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E.ON UK Press Releases - 2013

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18 December 2013

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'Digital champions' encourage others to get online with support from E.ON

Energy company E.ON has supported the training of over 150 people in parts of the North East, including Newcastle, Durham, Middlesbrough and Morpeth, to help them become 'digital champions', as part of its wider support for digital charity Go On UK.

The training was created and delivered by the Tinder Foundation (formerly known as the Online Centres Foundation) and offers community volunteers the opportunity to learn how to help people most in need of digital support to get started online.

It's estimated that there are over half a million people in the North East without basic online skills. By developing a network of digital champions, it's hoped that they can deliver a sustained improvement in digital awareness and skills in the North East.

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "In this digital era, it's more important than ever to have at least a basic understanding of the internet. That's why we're keen to develop this network of digital champions to help educate people about the advantages of being online. Through this digital skills training, we're also able to reach people who may be in or at risk of fuel poverty and can offer support with tools to help them manage their energy bills and use no more energy than they need to."

Anna Geraghty, Head of Marketing, Communications and Training at the Tinder Foundation said: "By supporting this training, E.ON has really shown its commitment to helping its customers and the population at large become more digitally included. The training events have been great and have shown that a partnership approach - with people from the community, businesses and the voluntary sector coming together - can help us take even bigger steps toward helping everyone cross the digital divide."

Graham Walker, CEO at Go ON UK, said: "It's fantastic that E.ON is supporting the training of digital champions in the North East. There's so much to gain from being online, and the best way to learn is through real people in the region who are willing and able to share their digital skills with others."

E.ON is a Founder Partner in Go ON UK and shares the aim of making the UK the world's most digitally skilled nation. For more information about E.ON's commitment to supporting Go ON UK and or for energy- saving advice, visit eonenergy.com

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial customers. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;
- Go ON UK is a cross-sector charity which was established in 2012 to encourage and support people, business and charities to enjoy the benefits of being online. Go ON UK has nine chief executives around its boardroom table - Age UK, Argos, BBC, Big Lottery Fund, E.ON, EE, Lloyds Banking Group, Post Office and TalkTalk. Together, Go ON UK's vision is to make the UK the world's most digitally skilled nation.
- Go ON North East is working with people and partners to kickstart its regional digital skills roll out in the North East of England. This is the first regional pathfinder being rolled out by Go ON UK and partners to help increase the Basic Online Skills of individuals, SMEs and charities. The Pathfinder will provide a platform for a sustainable digital skills programme in the North East and a replicable model for other UK regions to use to improve their digital skills.
- Basic Online Skills are the basic skills needed to enjoy a wide range of online benefits, including being able to transact online safely. Go ON UK has defined the categories of skill and the activities people need to be able to complete at a basic level which include the ability to send and receive email, use a search engine, browse the internet and complete online forms

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17 December 2013



E.ON wins national award for its commitment to diversity and inclusion in its recruitment processes

Energy company E.ON has been awarded the 'Best Diversity and Inclusion Recruitment Strategy Award' at the prestigious FIRM Awards in London.

This honour recognises companies who have shown exceptional creativity and innovation in the development and delivery of their diversity and inclusion recruitment strategy.

E.ON was commended for its' holistic approach to addressing diversity and inclusion across all areas of its business. By creating a strong link to the company's overall business strategy, E.ON has been able to deliver a consistent message, giving all applicants the confidence that their individual contribution as part for the whole workforce matters.

Dave Newborough, HR Director at E.ON, said "Our diversity and equality strategy underpins our business aim to become our customers' trusted energy partner. If we are to achieve this we need to ensure that our existing and future employees feel they are supported and treated fairly, and thus performing at their best.

"But we also know that everyone needs to do this while remaining true to themselves and the unique differences that mark us out as individuals can also bring us together as a stronger business. Our UK Board is fully committed to supporting and developing a culture that understands and values the many differences between our employees."

This award comes after E.ON successfully won the 'Inclusive Recruitment' award from the Employers Network for Equality and Inclusion (ENEI), after demonstrating consistent support for a diverse workforce and promoting best practice in equality and inclusion in the workplace.

For more information about E.ON's approach to Diversity and Inclusion, visit eon-uk.com/careers

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- E.ON is committed to improving the candidate experience and recruitment practices across the company and together with The Clear Company has implemented a best practice framework to enable this.
- E.ON has also joined forces with the DWP and leading UK employers to support the creation of an assessment and development programme called ClearAssured. Through this work, E.ON has demonstrated that it can attract more disabled applicants, and ensure that they have the best possible chance of being offered a job with the company.
- The FIRM was founded as a LinkedIn Group in December 2007, run by In-house recruiters for in-house recruiters. Their aim is to support, develop and inspire their members as well as working to ensure integrity and best practice through the in-house resourcing community. The award ceremony recognised several categories including Diversity and Inclusion, In-House recruiter of the Year, Recruitment Team of the year amongst others.

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12 December 2013



Colwick Woods get a facelift thanks to E.ON volunteers

A team of more than 50 volunteers from energy company E.ON have taken part in a challenge to revamp the recreational area at Colwick Woods, Nottingham.

With the support of park rangers and the Friends of Colwick Wood group, employees from E.ON's Marketing Team donated a total of over 370 man-hours to clearing overgrown paths and woodland and creating new paths to allow better access for park users.

Speaking about the project, Edmund Hopkins, Honorary Secretary for Friends of Colwick Woods, said: "We're extremely grateful to all of the volunteers from E.ON for the tremendous work they undertook on the day. They have transformed 'Mile Run' which was becoming very overgrown and hardly recognisable from the historic photographs."

Emma Johnson, Planning Manager at E.ON and project leader for the team on the day, said: "Organising the day has been great and it's been really rewarding to spend time out supporting our local community. Our team managed to do more than we'd been asked or expected to do, and we even managed to create a cobbled path within the grounds, which gave us all a great sense of achievement at the end of the day."

This project was organised as part of E.ON's support for its local communities and in association with Business in the Community.

For more information about E.ON, please visit <https://www.eonenergy.com/>

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- E.ON has been voted Britain's best energy supplier for the second year running in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers. For further information visit <http://www.uswitch.com/gas-electricity/suppliers/eon/>;
- Business in the Community stands for responsible business. With a membership of over 850 companies, engagement in 10,700 organisations internationally and an employee reach of 14.7 million, Business in the Community is raising the benchmark for responsible business practice. We offer our members practical support to help them transform their businesses and integrate responsible practices into their operations. And we ask our members to work in partnership with us to help transform communities and tackle serious social issues where business can make a real difference. Business in the Community is one of the Prince's Charities, a group of not-for-profit organisations of which The Prince of Wales is President. www.bitc.org.uk

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04 December 2013

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E.ON's Energy Action Fund Energises Merseyside

Age UK Mid Mersey, a charity set up to provide practical services for older people in Merseyside, has been awarded a grant of £2,000 from energy company E.ON, to fund a project that encourages people in the local community to use energy wisely.

The grant from E.ON means that Age UK is able to fund a project that encourages residents in the local community to think about their energy consumption and raise awareness to the various tools available to save energy. In addition, the charity will visit residents' homes to install draught proofing for the winter months.

The E.ON Energy Action Fund is part of the company's commitment to helping local communities use no more energy than they need, benefiting both individual groups and the wider community.

Mark Lunney, CEO of Age UK Mid-Merseyside, said: "The funding received from E.ON will not only have an impact on the people who are taking part in the sessions, but also their neighbours, friends and families who they will share the tips with. It's been great to have the support from E.ON for such a worthwhile cause."

Amy Cross, Senior Community Relations Executive at E.ON, said: "We're really keen to back this project as our support goes beyond the people who take part in the sessions and helps other people too. We hope this will make a big difference to local residents."

E.ON is inviting applications from local community groups, charities, schools and not for profit organisations for energy related projects focused on reducing energy use. The fund is now open for the second round of applications and will close on Friday 6th December 2013. Successful projects will receive funding from £50 to £2,000 from E.ON to power their plans for a more energy efficient future.

To find out further information on the E.ON Energy Action Fund and to view the terms and conditions for entry, visit www.eonenergy.com/energyactionfund

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E.ON response to DECC announcement

E.ON UK has today provided details of the savings which will result from the proposed changes announced by the Department of Energy and Climate Change (DECC). While the company will have to take action on bills in the near future due to other rising costs, any rise will take all of these changes into account as they alleviate some of the cost pressures E.ON was facing.

Details of the proposed changes announced by the Government:

- The Government has made a number of changes: providing a rebate for Warm Homes Discount, focusing the Energy Company Obligation (ECO) scheme and squeezing network costs which together deliver a reduction in costs to customers' bills. The other environmental levies, such as the Renewables Obligation are unaffected, but the changes made in ECO will more than offset the expected rises in these items between 2013 and 2015 - so overall there will be a meaningful net reduction in environmental and social costs.
- The changes announced (if enacted) mean that the prospect of further price rises in the next 18 months due to the Government's environmental and social obligation programmes has receded. It is still the case however, that wholesale prices and network costs, which neither we nor the Government control, may rise.

What do these proposed changes mean for E.ON customers?

- E.ON has not announced a price rise since December 2012 and once again is the only major company to hold off for so long into the winter.
- The result of these changes should mean our customers will pay less next year than otherwise would have been the case. We are working through the details and will provide an update in due course.
- E.ON can also provide customers with the assurance that it doesn't expect to have to raise prices as a result of social or environmental obligations in the next 18 months.
- There remains a risk, however, that increases in network charges or wholesale energy costs for example could force a price increase but the company (E.ON) very much hopes that situation does not occur.

Commenting on the announcement made today by the Department of Energy and Climate Change (DECC) regarding changes to government programmes, Tony Cocker, Chief Executive of E.ON UK, said:

"We welcome the Government's announcement which will remove some costs from customers' bills and offer some reassurance through to 2015. It also enables more cost-effective delivery of the Energy Company Obligation. Nevertheless, we are concerned about some elements including the rules for Solid Wall Insulation which, we believe, may threaten a sustainable and growing part of the industry and exclude some households from the potential to have their homes made warmer as a result of ECO, as well as the lack of change to the Carbon Price Floor.

"Similar to last year, we have aimed to defer any increase and keep it as low as possible - and we have been able to do so partly as a result of our success in ECO. I can be absolutely clear that the changes announced by the Government and the savings they bring will be factored in to any price changes. Additionally, whilst there can be no guarantees, the likelihood of further price rises over the next 18 months caused by increases in the cost of delivering social and environmental obligations has receded today due to action taken by this Government."

Addressing some of the proposed specific changes to the Energy Company Obligation, Tony Cocker continued:

"We are proud of the efficient way we have been delivering ECO and therefore the help our colleagues have given many customers with their energy needs. At no point did we ask for a radical change to our environmental and social obligations, beyond moving their funding to general taxation as a more progressive route, and removing the administrative burdens, rather we were getting on and delivering them, as Ofgem's recently published statistics show.

"Nevertheless, we do welcome further certainty on the future of the scheme and are also pleased that some of the measures announced today help to avoid many of the issues created by changing the rules 'half-way through the game'.

"These include so-called 'levelisation' measures included in the proposals which mean that our customers and our company can be treated in a fair fashion with regard to the rules being changed halfway through the legally binding obligation we sought in good faith to deliver. We also understand, and hope, that the arrangements regarding trading of ECO will be addressed as part of the consultation process to allow a more workable situation, and therefore more cost-effective delivery.

"On the other hand, we are disappointed that a decision has been taken proposing a very low backstop minimum level of solid wall insulation. This change could present a significant threat to the prospect of a sustainable industry in that arena and reduces the number of customers in older, single wall properties who will benefit, many of whom would be classed as 'vulnerable'. We note and welcome that the Government will provide new incentives for people to insulate their homes and for landlords to insulate their properties, which should help individual customers and may provide some additional support to the solid wall insulation industry.

"In the coming weeks and months we hope the Government will continue to examine areas of policy where changes can be made that would further benefit our customers, such as the Carbon Price Floor.

"This review was an opportunity to remove the Carbon Price Floor which is simply a tax and a subsidy for owners of old nuclear and hydro plant, and increases prices for almost all households and businesses in the country. We are disappointed that the opportunity has not been grasped to remove or review this element which is basically without benefit to customers or the environment. We can understand that the Chancellor needs to balance the books and so needs the tax revenue, although we would prefer if he collected it in a different way, but we don't understand why he continues to subsidise old nuclear and hydro stations, for which our parents have already paid through their taxes.

"In meeting all our obligations and responsibilities, we promise to continue to be diligent and carry out our work in an efficient and careful manner. That is what our customers expect. That is what we demand."

Ends

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04 December 2013



Local community group become more energy aware thanks to grant from E.ON

A charity set up to relieve poverty in Bolton is launching a project that encourages local residents to use energy wisely, after it was awarded a grant of £2,000 from energy company E.ON.

Mojo Trust, based in The Quest Centre, Brownlow Way, will run energy advice sessions for one hundred people in the Bolton community. The project will educate individuals on energy efficiency, promote behavioural change, and provide information on how heating systems work.

The E.ON Energy Action Fund is part of the company's commitment to helping local communities use no more energy than they need, benefitting both individual groups and the wider community.

Lisa Pollitt, from Mojo Trust, said: "The funding received from E.ON will not only have an impact on the people who are taking part in the sessions, but also their neighbours, friends and families who they will share the tips with. It's been great to have the support from E.ON on such a worthwhile cause."

Amy Cross, Senior Community Relations Executive at E.ON, said: "We're really keen to back this project as our support goes beyond the people who take part in the sessions and helps other people too. We hope this will make a big difference to local residents."

E.ON is inviting applications from local community groups, charities, schools and not for profit organisations for energy related projects focused on reducing energy use. The fund is now open for the second round of applications and will close on Friday 6th December 2013. Successful projects will receive funding from £50 to £2,000 from E.ON to power their plans for a more energy efficient future.

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04 December 2013



Energy Education set to fuel community savings

A charity set up to improve the lives of people living and working in the Coventry area is launching a project that encourages residents to use energy wisely, after it was awarded a £2,000 grant from energy company E.ON.

Working Actively to Change Hillfields Ltd (WATCH), based on Victoria Street, Hillfields, will run sessions to educate individuals on energy efficiency and promote behavioural change through leaflets and face-to-face tutorials. Energy advice will also be given during coffee mornings and drop in sessions at the community centre.

The E.ON Energy Action Fund is part of the company's commitment to helping local communities use no more energy than they need, benefitting both individual groups and the wider community.

