000 homes. A district heating network will capture an additional 25MW of heat energy and supply low carbon heat through an 8km pipe network to a mix of local businesses and an ice rink. We expect to create 30 full-time jobs once the plant is fully operational.

Community

Launch more community programmes		In 2013, over 13,000 pupils from 139 primary and secondary schools took part in E.ON's Energy Experience education programme. Our live education events provided pupils of all ages with an engaging learning experience.
Continue to support the NSPCC		We continued to support the NSPCC in 2013 and created the Big E.ON Run in November, at which our colleagues raised more than £30,000 for the charity.
Support community energy projects		We're now operating community energy schemes all over the country, delivering low carbon heat and hot water to 10,000 customers. In June 2013, we launched the E.ON Energy Action Fund to support communities in managing their energy consumption.
Bring energy to our communities		In 2013, our energy saving advice teams went on the road to tell even more people about the various ways we can help them save energy.

Finance and governance

Unpack our energy bills		In March 2013, we started publishing a breakdown of our different costs, and we continue to update this as results are published. We also recognise that customers often don't understand why prices have increased, so we've trained all of our frontline staff on the breakdown of a customer's bill.
Maintain our high standards		<p>We are sorry that we made a mistake in the reporting and administration of the distribution of free energy saving light bulbs in 2010. We agreed with Ofgem a £500,000 penalty and an additional payment of £2.5 million to those persons in fuel poverty or in risk of being in fuel poverty.</p> <p>We're also sorry that we didn't do the right things for our customers before Ofgem's investigation into E.ON's sales. As a result, we agreed to pay a £1 penalty and a fuel poverty package amounting to £12 million across a group of about 333,000 vulnerable customers. In addition, about 465,000 customers have received notification that they may have received incorrect information when choosing their energy tariff.</p>