Trisha Evans, from WATCH, said: "The funding received from E.ON will not only have an impact on the people who are taking part in the sessions, but also their neighbours, friends and families who they will share the tips with. It's been great to have the support from E.ON on such a worthwhile cause."

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For more information contact:

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E.ON announces average dual fuel price increase of 3.7%, effective from 18th January 2014

- Dual fuel (variable) average increase: 3.7% (£48)⁽¹⁾
- Electricity only (variable) average increase: 3.7% (£20)⁽¹⁾
- Gas only (variable) average increase: 4.6% (£37)⁽¹⁾

E.ON has today announced that from 18th January 2014 its energy prices for existing standard variable dual fuel customers will be on average 3.7% higher.

For the second year running E.ON has announced an increase later than any other major supplier and has once again shown it is working hard to limit the impact on its customers by announcing a lower average percentage rise than any other major supplier.

Other key customer aspects:

- Simpler discounts, greater value: E.ON has changed the way it offers discounts to customers, moving from percentage to pound values. This means that even with today's price rise, around one in four E.ON customers will see lower bills than before. This is simply because the pound value is higher than the percentage discounts some customers would have seen on their bills.
- Price Alert: E.ON will automatically tell customers on fixed deals of new cheaper deals if / when they are offered. Customers registered online and on fixed tariffs will automatically be told (via email) of new deals which may offer better value, when they are introduced.

Commenting on today's announcement Tony Cocker, Chief Executive, E.ON UK said:

"There is no escaping the simple fact that any price rise is unwelcome news for customers. We know that, which is why we have held off for longer than most of our competitors and worked hard to keep our rise as low as possible. However, now more than ever, the help we offer our customers, in terms of advice and practical measures, is absolutely vital.

"We have moved quickly to pass on the benefits of changes announced by the Government at the beginning of this week. This means we have reduced the overall level of a rise that is necessary to cover the extra costs we are seeing in some areas, as well as making sure we continue to deliver a sustainable future for all of our employees and maintain our investment in the UK.

"Whilst there can be no guarantees, the likelihood of further price rises over the next 18 months caused by an increase in the cost of social and environmental obligations has receded due to the recent action taken by the Government."

E.ON has outlined how the change in Government environmental and social schemes will be implemented, along with many other changes to make its products simpler and more comparable.

Some of these key aspects are:

- Savings that E.ON will see as a result of the Government changes will be passed on in the simplest and fairest way:
 - Customers on standard variable tariffs will see their prices change. Customers already on fixed deals will, in the majority of cases, still be on products that are lower in price than the altered tariffs.
 - All electricity customers will receive the full £12 Government rebate that relates to the change in funding of the Warm Home Discount. This follows the policy set out by the Government and is the same for all suppliers.
 - In addition, E.ON is launching new fixed products which will have these changes built in. Customers on existing products can switch to them without charge at any time.
 - The savings that E.ON will see as a result of the alterations to environmental and social obligations will be passed on in the form of a change to the standing charges that are part of standard variable products. This means customers on standard variable tariffs will benefit from 18th January 2014 and our new fixed products will reflect these savings.
 - This was the fairest way possible to pass on the savings E.ON will see as a result of the changes and a way of maximising the savings for a huge number of our customers. It must also be remembered that all electricity customers will receive the £12 rebate, without exception.

Breakdown of the average dual fuel price rise announced today and effective from 18th January 2014

The different parts of a domestic bill	% rise / -% fall	Value
The cost to buy the energy our customers need The price we pay on the energy market for buying the electricity and gas we sell to our customers.	0.9%	£11
Getting our energy to our customers' homes These are the costs we have to pay other companies to use their pipes, wires and cables to transport electricity and gas to our customers' homes.	2.0%	£26
Looking after our customers The cost of running our call centres, billing plus reading, fitting and maintaining meters etc.	0.7%	£9
Delivering social obligation programmes As part of our social obligation programmes, we work to improve energy quality for us to make them more secure and more energy efficient. The 18 th January 2014, which the Government announced, is a 'best deal' policy change. These changes account for the reduction shown.	-1.4%	-£18
Supporting cleaner energy This is the amount that goes towards Government funding for renewable energy, like windfarms.	1.2%	£18
The money we earn The amount we're left with when all other costs from supplying homes with energy are taken into account. The figure shown is the amount of this price rise that will impact on the amount we earn.	0.3%	£4
	Total:	Total:
	3.7%⁽¹⁾	£48

⁽¹⁾ This rise in £33 in our bills is the same as the rise in the cost of the Government's recent announcement on the introduction of changes. These include reducing the Energy Company Obligation (ECO) scheme and a voluntary agreement to reduce company to reduce energy costs which together deliver a decrease in costs to customers bills. The other environmental levies, such as the Energy Price Cap, are unaffected, which is reflected above, but the changes made in ECO will more than offset the expected rise in these levies - so overall there will be a meaningful reduction in environmental and social costs. All electricity customers will also receive a £12 rebate on top of this £30 net reduction. A total net reduction of £42 can therefore be attributed to the changes announced.

E.ON is also changing its products to make them simpler, easier to compare and compliant with Ofgem's Retail Market Review (RMR).

Major changes include:

- Discounts - simple and fair. Now provided as a clear monetary value, not a percentage discount.
- From 18th January 2014, E.ON customers can receive:
 - £20 a year for having a dual fuel account
 - Up to £10 a year for paperless billing (£5 per fuel)
 - Up to £70 a year for paying by Fixed Monthly Direct Debit (£35 per fuel)
- Loyalty - rewards will be available for all of residential customers who have an electricity or dual fuel account and opt in to E.ON Reward Points. Customers will be awarded up to 1,500 E.ON Reward Points a year, which are accrued on a daily basis and awarded monthly. These points can be exchanged either for Tesco Clubcard points or Bonusbonds (vouchers for the high street).

FAQ and key details of the price rise announcement and the changes being made to move E.ON towards full Ofgem RMR compliance

Helping customers

What are you doing to help your customers save money and ensure they are on the best deal for their needs?

Over a year ago we launched our 'Best Deal For You' online tool, now offering a set of four tariffs. Consumers can find the best E.ON deal for them by visiting www.eonenergy.com/bestdeal or by phoning 0330 400 1009.

We are committed to helping our customers use no more energy than they need so we have launched the Saving Energy Toolkit, an easy-to-use online tool which allows customers to better understand and control their energy use. The Saving Energy Toolkit shows people where their energy is being used, when they use the most and how they compare to similar nearby homes. By showing them this information we hope that our customers will feel more in control and ultimately take action to use only the energy they need.

Advice on how to save energy can also be found at www.eonenergy.com/for-your-home/saving-energy.

What are you doing to help your vulnerable customers and those most in need?

For customers who are struggling to pay their bills, we can offer practical debt advice, home visits and information on funding schemes either from E.ON or third parties.

Since the Warm Home Discount came into effect on 1 April 2011, like other major suppliers we have offered rebates to our electricity customers who meet the eligibility criteria; £135 per household during 2013/2014. In 2012/13 we helped around 284,000 E.ON customers through the Core Group and Broader Group rebates with spend around £37m. New applications to this year's scheme closed on 31st December but E.ON expects to help significantly more customers in 2013/14.

Our Caring Energy support team can talk to customers about their individual circumstances to provide help or signpost other routes to access potential assistance.

Other initiatives to help our vulnerable customers include helping around 10,000 households (not necessarily E.ON customers) through the Age UK Industry initiative with spend around £750,000. These customers primarily benefit from a Benefit Entitlement Check with the average recipient benefiting by an increase in income of over £2,000 a year.

In addition, we've spent around £200,000 on the supplier funded industry initiatives of Energy Best Deal (run by the Citizen's Advice Bureau) and the Home Heat Helpline. Both of these services provide free advice to consumers on energy related topics.

Customers on our WarmAssist tariff will be protected from this rise and E.ON guarantees no rise for WarmAssist customers during this winter.

Products

New Ofgem rules mean you can only offer four core tariffs, what are your core four tariffs?

E.ON Energy Plan (Standard - evergreen variable)

E.ON Energy Fixed 1 Year v6

E.ON Energy Fixed 2 Year v5

E.ON Age UK Fixed 2 Year

How many customers do you have on fixed and capped tariffs?

Today we have just over one million customers on fixed deals.

Around 500,000 of these customers are on fixed deals that end more than six months after the effective date of this price change.

How much is the exit fee for customers that wish to leave your fixed tariffs?

The exit fee for most products is £5 per fuel for one-year deals and £10 per fuel for two-year deals, though some older products differ. However, E.ON customers wishing to switch to an alternative E.ON tariff will not be charged a fee. No cancellation fee is applied to our Age UK tariff.

You still have customers on other tariffs such as StayWarm and WarmAssist, are you breaking RMR rules?

No. Customers still on our StayWarm tariff will be able to stay on the product until the end of their contract, for which renewals ceased after 6th October 2013.

For customers on WarmAssist, we requested that they are allowed to remain on this tariff if they so wish and this has been agreed with Ofgem. WarmAssist has not been open for customers to switch to since 20th January 2012.

Migration

Do you have customers on historic tariffs which you will now move to your standard offering?

Yes. We have written to affected customers to notify them that their tariff is no longer available and that we will be moving them to our standard offering (as required). We recommend and hope customers get in touch to have 'Best Deal For You' conversations or use our online tool to find our best available tariff for their needs.

Which tariffs does this relate to that you no longer offer?

Customers on our Energy Online, Go Green or Age UK variable products will be moved to our standard offering but we hope to have 'Best Deal For You' conversations with them about whether there is a better or more suitable product for their needs. We will continue to offer Age UK fixed products exclusive to the over-60s.

For customers on Energy Discount we will be honouring the 3% discount below standard, until the end of their term, however terms and conditions will change.

Standing Charge

Do you charge a standing charge?

Yes. We apply a standing charge to our tariffs; this is:

£95 (around 25p a day) for electricity

£115 (around 30p a day) for gas

For customers who pay by Fixed Monthly Direct Debit we offer a reduction on the standing charge for each fuel of £35 per year.

Discounts

Do you offer a reward for paying promptly

No. This is something we no longer offer following the introduction of the new Ofgem RMR rules.

What discount did you previously offer to customers paying promptly

The prompt pay discount was previously 3% for customers paying by cash or cheque.

When was the prompt pay discount removed?

This discount is no longer available to new customers from today.

Existing customers on (or moving to) our standard product will see this discount removed from 18 January. Customers on fixed term tariffs will retain their existing discounts until their renewal date.

Do you offer a discount for customers taking both fuels?

Yes. We offer an annual discount of £20 to all customers who take both fuels. (This is accrued daily).

Do you offer a discount for customers paying by Direct Debit?

Yes. We offer a reduced standing charge to customers paying by Fixed Monthly Direct Debit. This is £35 per fuel, per year.

Do you offer a discount for customers who manage their account / bills online?

We offer a discount to customers who choose to receive paperless bills of £5 per fuel per year.

Do customers receive these discounts automatically?

Yes. These discounts are applied automatically.

How much can customers save?

If customers choose to pay by Fixed Monthly Direct Debit with paperless billing and take both fuels from E.ON, they can save a total of £100.

£20 a year for taking both fuels

£10 a year for taking paperless billing (£5 per fuel)

£70 a year for paying by Fixed Monthly Direct Debit (£35 per fuel)

Total = £100

Rewards and Loyalty

What rewards do you offer to your customers?

Customers have the capacity to earn reward points, which can be exchanged for vouchers for the high street or Tesco Clubcard points.

Customers must have an electricity or dual fuel tariff and opt in online or by phone to activate / receive these rewards.

You no longer offer the Age UK cold weather payment; will you be honouring it for this winter?

Yes. We will be honouring this payment for this winter but going forward this is something the new rules mean we're no longer able to offer.

Price Alert

Do you automatically tell customers on your fixed deals of new cheaper deals when they are offered?

Customers on fixed deals will automatically be told of new cheaper deals if / when they are offered. Customers registered online and on fixed tariffs will automatically be told (via email) of a new deals which may offer better value, when they are introduced.

Ends

1 At current Ofgem average annual consumption of 3,300 kWh unrestricted electricity and 16,500 kWh gas, across all payment methods and regions. Includes all changes to Direct Debit, prompt payment and dual fuel discounts.

Notes to editors:

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial customers. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;

- E.ON has been voted Britain's best energy supplier for the second year running in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;

- E.ON discusses changes with its customers through its 28,000-strong YourSay panel and its 1,000-strong MySay employee panel, and also through conversations with consumer advocacy groups. Improvements made to date include new tools to help customers use no more energy than they need, simpler products, transparent profits, fair prices, easier contact, and the confidence to complain;

- E.ON's generation portfolio includes world-class gas-, coal- and biomass-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators;

- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX.

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29 November 2013



Planning application submitted for the E.ON Strathy Wood Wind Farm

E.ON, one of the UK's leading power and gas companies, has today [Friday] submitted a planning application for the Strathy Wood wind farm development, to the Scottish Government's Energy Consents Unit.

The wind farm, located near Strathy, Sutherland, could generate up to 78 megawatts of electricity - enough to power around 52,535 homes⁽¹⁾ with clean, renewable energy. During the consultation process for the site, the energy company has met with local community councils from the surrounding areas, as well as local residents, to discuss its plans and understand their thoughts on the proposals.

Following local feedback and a number of environmental studies that have been carried out, the wind farm has been designed to help ensure that it will have minimal impact on the local landscape and wildlife, while generating as much renewable energy as possible. Notably, this process saw the number of turbines in the plans reduce from 28 to 26.

To help ensure the wind farm has a positive effect on the local area, if consent is given, E.ON will provide a Community Benefit Fund, giving up to £390,000 a year to local community groups and projects. This amounts to £5,000 per megawatt of installed capacity, and how this money is spent will be up to residents.

Robert Mackay, Project Developer at E.ON, said: "We're grateful for the interest the local community has shown in this project. Having considered their feedback and taken on board their views, we've made some changes to improve our proposal that will reduce the impact on the local community. In particular we have worked hard to minimise effects on important ornithological and ecological sites near the project."

A copy of the application will be available online, at Strathy Village Hall and Bettyhill Service Point and at the Highland Council offices in Inverness and Golspie. For further information, please call us on 0800 096 1199 or email strathywood@eon-uk.com.

Ends

Notes to editors:

1 This is based on an estimated load factor of 33.6% using wind speeds at the Strathy Wood Wind Farm site. According to DECC, the average domestic household uses 4.37MWh of electricity a year.

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- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company.

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Staff switch-off: Frustrated bosses left to power down after hours

- Half of SME bosses left to turn off lights and machines when not in use
- Energy waste main worry, but third of small firms do not track consumption

Britain's workers are leaving the majority of small business bosses fuming and frustrated by leaving lights, equipment and machinery powered up at the end of the working day, a new survey by E.ON¹ has revealed.

Energy waste is one of the top irritations for seven out of ten small business bosses, creating tension in the workplace as two-fifths (38%) say they are the ones left to take sole charge of monitoring and managing their company's energy consumption.

Whilst minimising costs is the main motivation for SME leaders wanting to see greater workplace efficiency (69%), four out of ten said that a poor reputation for sustainability could lead customers viewing their business in a negative light. As a result, controlling energy waste is seen as the most important thing for maintaining business efficiency, behind accurate budgeting and collecting debt.

Older generations of business leaders appear to be more motivated, with 70% of bosses aged 35 to 54 tracking energy consumption, compared to half (50%) of respondents aged 18 to 34. The focus also varies across sectors, with catering and hospitality revealed as most proactive (72%) and professional services shown to monitor the least (63%).

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "It's positive to see many small business owners and managers proactively monitoring energy performance but it is understandably frustrating if you feel you're fighting that battle alone. Senior staff might not always have time to keep track of consumption, and businesses that are able to embed a culture of monitoring throughout the workplace will have a greater chance of improving overall business efficiency.

"To achieve this it's important all employees have greater visibility of their company's energy habits as well as understanding the implications of waste. At E.ON, we want to help customers address both of these needs, providing the tools and advice they need to gain better insight of their energy performance, and how to use no more than they need, but delivered in a way that helps them get on with the business of running a business."

The research of 1,000 small business decision-makers also provided insights on some of the measures small business leaders are taking to encourage a more positive attitude to workplace energy performance. Nearly half (43%) set improvement targets and a quarter align staff bonuses with overall business efficiency.

Other measures businesses said would help encourage staff to monitor energy consumption more closely include real time information showing use/waste (39%) and a breakdown of consumption across heating, lighting, machinery and equipment (36%).

E.ON's [Energy Toolkit](#) is a package of energy saving help and advice for small business customers, designed to give greater visibility on where and when energy is used, help detect waste and identify areas where changes can be made.

The service includes:

- A wireless electricity monitor with a real-time display showing when consumption is highest, allowing businesses to measure use by cost, kilowatt-hours and CO2 emissions
- A dedicated energy saving advice line and online hub with detailed information relevant to customers' specific industries
- A range of downloadable [posters](#) and staff engagement [advice](#) for customers to use within their business to encourage colleagues to take greater responsibility for saving energy.

Fig 1. Sectors monitoring energy consumption

SECTOR
Catering (72%)
Light industrial / Manufacturing (71%)
Construction (70%)
Retail (66%)
Agriculture / Farming (64%)
Professional services (63%)

Fig 2. Most commonly tracked utility uses

UTILITIES
Overall electricity consumption (85%)
Telephone / Broadband (79%)
Heating (68%)
Lighting (66%)
Overall gas consumption (58%)
Water (46%)
Machinery performance (29%)
Air Conditioning (14)

Ends

¹ Independent research carried out amongst 1,000 decision makers at UK small-to-medium sized enterprises, in November 2013

Notes to editors:

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19 November 2013



Big E.ON Run raises over £20,000 for NSPCC

Hundreds of runners braved the Nottingham rain to take part in The Big E.ON Run, raising more than £20,000 for children's charity NSPCC.

E.ON hosted the event - which took place on Sunday 3rd November and included a 5k and a 10k race, as well as a 5k family stroll - at the National Watersports Centre to raise money for the energy company's designated charity of the year. Friends and family of E.ON colleagues were also invited to take part.

Some 600 people took part, including the company's Chief Executive Tony Cocker and several other members of the E.ON Board, and participants were cheered on by their colleagues.

Anthony Ainsworth, E.ON's Sales and Marketing Director completed the 10k run and said: "The rain certainly did not dampen spirits and we were delighted to see so many people taking part and coming along to support this great cause.

"It is the 25th anniversary of ChildLine in Nottingham this year so raising money for the NSPCC is all the more poignant at this time. We're excited to have raised so much money for this very worthwhile cause."

Chris Jarrett, Head of Corporate Partnerships at NSPCC, added: "The Big E.ON Run was a fantastic event and we're grateful to everyone who made it such a success, especially those who raised money by taking part. The funds raised will support the NSPCC's vital work in helping to prevent abuse and keeping children safe from harm.

"The event couldn't have happened without the E.ON volunteers so we must also thank them for coming out on such a rainy day to cheer our participants on to the finish line."

To find out more about E.ON's activity in local communities visit the Community Relations pages at eonenergy.com/community

Ends

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29 November 2013

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E.ON UK comment in response to the publication of Labour's Green Paper on Energy

Responding to the publication of Labour's Green Paper on Energy, Tony Cocker, Chief Executive of E.ON UK said:

"There are many aspects of Labour's Green Paper that we do agree with and are the current basis for how we operate. For example we run our businesses separately so they stand on their own two feet, we've led the opening up of the day ahead market, we don't cross-subsidise between different parts of our operations, we've invested more than we've made in profit in each of the last five years, which is a figure that totals over £6bn, and we buy all the energy that we need for our supply business on the markets. However, we believe an artificial price freeze is the wrong course of action to help our customers.

"What our customers need and deserve is help in both the short, and the long-term, so I'm once again asking all politicians: Help us to get Smart meters into more homes more quickly. Help us to get British homes up to a modern, energy efficient standard. Help us to get UK businesses on top of their energy use.

"We also need to set the market for the long-term and depoliticise the energy industry. Therefore it is absolutely clear that it is time for a full market investigation reference to the Competition Commission. Only this would provide the in depth look and consideration of the market and its features that is needed. Furthermore, a Competition Commission investigation would provide an independent in-depth assessment of the market by a highly respected organisation, which has not looked into this market for a number of years and, perhaps surprisingly, never previously in the form of a market investigation reference. This could provide either a confirmation in relation to the proper operation of competition in the market or considered recommendations as to how competition might be improved. In either case, it would dispel many of the myths and misinformation that surround the market."

Ends.

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E.ON UK Q3 Supply Activities: Sales up significantly but supply profit falls when compared with H1 level (EBITDA Q3 2013: £236m / H1 2013: £273m)

E.ON UK has today (WED) announced details of its financial performance for the first nine months of 2013. E.ON operates the different parts of its activities separately in the UK, and they are individually reported below.

UK Supply Activities (i.e. Residential, SME and Corporate Supply)

	Q3 2013	Q3 2012
Sales (Turnover) £m	5,876	5,441
Profit (EBITDA) £m	236	232
Profit (EBIT) £m	227	194
Investment £m	42	43

E.ON UK Chief Executive, Tony Cocker said: "Our turnover has increased significantly compared to last year, and we have also seen a very small increase in what we have earned compared with the same period. It is also notable that we have been running our supply business at a loss of around £37m¹ for the last three months.

"The costs we control, such as running our contact centres, have fallen but the costs we don't control such as networks and government schemes have risen and are set to continue into next year. According to Ofgem's recently released figures² we have already delivered ahead of the industry towards our ECO targets and have done so as efficiently and as cost effectively as possible. However it is also clear that we are not just being asked to do more but also to complete more complex home improvements.

"Whilst we will not comment on speculation, it is fair to say that we are being put in a position where it is increasingly likely that we will need to pass on some of these increases in costs to our customers. This is always a last resort and, as was the case last year, we are holding back any increase for our customers for longer than any of the other large energy suppliers. We will also seek to minimise any increase whilst making sure we maintain a sustainable supply business in the UK. That is right for our colleagues and right for our customers."

E.ON UK Q3 Generation, Upstream and other activities in the UK:

Profits down by 47% but investment remains almost double amount earned

Generation, Upstream and other activities operating in the UK:

	Q3 2013	Q3 2012
Sales (Turnover) £m	1,404	1,764
Profit (EBITDA) £m	242	457
Profit (EBIT) £m	43	212
Investment £m	461	799

Commenting on the results seen across E.ON's other activities in the UK, Tony Cocker said: "The lower EBITDA for E.ON's other activities in the UK for the year so far is attributable to a number of factors including the closure of Kingsnorth power station under the LCPD and the fact that gas power stations remain barely profitable.

"This year we have seen increased costs through government policies such as the Carbon Price Floor which is simply a tax that artificially inflates the end price for consumers, provides revenue for the Exchequer and acts as a subsidy to operators of existing nuclear plants. We believe it should be scrapped. However, if it is not scrapped, the money it raises should be used for energy efficiency. This is why we support the Energy Bill Revolution, which is calling for the Carbon Price Floor revenues to be reinvested to improve the energy efficiency in UK homes."

E.ON's investment levels in the UK continue to outstrip profit levels significantly. Capacity will continue to be built through projects such as the state-of-the-art biomass power station, Blackburn Meadows, Humber Gateway offshore wind farm and by securing energy supplies for the future by exploring the North Sea. Most notably, in the last quarter E.ON E&P UK Ltd, along with its partner Dana Petroleum, gave details of a significant gas discovery in the Tolmount field.

Ends

Notes to editors:

1 = H1 2013, data published on 13th August 2013. <https://pressreleases.eon-uk.com/blogs/eonukpressreleases/archive/2013/08/13/1959.aspx>

H1 2013 Supply Activities (i.e. Residential, SME and Corporate Supply) : £m		
	H1 2013	H1 2012
Sales (Turnover) £m	10,318	9,518
Profit (EBITDA) £m	273	238
Investment £m	28.6	27.0

2 = <https://www.ofgem.gov.uk/ofgem-publications/84352/ecocomplianceupdate-october2013quarterlyannexv1.pdf>

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11 November 2013



'E.ON Energy Action Fund' launched to fuel projects

As part of its commitment to helping communities better manage their energy consumption, energy company E.ON is launching a second round of funding to support worthwhile causes and is calling on members of the public to submit nominations.

Local community centres which need to improve their energy efficiency and schools or charities looking to add a spark to the area through energy education, can all apply for funding.

Applications for the E.ON Energy Action Fund can be submitted for a range of energy related improvements and activities, from appliances and insulation to educational events. Priority will be given to projects focused on reducing energy use and renewable energy.

Successful projects will receive anything from £50 up to £2,000, from E.ON to power their plans for a more efficient future.

Amy Cross, at E.ON, said: "This is a great opportunity for local organisations to take charge of their energy usage and it is our way of showing our support for local communities. E.ON's first Energy Action Fund, which ran earlier this year, was a great success and we look forward to supporting more energy related projects, which will help save money and reduce energy use across the community.

"We're keen to help as many people as possible across the area but funding is limited so applications should be made early."

The fund is open for applications from now until Friday 6th December. Interested parties should visit www.eonenergy.com/energyactionfund to apply and for terms and conditions.

Ends

Notes to editors:

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- E.ON has been voted Britain's best energy supplier for the second year running in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;

For more information contact:

Naomi Troy at E.ON on 02476 180 523 or naomi.troy@eonenergy.com

08 November 2013

 Share  Tweet  Like 0

E.ON comment on Ofgem energy efficiency announcement

Responding to the publication of [Ofgem figures on delivery of the Energy Companies Obligation \(ECO\)](#), Don Leiper, Director of Energy Efficiency at E.ON, said: "We have worked extremely hard in recent years to complete all elements of the previous CERT and CESP obligations and these figures prove we are leading the field when it comes to delivering the ECO obligation, helping tens of thousands of people around the country to control their energy use and reduce their fuel bills.

"A lot has been said recently about the cost of energy efficiency schemes like ECO and the impact they have on customers' bills. It is true that large parts of what makes up an energy bill are largely out of our control and are rising but that doesn't mean we can't manage those costs effectively - and we have done so with ECO whilst still delivering real help to customers.

"Energy efficiency schemes like this bring real benefits to communities and we should not lose sight of the fact that across the country there are hundreds of thousands of families living in homes that are in desperate need of improvement.

"Now is not the time to scale back on energy efficiency. It's vital that we continue to improve the fabric of our homes and reduce the amount of energy our customers need to use, but we need to do that in the most efficient, cost effective way for all customers. That is why we have publicly called for ECO to remain in place but in a simplified form and funded through general taxation rather than through individual energy bills so the costs of these schemes fall more fairly on those able to fund them."

Ends

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Local School Children name new workboat at E.ON's Robin Rigg Wind Farm

Three children from Northside Primary School in Workington have today attended a naming ceremony for a new Alicat vessel which is due to be deployed for operations at E.ON's Robin Rigg offshore wind farm.

E.ON tasked local pupils from the school to draw a picture of the workboat and pick a name from a shortlist. The lucky winner was Kelsie Walker who named the vessel Solway Challenger and won book vouchers donated by the energy company. The three pupils who attended the official naming ceremony were Ellie Weston, Nathan Hanrahan and Dylan Frazer.

Sally Shenton, Robin Rigg's former site manager, officially named the Solway Challenger and local Minister's Geoff Moore and Steve Axtell were also invited to bless the vessel ahead of its deployment.

The 19-meter Solway Challenger was built in the UK by Alicat Workboats and is now ready to commence full-service. The bespoke vessel, which is capable of up to 30 knots, will be used for long-term operations and maintenance work at the offshore wind farm.

Tim Morgan, Operations Manager at Robin Rigg, says: "Workboats such as the Solway Challenger are vital to ensure the smooth operation of off-shore wind farms, safeguarding the supply of electricity to thousands of homes across the UK.

"It's fantastic to get children from local schools involved in our projects, helping to raise awareness of wind farms and educate the next generation on the importance of renewable energy in reducing carbon emissions."

The Robin Rigg Wind Farm is located at the Prince of Wales Dock, Workington and features 60 turbines, providing enough electricity to power approximately 117,000 homes and offset around 230,000 tonnes of CO2 emissions each year.

Ends

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E.ON to host series of exhibitions to gather local views on proposed Lorg and Benbrack Wind Farms

E.ON is inviting local community members to attend a series of public information sessions on the Lorg and Benbrack Wind Farm proposals, due to be held next week.

Following initial feedback from the local community, E.ON has developed an initial layout for the wind farms - Benbrack located between Carsphairn and Dalmellington and Lorg around 10km south of New Cumnock.

The energy company is now encouraging local people to view the plans in more detail and share their opinions with the E.ON team, which will be taken into consideration before final planning proposals are submitted.

The public information session will be held at:

New Cumnock Community Education Centre - Monday 28 October - 4pm-8pm

Dalmellington Community Centre - Tuesday 29 October - 4pm-8pm

Hillview Leisure Centre, Kelloholm - Wednesday 30 October - 4pm-8pm

Lagwyne Village Hall, Carsphairn - Thursday 31 October - 4pm-8pm

Nick Taylor, Project Developer at E.ON, said: "We're looking to develop the Lorg and Benbrack Wind Farm sites which have the potential to generate electricity for many homes in the area. Since we first introduced our proposals we've used the feedback received from the local community, along with the early results from our studies and assessments, to develop an initial layout that we'd like to consult on.

"The upcoming public information sessions will be a great opportunity for local people to meet the project teams, view our plans in more detail and share their opinions with us. As responsible developers, we want to allow the views of residents to be considered fully throughout the development process of these wind farms."

E.ON is continually looking at ways to make energy cleaner and better for its customers through new technologies and renewable sources and has been investing in wind energy since 1991. The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future.

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199 or email swscotland@eon-uk.com.

Updates on the proposals are also available on the E.ON website at eonenergy.com/lorg and eonenergy.com/benbrack

Ends

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Victoria Blake 02476 181304 or victoria.blake@eonenergy.com

Roxanne Postle 02476 195785 or roxanne.postle@eon-uk.com

E.ON takes to the road to bring energy savings to South Wingfield residents

Energy company E.ON recently took to the road to offer free practical energy-saving advice to local residents at a fun-filled family event, outside South Wingfield Primary School.

Accompanied by a custom-built van, which serves as an energy-saving hub, E.ON advisors offered local residents the chance to find out if they're eligible for a free home energy assessment to see how they can improve their home's energy efficiency¹. The hub also enabled locals to check if they were eligible for free or part funded energy saving measures including boiler replacements and home insulation, worth up to £13,000².

E.ON's energy experts were also on hand to offer general energy advice on how local people can save energy in their homes and money on their energy bills.

The launch of the E.ON mobile energy-saving hub follows on from the success of E.ON's Open House stores, in both Nottingham and Leicester, which offer customers face-to-face advice on energy efficiency and play host to an array of exciting community events.

Ahead of the event, E.ON's interactive energy-themed play, 'Town of Total Darkness', took place at the primary school to further reinforce the energy saving message within the community.

The performance showed Sherlock Holmes, his sidekick Dr Watts-On and their four-legged companion, Gizmo, transported to the present day by a time traveller to find out why the town has no electricity. The schoolchildren joined forces with the detective to investigate where electricity comes from and how to be more energy efficient.

The play is part of E.ON's Energy Experience programme - which is supported with an interactive website and classroom packs. Energy Experience helps young people understand different sources of energy, including sustainable energy and renewable energy sources such as solar panels and the merits of each.

Head of obligation delivery at E.ON, Nigel Dewberry, said: "It was great to visit South Wingfield, meet local people and do our best to help families to make their homes more energy efficient. We know that many people are looking to make savings on their energy bills and our mobile energy-saving hub is a great way for people to get helpful, practical guidance from a member of our expert team."

To find out more about the E.ON mobile energy-saving hub and where it will be in your local area visit, eonenergy.com/eonvan.

E.ON is also inviting low income electricity customers who are aged over 65, have a disability, medical condition, or have children to get in touch to see if they're eligible to receive £135 under the Government's Warm Home Discount scheme. Eligible people could also receive a range of free home improvements - whether they're an E.ON customer or not. More information and details about eligibility are available in the 'Saving energy' section of eonenergy.com.

Ends

1. Customers are eligible if they rent privately or own their home and if the customers, or someone living with them, gets certain benefits. For further information about eligibility see website as above.

2. Costs are based on a 3 bed semi-detached house and as per 2012 prices. Total cost calculated as follows: External Wall Insulation (EWI) £11,022 + Boiler replacement £1,645 + Loft insulation £275= Total costs of £12,942.

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- E.ON continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Futures. Changes made to date include: helping customers control their bills; fair prices, simple products, transparent profits, a fairer way of paying; providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
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24 October 2013



Merseyside Fire Support Network and E.ON join forces to promote energy saving to local communities

Energy company E.ON and the Merseyside Fire Support Network have been working in partnership to offer over 1,700 vulnerable people from the local community energy saving advice. In addition, over 750 people have been referred for free energy efficiency home improvements, such as replacement boilers, under the Governments' Energy Company Obligation (ECO) scheme.

The 'Street Heat' project, supported and funded by E.ON, recruited 120 volunteers from the local Merseyside area to act as energy advisors, reaching the communities through home visits, attending events and offering advice through the Fire Support Network call centre. The volunteers have also been given the opportunity to receive formal training to support them in finding full time employment in this area.

E.ON has also funded trainers at the Fire Support Network to be able to deliver City and Guilds courses for future volunteers, making the project sustainable.

Linda Mitchell, Chief Executive Officer at the Fire Support Network, commented: "Working with E.ON on this project has been great and we've been amazed by the response to the programme from our local volunteers."

"Our original target has been far exceeded and we've been able to support some of the most vulnerable members of our community, changing their lives for the better. This is a fantastic achievement which we wouldn't have been able to do without the support of E.ON."

Alison Gibson, Senior Community Relations Executive at E.ON, added: "This project further demonstrates our commitment to supporting our communities with energy saving information, helping people use no more energy than they need. Through local charity partnerships we're able to help a wider section of the community and the results we've seen have been really heart warming. Now the project is established, we hope it'll continue supporting communities in the area for years to come."

E.ON customers¹ can now use its new Saving Energy Toolkit to get an insightful analysis of their household's energy use, including where and when energy is being used with a breakdown of costs and information on how they compare to other customers in their local area. For more advice on saving energy and to use the new Saving Energy Toolkit, visit eonenergy.com/savingenergy.

Ends

Notes to editors

- 1. StayWarm and WarmAssist customers are unable to use the tool as they are on products which are non-consumption based.
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For more information contact:

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24 October 2013



E.ON begins surveys along proposed Rampion onshore cable route

E.ON will begin survey work later this month along the proposed onshore cable route from Brooklands Pleasure Park to the proposed substation site in Twineham.

The survey will allow E.ON to plan construction of the route in more detail, whilst refining the width of the cable route. The work will also provide information on the ground conditions, such as depths of soil, and identify archaeologically sensitive areas. This data will be used to advise the best materials and construction methods, when the cable comes to be laid, subject to the wind farm gaining consent.

Chris Tomlinson, E.ON Development Manager for the project, said: "We're grateful for the interest the local community has shown in the project and we're keen to keep them updated on how the work is developing.

"Over the next few weeks we'll be carrying out surveys at various sites along the cable route to help us understand the makeup of the soil and the impact construction may have on the ground. We'll also be working to identify areas of archaeological importance by digging trenches that will enable us to plan the most appropriate monitoring and protection during construction.

"Weather permitting, the work will begin at the end of October and is expected to take six to eight weeks. We'll be doing everything we can to lessen the impact on local people and the environment."

If built, the wind farm could have up to 175 turbines and a capacity of 700MW which could generate enough electricity to supply the equivalent of around 450,000 homes¹. A final decision on whether consent for the wind farm will be granted will be made in summer 2014.

Anyone interested in finding out more about the proposed offshore wind farm or has any questions about the survey works should email rampion@eon.com or call 01273 603 721.

Ends

Notes to editors:

¹ = Based on an average annual domestic household electricity consumption of 4,700KWh (DECC).

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For more information contact:

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22 October 2013



E.ON confirms decision not to proceed with Portbury Dock

E.ON has today confirmed that it will not proceed with the Portbury Dock biomass project but remains committed to investing in the UK.

An E.ON spokesperson said: "We continue to believe the UK could be a good market for investment in which sustainable biomass has an important part to play. In reaching this decision we considered many factors however under the current regulatory and policy framework we concluded that this project was not a priority investment for E.ON.

"We believe that a diverse energy mix is the best way of ensuring security of supply, while minimising our impact on the environment and keeping the cost of generation as low as possible. Therefore it is now critical that we push ahead with the Government's Electricity Market Reform so that we can deliver investment in the UK. This includes dedicated biomass plant such as our Blackburn Meadows project which is due to be completed next year and our Humber Gateway offshore wind farm which is due to open in 2015."

Ends

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Butchers' bills getting the chop, manufacturers making savings: E.ON offers specific energy saving advice to British businesses

Britain's small business owners could see savings of up to a quarter or more¹ on their energy bills by upgrading equipment, improving energy efficiency and changing behaviour. That's according to E.ON which today launched a range of tailored measures and advice designed to help companies have greater control of their energy consumption and costs.

Depending on their type of business, E.ON estimates that by looking across the range of energy savings options available, small manufacturing companies might save up to 26%¹ on their energy bills, with office-based firms potentially seeing savings of up to 38%¹.

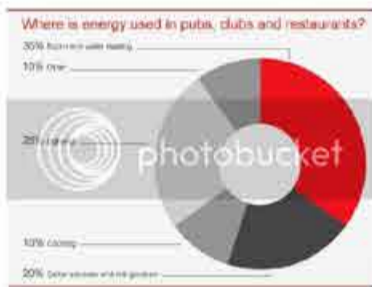
From simple measures such as switching off appliances when not in use, or investing in more efficient replacements for energy-hungry equipment such as heaters, compressors and refrigerators, small business owners could see significant savings on their bottom line.

E.ON's '[Energy Toolkit](#)' is a new package of help and advice for small businesses designed to help companies see where and when energy is used and delivered in a way that doesn't disrupt normal business. Customers can request a free wireless energy monitor giving a real-time display of how their energy use stacks up and have access to energy saving advice relevant to their specific industry and company size.

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "Small business owners are tied up doing lots of things – they are often the boss, sales agent, secretary, procurement department and accountant all in one. It's safe to say they no business owner wants to waste money, yet that's what using unnecessary amounts of energy does.

"Our customers told us they wanted help with this, and that is why we've created our new Energy Toolkit - to help customers use no more energy than they need and to do so in a way that fits alongside their busy lives.

"With our energy monitor, customers can see at-a-glance how much appliances cost, the potential savings they could make and payback periods for new technologies. And by speaking to our dedicated advisers, customers can take any guesswork out of simple energy efficiency measures or even larger budget investments that could provide greater benefit over a longer period of time."



Breakdown of typical energy consumption for pubs, clubs or restaurants²

Regardless of sector, the top three draws on power for most small businesses are room and water heating, air conditioners and refrigerators. Lighting tends to be another major element. By simply monitoring where energy is used and being able to compare, business owners can learn exactly where they're using the most power and identify where they can make the biggest savings.

Across all small business sectors, the proportion of energy used for lighting can range from 6% in agricultural businesses³ to 28% in retail⁴. But around three quarters⁵ of that energy could be saved by installing low energy LED lighting. The proportion of energy used for heating is typically between 35%² and 58%⁶ with savings of up to a third⁷ possible by improving heating such as installing a modern, efficient boiler.

Industry	Illustrative potential saving ¹
Manufacturing and workshops	26%
Pubs, clubs and restaurants	34%
Agriculture and horticulture	29%
Retail	35%
Office	38%

To help with relevant advice, E.ON offers all its business customers a tailored energy saving advice line, where advisers get to know a customer and their business to see where and when they are wasting energy and by identifying areas where changes can be made to improve efficiency.

Customers can also request the latest wireless energy monitor which displays how much energy different devices are using in a business and allows them to measure energy use by cost, kilowatt-hours and even CO2 emissions.

The wireless energy monitor updates every 10 seconds so customers can see the impact of turning appliances on or off almost instantly. It has an innovative memory function that compares energy use by day, week or month and also displays daily averages to show when consumption is higher than average.

CASE STUDY

By making use of E.ON's energy monitor and bespoke energy saving advice, [Lime](#) Indian restaurant in Nottingham managed to cut its bills substantially.

Sohail Rana from Lime explains: "With all the kitchen appliances we need, as well as the lighting and air conditioning, energy is one of our biggest single costs and can amount to as much as 10% of our total outgoings.

"The energy monitor from E.ON really opened our eyes to the running costs of certain items. We could see the impact of our energy usage instantly and quickly learned the air conditioning units were the most expensive items to run. We now only use them when they're needed, rather than leaving them on out of habit, and that simple change has seen real savings - around £1,400 per year just by implementing some simple changes."

General energy and money saving tips

- Regular checks - make sure bills relate to actual energy use, rather than estimates;
- Measurement - accurate measurement of your energy use is vital in the battle to stay efficient. Counting the energy units you use helps you understand your overall use, so keeping a closer eye on things could lead to savings of up to 10%⁸;
- Lighting - more efficient lighting pays back quickly in areas that see long daily use - for example, hotel corridors, shops with long opening hours and 24/7 car parks. Choose high efficiency strip lighting, LED lighting or high pressure discharge lighting to make savings;
- Heating - a high-efficiency condensing boiler converts gas to heat with less than 10% waste - whereas older boilers can lose over 40%⁷. Once you have an efficient boiler with programmable controls, make sure you're feeding it the lowest-priced energy you can;
- Office equipment - before choosing a new computer and screen, check its efficiency rating. This will have a long-term influence on running costs so as well as checking speed and performance, look out for better energy efficiency too;
- Motors - these are generally pretty efficient but as their power to cost ratio is high, choosing a motor that offers just a small percentage higher performance can pay back quickly;
- Refrigeration and air conditioning - older equipment is invariably more expensive to run. Modern equipment benefits from better insulation and more efficient components, making savings of 15-20% in running costs⁹ achievable;
- You and your colleagues need to care about cutting the amount you collectively use. Educating your team about the consequences of poor energy habits is a big part of improving things.

Ends

Notes to editors:

¹ Potential savings in this range are dependent on industry sector. Percentages quoted are indicative assuming a business adopts every recommended energy saving measure and achieves maximum savings from each measure, having started with no measures implemented. Savings have been calculated by aggregating Gateway Energy Solutions' estimates of maximum possible saving from each measure; For a breakdown of energy saving measures and statistics visit www.eonenergy.com/energytoolkit;

² Details on energy consumption available at www.eonenergy.com/for-your-business/small-to-medium-energy-users/energy-toolkit/pubs-clubs-restaurants

³ <https://www.eonenergy.com/for-your-business/small-to-medium-energy-users/energy-toolkit/agriculture-horticulture>

⁴ <https://www.eonenergy.com/for-your-business/small-to-medium-energy-users/energy-toolkit/retail>

⁵ Choosing modern LEDs over Tungsten Halogen lights will use less than a quarter of the energy. Using a 7W LED instead of a 35W tungsten bulb will save 80% (7W / 35W x 100 = 20%) (For more information on lighting, see, [Carbon Trust: Display Lighting](#)).

⁶ <https://www.eonenergy.com/for-your-business/small-to-medium-energy-users/energy-toolkit/offices>

⁷ Figure taken from [Which](#). Older boilers may operate at less than 55% efficiency, which means running costs are over third higher.

⁸ http://www.carbontrust.com/media/13089/ctg056_creating_an_awareness_campaign.pdf

⁹ http://www.carbontrust.com/media/13055/ctg046_refrigeration_systems.pdf

11 October 2013



Come in and get online at E.ON's Open House

- Free drop-in sessions to be held on Monday 14th October to mark 'Get Online Week'

Energy company E.ON is offering free drop-in sessions in Nottingham city centre to encourage people to learn new digital skills and get online.

The informal sessions have been organised as part of the national 'Get Online Week' (14th -20th October) and will be taking place on Monday 14th October from 10am - 2pm at E.ON's Open House, 33 Lister Gate, near the Broadmarsh Shopping Centre.

Experienced members from the Nottingham ISSEA UK online centre will be on hand to offer help and advice to those attending the session, from beginners who've never touched a mouse or keyboard before, to those who just want to find out how they can do more online. Anyone can find help and support at the event.

Anthony Ainsworth, Sales and Marketing Director at E.ON said "In this digital era, it's more important than ever to have a basic understanding of the internet, which is why we're keen to help educate people about both the social and financial advantages of being online. We're demonstrating our ongoing commitment to this by being a founding member of Go ON UK, the UK's digital skills alliance, and holding events like this which are free to attend and open to all. .

"We hope the free sessions will give attendees broader access to online facilities, whether they're looking to connect with old friends, make purchases or monitor their energy bills and use online."

Anna Geraghty, Head of Marketing, Communications and Training at the Tinder Foundation added "It's great that E.ON is able to support us and host the drop in sessions at their city centre Open House."

"At the Tinder Foundation we manage a network of 5,000 online centres across the UK and this event will give the local community the opportunity to come along and chat to experienced staff from the Nottingham centre to improve their digital skills. With the support of businesses like E.ON we hope to be able to reach more people with our services and together continue our aim to make good things happen with digital technology."

The E.ON Open House is open to anyone with an energy related query - from how to save energy to checking you're on E.ON's best deal. The store is open Monday to Saturday, from 9am to 5.30pm.

For more information about E.ON's commitment to supporting Go ON UK, or for energy- saving advice, visit eonenergy.com.

Ends

Notes to editors:

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power.

For more information contact:

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07 October 2013

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E.ON completes deal to buy commercial building energy management leader Matrix

E.ON Connecting Energies, the global unit of E.ON focusing on energy efficiency and on-site energy generation for businesses, has today announced the completion of its agreement to acquire Matrix, the UK's market leader in management and energy efficiency services for commercial buildings.

The transaction has been approved by the Austrian merger control regulator, with E.ON Connecting Energies completing the acquisition of Matrix on Friday 4th October.

Founded in 2003, Matrix has helped blue-chip corporate and public sector customers to reduce their energy consumption in commercial buildings by up to 40% through data-led energy efficiency and energy management services, based on its advanced metering and building energy management technologies.

Matrix currently has 31,000 data connections to customer sites in 22 countries around the world. Currently about 340 staff are employed in nine sites across the UK including its corporate HQ in Manchester and its central Energy Management Centre in Glasgow.

Commenting on the completion of the deal, **Tony Cocker, Chief Executive of E.ON UK**, said: "This acquisition is hugely helpful for E.ON here in the UK. A key plank of our strategy is to help customers understand their energy use, control their energy use and use only as much they need. Matrix brings us a great skill set to help some of our larger customers."

Herve Touati, CEO of E.ON Connecting Energies, said: "I am delighted with this acquisition and the opportunity to work with the highly talented staff of Matrix. This will allow us to provide our customers in the UK and continental Europe much greater control of their energy costs.

"We share a common vision. We share also a common passion for delivery and for engineering excellence. We bring on-site generation while Ian and his team are bringing energy efficiency practice. We bring our customer reach, Ian brings his entrepreneurial spirit, so in many ways we complement each other."

Ian Kelly, Chief Executive of Matrix, said: "We focus on reducing energy consumption in commercial buildings. Wherever possible we do this by controlling remotely the lighting, heating, ventilation, air conditioning and any other device that consumes energy. What we aim to do is to optimise the control environment in line with our clients' comfort policy settings and reduce any amount of waste on energy consumption.

"Getting together with E.ON will make our combined business much stronger. E.ON has the international presence as well as the breadth and depth of energy technology expertise that will allow us to move from a leading national player to a leading global player in the B2B energy efficiency space."

For video content of the E.ON- Matrix agreement, visit <http://youtu.be/laZQVR8mXsl>

Further context:

Energy efficiency is a top priority on the agenda of the UK Government as well as industrial, commercial and public sector organisations. It is fuelled by the need to limit the rise in energy costs, to meet sustainability targets and to reinforce security of supply.

E.ON and Matrix have a shared belief that continuous innovation and advanced data-analytics are critical to offering best in class energy efficiency solutions internationally allowing large organisations to monitor and control remotely sites in multiple geographies.

Matrix has a proven track record of delivery in this field which has brought it repeat business from high profile brands over the last decade.

End

Notes to editors:

About Matrix

Matrix is a leading energy management company, specialising in integrated energy solutions incorporating data, remote asset management and capital investments. Matrix enables large corporate clients including corporates in Retail, Banking, Telecommunications and Media, to reduce their energy consumption through innovative and underwritten plans that maximise return on investment. A state-of-the-art Energy Management Centre ("EMC"), acts as the hub of the business, co-ordinating all services to provide a unified approach to energy management. The business has extensive international reach with 31,000 connections to client facilities across 22 countries and operates from nine regional offices throughout the UK.

About E.ON

E.ON is one of the UK's leading power and gas companies - generating electricity, retailing power and gas, developing gas storage and undertaking gas and oil exploration and production. It is part of the E.ON group, one of the world's largest investor-owned power and gas companies. E.ON employs around 12,000 people in the UK and more than 72,000 worldwide.

About E.ON Connecting Energies

E.ON Connecting Energies (ECT), is a new international unit of E.ON group, focusing on energy efficiency and on-site energy solutions for commercial, industrial and public-sector customers worldwide. ECT was established mid-2012 to build up worldwide operations in these fast-growing market segments. Currently, ECT's main activities are in Germany, UK, Italy and Russia and in the Middle East. ECT is headquartered in Essen, Germany.

Media contacts:

Andrew Barrow (02476 183 677 or 07515 752 759)

03 October 2013

 Share  Tweet  Like 0

E.ON and Pinsent Masons announce ground-breaking partnership

E.ON UK, and Pinsent Masons have announced a new partnership that will see the international law firm effectively become sole legal adviser to the UK business on a fixed-fee basis.

Under the terms of the groundbreaking new arrangement E.ON's UK legal function will reduce its roster of legal advisers to just one. The deal will last for five years and encompass work across a full range of specialist legal services.

E.ON, which employs around 12,000 people throughout the UK, has broad-based operations in the country including electricity generation and supplying power and gas to around five million customers.

E.ON's in-house UK legal team will continue to carry out a significant proportion of work while E.ON's central legal function - based in Düsseldorf and specialist legal teams, such as E.ON Exploration & Production UK, based in London - will retain separate panels including a small number of UK firms.

Graham Line, Head of UK Legal at E.ON UK, says: "This is an exciting and innovative partnership, not to mention a first in the UK energy sector. The legal function at E.ON has a prominent role to play in ensuring that our customers are treated fairly, and giving the business confidence as it makes infrastructure investments that are helping to keep the lights on now and in the future. We want to deliver a high-quality, high-value service to the business, and Pinsent Masons demonstrated through their approach and knowledge of the sector that they are the right partner to achieve that."

Jonathan Fortnam, a Partner at Pinsent Masons who led on the deal, says: "E.ON is an impressive business which plays a vital role in the UK energy market. This arrangement will allow us to support them through the provision of a broad spectrum of specialist legal services, and give us the ability to develop the type of long-term, sustainable relationship that is key to true partnership."

ENDS

About E.ON

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About Pinsent Masons

- Pinsent Masons employs over 2500 people in total including over 1500 lawyers.
- The firm has market-leading UK coverage, with a significant presence in each of the UK's three legal jurisdictions. Its international profile encompasses four offices in Asia Pacific, two offices in the Gulf and two offices in Europe. The firm also launched a presence in Turkey in 2013.
- Pinsent Masons LLP is a limited liability partnership registered in England & Wales (registered number: OC333653) authorised and regulated by the Solicitors Regulation Authority, and by the appropriate regulatory body in the other jurisdictions in which it operates. The word 'partner', used in relation to the LLP, refers to a member of the LLP or an employee or consultant of the LLP or any affiliated firm who is a lawyer with equivalent standing and qualifications. A list of the members of the LLP, and of those non-members who are designated as partners, is displayed at the LLP's registered office: 30 Crown Place, London EC2A 4ES, United Kingdom.
- We use 'Pinsent Masons' to refer to Pinsent Masons LLP and affiliated entities that practise under the name 'Pinsent Masons' or a name that incorporates those words. Reference to 'Pinsent Masons' is to Pinsent Masons LLP and/or one or more of those affiliated entities as the context requires. © Pinsent Masons LLP 2013.
- Pinsent Masons office network includes the major international business and financial centres of London, Munich, Paris, Doha, Dubai, Beijing, Shanghai, Hong Kong and Singapore and the key business centres in the UK.

Media contacts:

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E.ON launches online tool to help households understand and transform their energy use

- E.ON partners with Opower to provide customers with a simple online tool to help them save energy through tailored advice and local comparisons
- Globally, Opower's platform has helped customers save enough energy to power a city with 500,000 residents, such as Sheffield, for a year

Energy company E.ON has partnered with Opower, the global leader in customer engagement solutions for the utility industry, to launch the 'Saving Energy Toolkit' - an innovative solution that will help customers understand and transform their home energy usage.

Available to E.ON customers from today (TUESDAY), the online Saving Energy Toolkit provides an insightful analysis of a household's energy use, including where and when energy is being used with a breakdown of costs and information on how they compare to other customers in their local area.¹

The tool compares a household's electricity and/or gas use with around 100 anonymous E.ON customers with homes of a similar size and type, and against the most energy efficient homes in their local area. It also provides comparisons of how each household's energy use stacks up to these homes in order to encourage positive behavioural change and represents information in simple graph comparisons so people are able to easily identify where they can make energy savings.

Opower's platform, which uses simple comparisons and insights to reinforce positive behavioural change, has already had a huge impact on customers around the world. Opower works with 90 utility partners in seven countries including ComEd in the US and EnergyAustralia, to reach over 18 million customers. To date, Opower's platform has helped customers make over £200 million worth of energy savings. The global energy savings generated are the equivalent of powering a city of 500,000 residents, such as Sheffield.²

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "We've been speaking to our customers and it's clear from these conversations that there is wide-scale enthusiasm to have more insight and understanding about their household's energy usage. We're committed to helping our customers use no more energy than they need and our online Saving Energy Toolkit will help people achieve this."

Nandini Basuthakur, Managing Director for Opower in EMEA, said: "We've worked closely with E.ON to design the Saving Energy Toolkit with its customers in mind. Our expertise in behavioural science, data analytics and consumer marketing, combined with our successful utility deployments worldwide have shown that customers are motivated to behave more like their peers - in this case efficient similar homes. We're extremely excited to bring our solution to E.ON's customers in the UK, to help drive energy savings and engagement."

Through the Saving Energy Toolkit, E.ON customers will be able to access:

- A 'similar home comparison' three bar graph which shows their monthly energy use compared to similar homes in their area;
- A 'what uses most' chart which reveals how energy is currently being used in the home (split between heating, lighting, hot water, appliances and 'other');
- 'My energy use' charts which detail how energy use changes on a month-by-month basis;
- A 'compare monthly costs' section which shows how energy costs for the current month compare against the previous month, and how they've been affected by weather and energy consumption;
- Tailored hints and tips and energy goals, integrating the above information to help reduce energy usage.

The new Saving Energy Toolkit is available at eonenergy.com/savingenergy

Ends

Notes to editors:

1. StayWarm and WarmAssist customers are unable to use the tool as they are on products which are non consumption based.
2. Opower works with 90 utility partners in seven countries, including the US, UK, France, Australia, New Zealand and Canada. To date, the Opower platform has helped save customers over 2.8 terawatt hours of energy, enough to power a city of 500,000 people.

About E.ON

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;
- E.ON continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Futures. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
- E.ON's generation portfolio includes world-class gas-, coal- and biomass-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators;
- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX.

About Opower

- Working with 90 utility partners, Opower is the world's leading customer engagement solutions provider for the utility industry
- Opower's customer engagement platform and solution suite enables utilities to involve their customers in programs that drive energy efficiency goals, smart grid and new rate acceptance, brand loyalty and lower costs of service
- Proven to drive behavioural change at scale, Opower products and services help customers save energy and money, drive significant increases in customer participation in other utility programs, and increase overall customer satisfaction.
- Founded in 2007 and privately held, Opower is headquartered in Arlington, Virginia, with offices in San Francisco, Singapore and London. For more information, please visit www.opower.com and follow us on Twitter at @Opower

For more information on E.ON, please contact:

Jag Kahlon at E.ON on 02476 181 308

E.ON takes to the road to bring energy savings to Nottinghamshire and Derbyshire residents

Energy company E.ON is taking to the road to offer free practical energy-saving advice to Nottinghamshire and Derbyshire residents. E.ON advisors will be travelling throughout the county and appearing at a variety of events within the local community.

Accompanied by a custom-built van, which serves as an energy-saving hub, E.ON advisors will be offering local residents the chance to find out if they're eligible for a free home energy assessment to see how they can improve their home's energy efficiency¹. Free or part funded energy saving measures, including boiler replacements and home insulation worth up to £13,000², will also be offered to eligible residents.

Refreshments will be available and E.ON's energy experts will be on hand to offer general energy advice on how local people can save energy in their homes and money on their energy bills.

The launch of the E.ON mobile energy-saving hub follows on from the success of E.ON's Open House stores, in both Nottingham and Leicester, which offer customers face-to-face advice on energy efficiency and play host to an array of exciting community events.

Nigel Dewberry, head of obligation delivery at E.ON, said: "We are keen to visit Nottinghamshire and Derbyshire, meet local people and do our best to help families to make their homes more energy efficient. We know that many people are looking to make savings on their energy bills and our mobile energy-saving hub is a great way for people to get helpful, practical guidance from a member of our expert team. Anyone can pop along to the hub, you don't have to be an E.ON customer to take advantage of this opportunity."

As part of the route, the E.ON mobile energy-saving hub show will be visiting Newstead Village, Carlton in Lindrick, Bircotes and Worksop in Nottinghamshire, and Langwith, Shirebrook and Tibshelf in Derbyshire.

To find out more about the E.ON mobile energy-saving hub and where it will be in your local area visit, eonenergy.com/eonvan

E.ON is also inviting low income electricity customers who are aged over 65, have a disability, medical condition, or have children to get in touch to see if they're eligible to receive £135 under the Government's Warm Home Discount scheme. Eligible people could also receive a range of free home improvements - whether they're an E.ON customer or not. More information and details about eligibility are available in the 'Saving energy' section of eonenergy.com.

Ends

- 1. Customers are eligible if they rent privately or own their home and if the customers, or someone living with them, gets certain benefits. For further information about eligibility see website as above.
- 2. Costs are based on a 3 bed semi-detached house and as per 2012 prices. Total cost calculated as follows: External Wall Insulation (EWI) £11,022 + Boiler replacement £1,645 + Loft insulation £275= Total costs of £12,942.

Notes to editors:

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For more information contact:

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25 September 2013

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E.ON - Response to Ed Miliband's letter

In response to Labour leader, Ed Miliband's letter. Tony Cocker, Chief Executive of E.ON UK wrote:

Dear Ed,

Let me start out by making clear where we absolutely agree. Our customers are the most important people in the world.

Please accept my invitation to come in to our customer service centres where you will find the most caring, the hardest working and most determined set of colleagues anywhere in this country. Listen to the energy efficiency advice they are being trained to give, which will help people use no more than they need.

Read the letters from customers telling us of the difference to their lives, not just their homes, that the insulation we put in has made. Meet our customers at our Open House store in the middle of Nottingham who value and appreciate the extra help our people have given.

Of course there are people who need our help and yes, there are a few we've let down but we have, and we are, making the changes needed to get things right: Simpler bills, clearer products, changes for businesses. Of course we need to rebuild trust with our customers, and reset our relationship. We acknowledge that, we have made changes, and we are making changes.

Big steps in the right direction but of course there is more to do and that's exactly what we're already doing.

In your letter to us you raise three main points. I'm delighted to confirm we're already ahead of your plans.

You've called for our supply and upstream businesses to be run separately. We already do.

You've called for us to buy our energy on the markets. We already do.

You've called for us to be fair and reasonable in our pricing and our profit levels. We already are.

But the issue that's dominated since your speech, the proposal for an artificial price freeze, is where we disagree.

An energy bill is made of many different parts. A couple of these, such as the cost of running call centres to help customers and reading their meters, we do control, but the majority are elements that we don't have any say over. These include the cost of getting energy to our customers along the pipes and wires, the wholesale energy costs which amount to around half of any given bill and the cost of the political programmes.

What do I mean by political programmes? Successive governments have collected taxes for different schemes through energy bills and this has added extra pressure and is a factor in why bills have risen over a sustained period of time. All politicians, from all sides, need to acknowledge that fact. At a stroke you could remove a large cost from energy bills simply by moving these costs to general taxation.

Let me also be clear. Our profit from supplying energy to our customers' homes is less than 5% and therefore can only be described as fair. We've invested in our people, in energy efficiency, in Smart meters, and in the UK and I want to keep that track record going.

Ultimately, my customers deserve honesty. My customers deserve changes that will make a real difference.

So I'm asking all politicians: Help me to get Smart meters into more homes more quickly. Help me to get British homes up to a modern, energy efficient standard. Help me to get UK businesses on top of their energy use.

We need regulatory stability to give confidence in UK energy policy. Please join us in our efforts to deliver things that will actually help my customers and will actually change their bills in the long-term.

Tony Cocker

Media contact: Scott Somerville (02476 183 438 or 07540 817 936)

24 September 2013



E.ON Response to Labour's energy proposals

Responding to today's proposals made by Labour regarding the energy market, E.ON said:

Helping our customers:

"We already provide our customers who want certainty around prices the ability to fix for up to 24 months in advance. Any of our customers can switch onto a fixed product, and millions already have, right now.

"It's important to know that energy prices are not just made up of the costs we control. If a customer had a bill for £100 plus VAT then last year just over £52 was the price we'd paid for that energy. Around £22 went to the companies that get the energy to our customers' homes for use of the pipes and wires. Around £14 went towards the call centres and metering teams we have to look after our customers. Around £5 went to customers who needed the most help as part of Government programmes. A further £4 or so went towards supporting cleaner energy through Government programmes. This means our domestic profit margin, the money we make from supplying homes with electricity and gas, was just 2.3% or £2.30 in every £100 in 2012.

"To get an accurate picture you need to look across a whole year but so far this year we've seen the costs we control fall whilst at the same time those we don't, which include network charges and the cost of government schemes, go up. We'll always do everything we can to help our customers and most critically that means helping them to use no more than they need. Our efforts to help people go on every day. Just one example is our desire to put our customers in control by getting smart meters into their homes. More control, more information, more confidence. One million will be installed by the end of 2015 and already customers across the country are enjoying the benefits they can bring."

Being transparent about our business:

"We run the different parts of our businesses separately and those businesses must stand on their own two feet. This is the right and most transparent way of operating. Our upstream activities, such as generating electricity, are capital intensive and we've invested huge sums in UK projects to help to keep the lights on now and in the future. We have called on Ofgem to ban the unfair practice of cross-subsidisation between businesses and to make sure that all companies ring-fence their operations to improve transparency and improve fair competition.

"We have led the way in opening up the electricity wholesale market to greater liquidity and have already discussed with the Labour party what a new Pool might look like - and we are happy to work with them to make that happen in a practical way."

Delicious dishes with chef Sat Bains at E.ON's Open House

Local chef Sat Bains has dished up cooking advice to Nottingham parents, school cooks and residents at E.ON's Open House, in the city centre.

The two Michelin star chef showed attendees how to create tasty and healthy meals without using more energy than they need.

A recent survey by energy company E.ON¹ revealed that almost two thirds of Nottingham residents are cooking multiple meals every evening (63%) and wasting £598 a year on additional food². The results encouraged E.ON to enlist the skills of Sat Bains to offer energy and money saving solutions to Nottingham residents.

The first session of the day started as it always should- with breakfast. Parents were treated to a one-pot, scrumptious egg and chorizo meal. The dish was an inexpensive and tasty breakfast alternative which had everyone licking their lips for more.

In the afternoon, Sat introduced a host of school cooks from the Nottingham area to delicious dishes that can be prepared for large groups. Creamy pumpkin soup with boiled duck eggs, cooked in an energy efficient water bath, was followed by oxtail stew, prepared in a pressure cooker to save time and energy.

The third and final session of the day concentrated on energy efficient evening meals. As locals made their way into E.ON's Open House, they were greeted with the delicious smell of braised oxtail. The dish was an astounding success. The dessert of baked Bramley apples with sultanas and pine-infused custard brought back childhood memories and left guests smiling as they tucked in.

Attending the evening session was Charlotte Malik, representing Hadden Park High School's Cookery Club. Charlotte said: "Tonight's been a real inspiration, it was extremely helpful to get simple energy saving cooking tips from Sat. Thanks to the help of E.ON funding we've just set up a back to basics cookery school for parents and carers in Bilborough, Nottingham cooking healthy, seasonal meals. I'm looking forward to passing on today's tips at our cookery club next week."

The host, Sat Bains, said: "It was great fun preparing the meals and having the opportunity to teach people how easy and energy efficient an exquisite dish like pumpkin soup with boiled duck eggs can be to cook. The reactions today were excellent, it's great to feel like I'm sharing and helping out fellow Nottingham residents.

"E.ON's Open House is a fantastic facility; anyone can walk in off the street and meet a friendly expert who can give guidance on a whole range of energy related queries. It's the first walk-in service I've experienced from an energy company and I've learnt a lot here myself today."

Anthony Ainsworth, Sales and Marketing Director of E.ON UK, said: "The purpose of the event at Open House was to inspire and motivate Nottingham's residents so they feel able to create fabulous tasting meals on a low budget, with minimum energy use. The one pot meals were well received by local people and we hope everyone who attended will go on to share with their friends and family, ensuring people are using no more energy than they need when preparing meals."

The E.ON Open House is located at 33 Lister Gate, Nottingham (just outside the Broadmarsh shopping centre). Anyone can pop in for face-to-face advice over a cup of tea on anything energy related - from how to save energy to checking you're on the best deal. The store is open Monday to Saturday, from 9am to 5.30pm.

For more advice on saving energy, visit eonenergy.com.

Ends

Notes to editors:

- 1. Research carried out amongst 1,765 UK adults <http://www.visioncritical.com/> in March 2013.
- 2. Average extra money spent on food = £11.50 per week x 52 weeks = £598 per year.

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For more information contact:

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20 September 2013

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Anglesey wind farm may get repower

After more than 20 years of generating electricity, Wales' oldest wind farm, Rhyd-y-Groes on Anglesey, may be repowered. Since it became operational in 1992, wind technology has come a long way and it's now possible to generate more energy from fewer turbines.

Owned by TGP Wind Limited a joint venture between E.ON and Eurus Energy UK Ltd, the 24 turbine site near Amlwch, has a maximum power output of 7.2MW. It is anticipated that the current turbines could be replaced with up to 20 modern turbines, capable of producing up to 18MW of renewable energy.

Paul Hunt, Consents Manager at E.ON, said: "While it's still early days we're hoping to replace the current turbines with modern turbines capable of producing more energy. We will be conducting formal studies and hope to be a position to submit our planning proposals by spring 2014.

"We're keen that the new proposed wind farm will play a positive role in the community and we'll be working with residents and community groups to establish a Community Benefits Fund to support local projects, decisions on how to best spend the fund would be made by local representatives."

Public Information Days will be held early next year when people can come and learn about the project and share their views. Anyone wishing to get in touch with any queries can contact us on 0800 096 199, 9am to 5pm Monday to Friday.

Ends

Notes to editors:

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For more information contact:

Victoria Blake on 02476 181304 or victoria.blake@eonenergy.com

18 September 2013

 Share  Tweet  Like 0

E.ON launches teaching resources to support STEM learning in schools

Education Business Partnership - South West (EBP-SW), together with energy company E.ON have launched a range of teaching resources at a sustainability event for local teachers.

The new STEM (Science, Technology, Engineering and Maths) resources, produced by E.ON in partnership with EBP-SW and Clyst Vale School, will provide learning materials and project based resources designed for use in lessons, STEM Clubs and to support the curriculum.

The toolkit consists of a range of work based learning lesson plans and activities to engage pupils in the use of energy and the need for sustainable energy. They also contain information and activities about energy and the environment, energy generation, energy safety and renewable energies, such as solar energy and wind power.

Initially these resources will be available to secondary schools from across Devon, Torbay and Plymouth, and once established E.ON will then be rolling out their availability nationally.

Alex Ledbrooke from EBP-SW commented: "We're using this opportunity to inform Devon teachers about the high-quality activities they can access to enrich and enhance the STEM curriculum and to talk to them specifically about this toolkit, which has three different levels for use with years 7, 8 or 9."

Billie Poole, Senior Community Relations Officer at E.ON said "We've been working with EBP-SW and Clyst Vale School to develop the resources and it is great that we have launched them to other teachers in the local area. We hope that these new materials will encourage students into the wonderful world of STEM and support future generations of inspirational individuals."

For more information about E.ON, please visit eonenergy.com.

Ends

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For more information contact:

Naomi Troy on 02476 180 523 or Naomi.troy@eon-uk.com

16 September 2013

 Share  Tweet  Like 0

E.ON hosts community events to welcome local views on its proposed Camster II Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed Camster II Wind Farm. The wind farm which is in the very early stages of development would be located near the newly operational Camster Wind Farm between Watten and Lybster.

The energy company will be hosting Meet the Developer Days later this month, to give the local people the opportunity to find out more about the initial wind farm plans and share their opinions with the E.ON team.

Meet the Developer Days will be held at:

Watten Village Hall - Wednesday 25 September, 2pm to 8pm

Lybster Village Hall - Thursday 26 September, 2pm to 8pm

Emma Clark, Senior Project Developer at E.ON, said: "At this early stage of development, we'd like to invite the local community to come along and meet the project team, find out more about our plans and give them the opportunity to have their say.

After bringing our Camster Wind Farm into operation, this summer, we're very aware of the area's wind resources, infrastructure and connections to the local power network. We believe the site is a very good location for a wind farm and look forward to working with local people to understand and consider their views during this projects development."

E.ON identified the site after it was awarded the right to explore the potential for wind energy projects in the Highlands by Forestry Commission Scotland. The company currently operates four onshore wind farms in Scotland, including the nearby Camster Wind Farm, Rosehall in the Highlands, Bowbeat in the Scottish Borders and Deucheran Hill in Kintyre.

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and Camster II Wind Farm, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email camster@eon.com or visit www.eonenergy.com/camsterII.

Ends

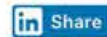
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For more information contact:

Victoria Blake on 02476 181304 or victoria.blake@eonenergy.com

13 September 2013



Press statement re: Generation transparency - new web address

In order to increase the robustness of its publishing capability, E.ON has today begun providing details of its UK and Netherlands based plant availability at <http://www.remit-eon.com/>

This site replaces the previous E.ON generation transparency web address for its UK and Netherlands based plant.

All details will continue to be published in accordance with requirements specified under the REMIT obligations.

Ends.

Media contact: Scott Somerville (07540 817 936 or 02476 183 438)

13 September 2013

 Share  Tweet  Like 0

E.ON's Tween Bridge community fund supports local projects in South Yorkshire

E.ON's Tween Bridge Wind Farm which was officially opened earlier this year will provide a Community Benefits Fund of approximately £1.25 million to benefit local people during the lifetime of the project.

Through the fund £55,000 will be made available each year to help support community groups within a three mile radius of the site. On reaching the first year anniversary of the fund a number of local organisations have already benefited.

Autism Plus, a Thorne charity which supports people with autism and other disabilities, has received a grant of £1,112 to fund equipment for its Touchwood to Employment scheme, to help teach woodwork and carpentry skills to people with disabilities in the surrounding area.

Local sports clubs are also one of the first to benefit from the fund. Through a donation of £3,215 Thorne Rugby Club has been able to replace floodlights in its outside training area, while a grant of £3,700 has enabled Thorne United Football Club to train their coaches and buy new kit and equipment for their youth sides.

In Ealand, the sixty year old Victory Hall which provides a place of leisure and recreation has received a donation of over £2,000 to help improve the buildings facilities, while over £1,200 has been granted to the Crowle and Ealand Regeneration Project to help with maintenance and running of the premises.

Sandra Stephens, Renewables Stakeholder Manager at E.ON, said: "We're delighted to have supported so many worthwhile organisations in our first year of operation and hope the Tween Bridge Community Benefits Fund will be able to help many more local groups and charities in the years to come."

More recently further awards have been granted - £5,000 to Bridging Generations, £3,240 to Moorlands Allotment Holders Association, £1,200 to Thorne Festival Committee, £1,247 to TMCRFM and £3,815 to Crowle Colts Junior Football Club.

The South Yorkshire Community Foundation has been working in local communities throughout the area since 1986 and administers the Tween Bridge Wind Farm Community Benefits Fund. Organisations wishing to apply to the fund should contact karen.walke@sycf.org.uk

Tween Bridge Wind Farm is located in Thorne, near Doncaster. The 22 turbine site is capable of providing the electricity needs of around 27,000 homes a year⁽¹⁾.

Ends

Notes to editors:

1 = Based on an average household electricity consumption of 4,370kWh (DECC). A typical year of generation is based on predicted data for Tween Bridge Wind Farm, using a capacity of factor of 31.22%.

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For more information contact:

Victoria Blake, 02746 181304 or victoria.blake@eonenergy.com

E.ON introduces flat rate standing charge to simplify pricing for SME contract customers

In a move to make energy contracts simpler for the majority of its small business (SME) customers, E.ON has today announced it is introducing a flat rate electricity and gas standing charge to make pricing - and price comparison - easier.

The move is the latest in a series of improvements brought in to improve fairness and transparency for E.ON's SME customers and will benefit businesses joining E.ON or renewing onto a fixed-term contract.

Standing charges reflect the fixed costs energy suppliers incur for supplying and serving customers, such as metering, distribution and customer service costs. Suppliers take very different approaches in recovering these costs which often causes confusion among energy customers.

In a recent survey of UK small business decision-makers commissioned by E.ON¹, fewer than half of respondents said they completely understood their energy bills (46%), and nine in ten said that clear and open information on what makes up a bill was crucial to maintaining good relationships with their energy providers (89%).

In response to demand from customers, the simpler pricing will make product and price comparisons quicker and easier across similar meter types as the standing charges will be the same regardless of a customer's product, geographical region or contract length.

Anthony Ainsworth, Sales and Marketing Director of E.ON UK, said: "E.ON is committed to making life easier for our customers, something we are working directly with them to achieve through our customer panels. We have listened to our SME customers' calls for greater consistency and transparency across pricing and contracts, and this has already resulted in a number of key changes this year.

"As part of this continued drive, we're now taking a further step to support SMEs by simplifying our charges. This charge has been set in the fairest way possible and is based on the fixed costs we incur in order to supply and serve our customers."

The latest update to E.ON's SME service follows a number of significant improvements in 2013, including:

- becoming the first major provider to commit to a maximum one-year period for backdated bills;
- leading the industry to be the first major supplier to publish contract end dates on bills;
- helping to set up an independent code of practice for business energy sales;
- an end to the process of automatic contract rollovers from 1st April 2014, having called for an industry-wide solution to sales standards and rollover contracts;
- a commitment to publish all variable SME tariff rates for its customers from 1st October 2013 so customers can easily compare the rates available to them².

For more information about E.ON's service for business customers, visit eonenergy.com/for-your-business

End

Notes to editors:

1 Independent research carried out amongst 750 decision makers at UK small-to-medium sized enterprises by Vision Critical, in April 2013;

2. For competition law reasons, this will be on a log in area available only to customers.

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- E.ON's Reset Review continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its independent Customer Council comprising business leader Allan Leighton, ex-MP and Select Committee chair Paddy Tipping and E.ON Customer Service Advisor Joanne Sheridan, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Focus. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying; providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
- E.ON's generation portfolio includes world-class gas-, coal- and oil-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators with 22 wind farms and the UK's first wave power generator, with another 1,500MW of renewable capacity under development;
- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX and leads the market with a volume equivalent to some 60% of E.ON UK's generation activity being traded so far this year.

Come and cook up a storm chef with Sat Bains at E.ON's Open House

Ever wanted to learn how to cook like a Michelin star chef? Now Nottingham residents can do just that by attending an event hosted by energy company E.ON and Two Michelin star chef Sat Bains on Thursday 19th September at E.ON's Open House.

Research conducted by E.ON¹ has revealed that 35% of families in Nottingham are preparing multiple evening meals, with the nation collectively wasting almost £213 million a year by running multiple cooking appliances such as ovens, microwaves and hobs².

So, E.ON has teamed up with the Nottingham restaurateur to host an exclusive event where members of the public can learn how to cook top notch, but energy-saving, scrumptious dishes at home for all the family.

Sat will be sharing his culinary skills at E.ON's Open House, on Lister Gate, and members of the public can email us for a chance to attend and sample the delicious meals.

Cookery masterclasses will be held throughout the day:

- 11am- 12pm- Breakfast on a budget
- 3pm-4pm- Lunch for large parties
- 6pm-7pm- Energy efficient evening meals

Anthony Ainsworth, Sales and Marketing Director of E.ON UK said: "Sat Bains is renowned for creating exceptional meals and we've challenged him to share recipes including one pot meals where the emphasis is on saving energy without compromising on taste.

"The events are being held to help educate people on how to cook in an energy efficient way and to cater for families on a tight budget, ensuring people are using no more energy than they need in the kitchen. The events are open to everyone and we hope they will prove inspirational to all attendees."

As well as members of the public, E.ON will also be inviting school cooks to attend to receive inspiration on preparing healthy, economical meals for teachers and pupils alike.

All attendees will receive an exclusive goody bag containing energy efficient tips and treats.

Places are limited and allocated on a first-come, first-served basis. Residents interested in attending should email cookwiththeon@tangerinepr.com with their name, contact telephone number and email address. They should also confirm which of the three sessions is of interest and how many tickets are required - there is a limit of two per household. The application deadline is Friday 13th September and applicants will be notified if they have been successful.

Following the event videos and menus will be available on E.ON's website, so even those who are unable to attend will be able to pick up tips on how to cook efficiently.

The E.ON Open House is located at 33 Lister Gate, Nottingham (just outside of Broadmarsh shopping centre). Anyone can pop in for face-to-face advice over a cup of tea on anything energy related - from how to save energy to checking you're on our best deal. The store is open Monday to Saturday, from 9am to 5.30pm.

Ends

Notes to editors:

- 1. Research carried out amongst 1,765 UK adults <http://www.visioncritical.com/> in March 2013.
- 2. Calculated using ONS 2011 figure of 7,739,000 UK parents with dependable kids and calculated based on figures from E.ON's Energy Menu.

Prices of 4.334p/kWh for gas and 13.788p/kWh for electricity are based on E.ON's average Standard E.ON Energy Plan, including VAT but excluding any discounts.

Appliance	Watts	KW	KWh	hours	Pence per hour	Pence per min	Average extra time spent per day minutes	Extra cost per day pence	Extra cost per year £	% of those spending extra time	Total UK households	Extra cost per year for total UK households
Microwave	900	0.9	0.9	1	12.4092	0.20682	16.4	3.391848	£12.38	34%	2,628,200	£32,537,760
Gas hob	900	0.9	0.9	1	3.9006	0.06501	19.7	1.280697	£4.67	44%	3,401,200	£15,899,059
Electric hob	710	0.71	0.71	1	9.78948	0.163158	22.4	3.6547392	£13.34	60%	4,638,000	£61,869,983
Gas oven	1,520	1.52	1.52	1	6.58768	0.109795	23.8	2.61311307	£9.54	58%	4,483,400	£42,762,054
Electric oven	800	0.8	0.8	1	11.0304	0.18384	22.6	4.154784	£15.16	51%	3,942,300	£59,784,828
TOTAL												£212,853,685

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For more information contact:

Naomi Troy on 02476 180523 or email naomi.troy@eon-uk.com

A free school lunch might also mean £135 off your electricity bill

E.ON customers whose children receive free school meals could get £135 off their electricity bills - applications open now!

E.ON is encouraging customers whose children receive free school dinners to check whether they can get £135 off electricity bills⁽¹⁾ this winter as part of the Warm Home Discount scheme.

Warm Home Discount is a government scheme through which E.ON, and other large energy suppliers, offer low income and vulnerable households extra help with their electricity bills. This year the payment has been set at £135 per qualifying household. Applications to E.ON's scheme can be made at eonenergy.com/warmhomediscount and should be made as soon as possible.

Government data suggests that around 1.4 million (21%) children aged between 4-15 in England are entitled to receive free school meals⁽²⁾, and with 40 percent of fuel poor households having dependent children⁽³⁾ it is important that families do take advantage of the financial support on offer.

Sarah Walker, Warm Home Discount Manager at E.ON, said: "We're serious about helping our customers to reduce their energy bills, particularly those who find it a little harder to make ends meet. People often think that help is only available for older people but families with low incomes can also benefit, so if your children are eligible for free school meals, it's worth checking to see if you are also eligible for the Warm Home Discount."

National children's charity Action for Children is encouraging families they work with to apply for the Warm Home Discount. Sheree Smallwood, National Programmes Manager said: "As the schools go back and the colder weather approaches, now is the perfect time for families to think about how savings can be made on their household budgets. Living in a cold home can have a negative impact on how children perform at school, their educational attainment and emotional wellbeing, so it's worth investigating what support is on offer."

E.ON's Broader Group Warm Home Discount scheme is currently open and families who claim Child Tax Credit with a household income of £16,190 or less are amongst those entitled to the £135 discount on their electricity bills.

Ends

Notes to editors:

1 = To be eligible for E.ON's Broader Group rebate, customers need to be a holder of an E.ON electricity account and receive one of the following benefits:

- Guaranteed **AND** Savings Element of the Pension Credit **AND** under the age of 75 on 20/07/2013 (unfortunately if you only receive the savings element of pension credit you're not eligible);
- **NOT** in receipt of the guaranteed element of pension credit, over the age of 65 and in receipt of Housing Benefit or Council Tax Reduction;
- Child Tax Credit with a relevant income of £16,190 or less (if you claim Child Tax Credit with a partner their income is also taken into consideration);
- Income Based Job Seekers Allowance **AND** Disability Living Allowance (DLA) **OR** Personal Independence Payment (PIP) (all components);
- Income Related Employment and Support Allowance **AND** Disability Living Allowance (DLA) **OR** Personal Independence Payment (PIP) (all components);
- Income Support **AND** Disability Living Allowance (DLA) **OR** Personal Independence Payment (PIP) (all components);
- Working Tax Credit with a relevant income of £16,190 or less **AND** Disability Living Allowance (DLA) **OR** Personal Independence Payment (PIP) (all components);
- Income Based Job Seekers Allowance **AND** Maternity Exception Certificate (MATEX) **OR** medical exemption certificate (MEDEX);
- Income Related Employment and Support Allowance **AND** MATEX **OR** MEDEX Medical Exemption Certificate;
- Income Support **AND** MATEX **OR** MEDEX exemption certificate;
- Working Tax Credit with a relevant income of £16,190 or less **AND** MATEX **OR** MEDEX exemption certificate.

For more information about the Warm Home Discount Scheme visit gov.uk/the-warm-home-discount-scheme/overview.

2 = Department for Education November 2012

3 = DECC Fuel Poverty Statistics August 2013

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For more information contact:

Victoria Blake on 02476 181304 or victoria.blake@eonenergy.com

Disposal of transmission assets at London Array, the world's largest offshore wind farm

London Array, a joint venture owned by DONG Energy, E.ON and Masdar, today [10 September 2013] announced that it has signed an agreement for the sale of transmission assets at the world's largest offshore wind farm to Blue Transmission London Array Limited.

The disposal takes place pursuant to the Offshore Transmission Owner (OFTO) regime. Following a competitive tender, Blue Transmission London Array Limited was selected as preferred bidder for the London Array offshore transmission licence in September 2012 by Ofgem.

With an asset value of £459m, this is the largest transaction to date in the OFTO regime. The sale is expected to complete later this month.

Blue Transmission London Array Limited is the licensee entity incorporated by the consortium of Barclays Infrastructure Funds Management Limited and Diamond UK Transmission Corporation (a wholly owned subsidiary of Mitsubishi Corporation), advised by Macquarie Capital.

London Array has been selected by Blue Transmission London Array Limited to provide operations and maintenance services to the transmission link connecting the 630MW London Array Offshore Wind Farm to the onshore grid.

London Array is located around 20km off the coasts of Kent and Essex on a 100km² site. Its 175 Siemens 3.6MW turbines have a combined capacity of 630MW and are expected to produce enough electricity to power over half a million UK homes each year.

The project is owned by DONG Energy (50%), E.ON (30%) and Masdar (20%).

Ends

Notes to editors:

DONG Energy is one of the leading offshore wind farm developers in the world, with more than 20 years' experience in the wind power industry. The UK is one of DONG Energy's primary markets for developing offshore wind and so far we have invested £3 billion in UK renewables since 2005. The London Array is the latest of five offshore wind farms to be commissioned by DONG Energy in the UK and we have Lincs and West of Duddon Sands under construction with partners and Westermost Rough. We also have a demonstration project at Gunfleet Sands of two Siemens 6 megaWatt turbines as part of our strategy to reduce the cost of offshore wind and reach our target of 100 euros per megawatt hour for projects sanctioned in 2020.

DONG Energy's business is based on procuring, producing, distributing and trading in energy and related products in Northern Europe. DONG Energy has nearly 7,000 employees and is headquartered in Denmark. The Group generated DKK 67 billion (EUR 9.0 billion) in revenue in 2012. For further information, see www.dongenergy.com.

E.ON is one of the world's largest investor-owned power and gas companies, with annual sales of 132 billion Euros and more than 72,000 employees. E.ON is active in onshore and offshore wind, concentrating solar power (CSP), solar PV and biomass and currently has over 9GW of renewable capacity in operation, which makes it a leading global renewable player.

E.ON is committed to being a leading player in the offshore wind industry and it already owns and operates three offshore wind farms in UK waters. The UK's first offshore wind farm near Blyth in Northumberland, Scroby Sands off the coast of Great Yarmouth and Robin Rigg in the Solway Firth. E.ON's proposed Rampion site off the Sussex Coast is currently awaiting planning approval, while the Humber Gateway offshore wind farm, located off the Holderness Coast in the East Riding of Yorkshire, is under construction.

E.ON is committed to growing its offshore wind fleet across Europe and it intends to invest €7 billion in its offshore programme over the next five years, through creating industrial-scale wind, solar and biomass power plants. For further information visit www.eon.com

Masdar is Abu Dhabi's renewable energy company advancing the development, commercialisation and deployment of clean energy technologies and solutions. The company serves as a link between today's fossil fuel economy and the energy economy of the future. Backed by the Mubadala Development Company, the strategic investment company of the government of Abu Dhabi, Masdar is dedicated to the Emirate's long-term vision for the future of energy.

Masdar entered into the London Array scheme when it purchased 40% of E.ON's half share of the London Array scheme, giving Masdar a 20% stake in the project overall. The London Array investment is part of Masdar's global alternative energy strategy which includes solar, wind and other renewable technologies. Masdar, which works with a range of innovative renewable energy companies and utilities, is continuously growing its portfolio of investments, partnerships and production capabilities in the renewable energy and clean technology sectors.

For more information about Masdar, please visit www.masdar.ae.

E.ON to buy commercial building energy management leader Matrix

E.ON Connecting Energies, the new unit of E.ON focusing on energy efficiency and distributed energy solutions in the B2B sector globally, has today (FRI) agreed to acquire Matrix, the UK market leader in energy management and energy efficiency services for commercial buildings. The transaction is subject to Austrian merger control clearance and expected to close in October.

Founded in 2003, Matrix has helped corporate customers to reduce their energy consumption in commercial buildings by up to 40% through data-led energy efficiency and energy management services, based on its advanced metering and building energy management technologies.

Matrix currently has 31,000 data connections to customer sites in 22 countries around the world. From its central Energy Management Centre in Glasgow it remotely configures and controls Building Energy Management systems to optimise the use of energy in the commercial buildings of blue-chip corporate and public sector customers.

Currently around 340 staff are employed in nine sites across the UK including its corporate headquarters in Manchester.

Commenting on the agreement Tony Cocker, Chief Executive of E.ON UK, said:

"This is an important and exciting agreement as it brings together two companies and two teams of people which have great experience in helping their customers. Over the coming months and years I am fully confident that by combining these skills with the services we will continue to provide we'll be able to help even more companies and be a success together. As can be seen by looking at any part of our operations in the UK, delivering excellence and helping our customers are absolutely central to what we do. This acquisition completely fits with that."

Herve Touati, CEO of E.ON Connecting Energies, said:

"I am delighted with this acquisition and the opportunity to work with the highly talented staff of Matrix. This transaction is an important strategic move for us, allowing us to expand our position in the fast growing energy efficiency market. It adds a sophisticated, innovative offering to our existing services portfolio. We see tremendous opportunities from the combination of Matrix's deep data-led building energy expertise with our capital-led energy efficiency and on-site generation capabilities. This will allow us to provide our customers in the UK and continental Europe much greater control of their energy cost."

Ian Kelly, Chief Executive of Matrix, said:

"Getting together with E.ON will make our combined business much stronger. E.ON has the international presence as well as the breadth and depth of energy technology expertise that will allow us to move from a leading national player to a leading global player in the B2B energy efficiency space. We look forward to continuing our significant growth together with E.ON and to facilitating energy savings for an even broader range of customers globally. We are very happy to have found, with E.ON Connecting Energies, a new owner that shares the same vision in the potential of distributed energy and the ways to bring value to our customers."

Further context:

Energy efficiency is a top priority on the agenda of the UK Government as well as industrial, commercial and public sector organisations. It is fuelled by the need to limit the rise in energy costs, to meet sustainability targets and to reinforce security of supply.

E.ON and Matrix have a shared belief that continuous innovation and advanced data-analytics are critical to offering best in class energy efficiency solutions internationally allowing large organisations to monitor and control remotely sites in multiple geographies. Matrix has a proven track record of delivery in this field which has brought it repeat business from high profile brands over the last decade.

ENDS

Notes to editors:

About Matrix

Matrix is a leading energy management company, specialising in integrated energy solutions incorporating data, remote asset management and capital investments. Matrix enables large corporate clients including corporates in Retail, Banking, Telecommunications and Media, to reduce their energy consumption through innovative and underwritten plans that maximise return on investment. A state-of-the-art Energy Management Centre ("EMC"), acts as the hub of the business, co-ordinating all services to provide a unified approach to energy management. The business has extensive international reach with 31,000 connections to client facilities across 22 countries and operates from nine regional offices throughout the UK.

About E.ON

E.ON is one of the UK's leading power and gas companies - generating electricity, retailing power and gas, developing gas storage and undertaking gas and oil exploration and production. It is part of the E.ON group, one of the world's largest investor-owned power and gas companies. E.ON employs around 12,000 people in the UK and more than 72,000 worldwide.

About E.ON Connecting Energies

E.ON Connecting Energies (ECT), is a new international unit of E.ON group, focusing on energy efficiency and distributed energy solutions for commercial, industrial and public-sector customers worldwide. ECT was established mid-2012 to build up worldwide operations in these fast-growing market segments. Currently, ECT's main activities are in Germany, UK, Italy and Russia and in the Middle East. ECT is headquartered in Essen, Germany.

Media contacts:

Andrew Barrow (02476 183 677 or 07515 752 759)

Scott Somerville (02476 183 438 or 07540 817 936)

30 August 2013

Nottingham gets energy smart at E.ON's Open House store

- E.ON encourages local customers to find out more about smart meters, which are being fitted for free across Nottingham

Nottingham residents have been getting smart about energy at a week-long series of events held by energy provider E.ON at its Open House store in the city centre.

The events invited local residents to gain free, practical advice and information about new smart meter technology and reducing energy wastage, thereby helping people to cut their energy bills. Experts were on hand to talk about the value of smart meters, which provide accurate energy bills and put people in control of their energy use.

E.ON is currently offering smart meters for free to eligible local customers and has committed to installing over one million smart meters in its customers' homes by the end of 2015.

To create a fun day out for the whole family, the centre also hosted balloon modelling and face painting.

Alison Gibson, Senior Community Relations Officer at E.ON, said: "The Smart Communities event at Open House has been a great success, providing information and advice to Nottingham residents on energy efficiency and smart meters, helping people to ensure they use no more energy than they need to.

"We've been delighted with the response from Nottingham residents who are keen to make energy savings and have been visiting our Open House to find out about the new technologies in place to help them do this."

This activity is all part of a series of informative smart metering events happening in and around Nottingham until October. For more information about smart meters and to find out if you could have one installed for free, E.ON customers should visit eonenergy.com/smart.

Ends

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- E.ON continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Futures. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
- E.ON's generation portfolio includes world-class gas-, coal- and biomass-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators;
- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX.

For more information contact:

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Travel delays, health and finances leave Brits feeling out of control

- Men cite travel delays and women describe health as the biggest cause for feeling like they're not in control of their lives
- A quarter of UK adults feel like they have no control when they see other people wasting energy
- E.ON and behavioural expert Judi James team up to provide guidance to help people get smart and in control

According to new research from energy company E.ON¹, over 1.3 million people² across the UK feel like they're have no control over their lives more than 20 times a week. This feeling leaves nearly half of UK adults feeling frustrated (49%) and stressed (42%), and almost a third suffering from anxiety (32%). This is a regular occurrence with the average UK adult feeling they've lost control 234 times a year³.

Exposing a gender divide, the research¹ reveals that biggest cause of feeling out of control for men is travel delays, while women worry about health issues:

Top three reasons men feel out of control	Top three reasons women feel out of control
Travel delays (37%)	Health (44%)
Health (36%)	Finances (42%)
Weather (34%)	Weight (35%)

Nearly a third of people feel they're not in control because they 'put things off' (31%), another third are 'too busy to do everything' (29%), and almost a quarter are just 'too disorganised' to stay on top of everything (23%).

The research¹ also shows that it's not only personal factors that contribute to people feeling out of control of their lives - a quarter of adults experience the same feeling when seeing others wasting energy (25%). One way to help control energy is through smart meters. Smart meters give households better visibility of their energy consumption so they always know how much is being used - allowing them to easily see where they can make savings. Smart meters also mean households receive accurate and up-to-date bills⁴.

Judi James, expert in social behaviour, said: "A perceived lack of control over the things in life - such as our household bills, or our professional workload - is enough to create a sense of anxiety for most people.

"Feeling out of control of our lives can have a direct effect on our ability to cope with pressure and stress in everyday situations, impacting on our overall sense of wellbeing. Attempting to regain control over the smaller, more manageable issues is a simple but effective way to help avoid stress and anxiety in day-to-day life."

Judi James' Top five tips for staying in control of your life:

- Avoid 'helpless' dialogue like 'I've got to get up', 'I must get that pile of work done by lunchtime' etc., and replace these with coping options such as 'I choose to...'. Instead.
- Scribble down negative thoughts every time one pops into your head - this should help you offload pent-up feelings that can lead to stress. What's more, reading these thoughts back at a later stage can help put them into context.
- Use the 'Ten Minute Rule' for dealing with issues that are putting you under pressure; put ten minutes into sorting out a task as soon as it crops up, rather than waiting until you have a huge amount of time free to tackle it. Remember - starting to deal with a task is often the greatest step in the process.
- Ignorance isn't bliss - especially when it comes to finances. But keeping on top of your finances automatically places you in the driving seat. Technology such as smart meters track your energy use and mean you always get an accurate bill, helping you feel more in control of the energy you're using and how much you're spending.
- Remember that small changes can have a profound effect on your overall sense of wellbeing, so don't think this is all about tackling the big stuff. Create a list of all the smaller issues that you need to deal with, and then tackle them one by one.

Get smart and in control

E.ON's research⁵ reveals over half of people would reduce their energy usage if they could visualise how much they're using (59%). E.ON's customers have shown this to be true, with nine in ten of those with smart meters stating that it has increased awareness of how much energy they're using in their home (86%).

Jean Fiddes, Head of Smart Transition for E.ON's Smart Metering Customer Programme, comments: "In every area of people's lives, there's support out there to help get back in control. Over the past two years we've helped almost 150,000 customers save energy and reap the benefits of being in control of their energy bills by installing gas and electricity smart meters.

"Customers can save around 4% on their energy bills with a smart meter⁶ and get a better understanding about which electrical appliances and areas of the home are using the most energy. This all helps ensure that people are using no more energy than they need to."

Smart meters provide accurate bills⁴ and put people in control of their energy use. E.ON has committed to installing over one million smart meters in its customers' homes by the end of 2015. For more information about smart meters, visit www.eonenergy.com/smart.

Ends

Notes to editors:

- 1. Research carried out amongst 2,699 UK adults by <http://www.visioncritical.com/> in March 2013.
- 2. Based on 3% of those questioned and the total number of UK adults (44.9 million UK adults in 2011 - ONS) = 1,347,0002.
- 3. Number of times a person feels out of control each week x 52 weeks in the year = 4.5 x 52 = 234.
- 4. A customer bill will only be estimated if they switch to a different product or if there is a price change
- 5. Research carried out amongst 2,000 UK adults by OnePoll in April 2012.
- 6. As per DECC's Smart Metering Impact Assessment, April 2012.

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- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX.

For more information contact:

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26 August 2013

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E.ON using detailed customer research to create a set of promises

E.ON has today (MON) confirmed it is using detailed customer research to develop a new set of promises that will influence its supply activities.

It is already applying Ofgem's new 'standards of conduct' rules but to go a step further it is creating a set of promises that will be embedded in the company's actions.

Tony Cocker, Chief Executive of E.ON UK said:

"These promises will be at the heart of our continued work to strengthen our customers' trust in us and we want them to be firmly rooted in what our customers have told us they want their energy company to be.

"Once they are published it won't be the end of the story. We're also working on a new programme with all our staff, the Trust programme, to make sure that these aren't just words on a page but are at the heart of everything we do.

"For far too long this industry has been trying to do things in an old fashioned way and last year our Reset Review shone a light on the changes that were needed and, I'm proud to say, we've now made. Clearer information, a one sheet bill, simpler products and an easy way to check and choose the best deal for you - all E.ON changes, all the right things for customers."

Today's announcement is just the latest move by E.ON to further strengthen the trust between it and its customers. Just over a week ago it became one of the first major energy companies in the UK to announce it would end unsolicited residential sales calls, or so-called cold calling, and just last Friday unveiled a major package of measures that would benefit the real engine room of the UK-economy - the SME sector.

The package of measures for customers supplied by E.ON's SME business included:

- An end to auto-rollover contracts for new and existing customers from 1st April 2014;
- All customers encouraged to use E.ON's existing opt out provisions in the meantime;
- Customers who do not take another fixed-term contract will be transferred onto E.ON's cheapest evergreen tariff - with no exit fee;
- Contract renewal window extended in response to customer feedback.

Ends

For more information contact:

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E.ON ends auto-rollover contracts as part of simpler and fairer package to help SMEs

- An end to auto-rollover contracts for new and existing customers from 1st April 2014
- All customers encouraged to use E.ON's existing opt out provisions in the meantime
- Customers who do not take another fixed-term contract will be transferred onto E.ON's cheapest evergreen tariff - with no exit fee
- Contract renewal window extended in response to customer feedback

As part of E.ON's ongoing commitment to listen and work with customers on improving its service, the company has today (FRIDAY) announced a series of new measures for its small business (SME) customers.

E.ON's research with its customers revealed that they would prefer to negotiate a new fixed price contract or be placed onto a variable rate product at the end of their existing term, rather than the current industry practice of being rolled onto a new fixed term contract.

Therefore, following the success of its call for an industry-wide end to auto-rollover contracts, E.ON has today announced a whole package of measures for the benefit of its SME customers, including an end to auto-rollover contracts for all SME customers from 1st April 2014. New fixed-term products without an auto-rollover option will be launched for both existing and new customers on 1st April 2014.

E.ON already has provisions in its contracts allowing customers to opt out of auto-rollover. Between now and April, E.ON will therefore be reminding and encouraging its existing SME customers on fixed term contracts to opt out of being automatically rolled over.

Customers who choose not to take a new fixed term contract once their existing contract expires will be moved onto E.ON's **cheapest** variable rate tariff, which includes a 30 day notice period and no exit fee.

In addition, E.ON will publish for the benefit of its customers, all variable SME tariff rates on its website from 1st October 2013*, allowing its customers to easily compare the rates available to them.

In addition, customers have told E.ON they don't like having to choose a contract as long as 90 days ahead of their existing contract end date. Therefore, E.ON is responding to its customers' wishes and from 1st April 2014 extending its contract renewal window, allowing customers to negotiate a new deal up to 30 days ahead of the end of their current contract. This move will make the process of negotiating new contracts far clearer and simpler.

Anthony Ainsworth, Sales and Marketing Director of E.ON UK, said: "We know from our own business customer panel and from independent research that the majority of small businesses just don't like the automatic rollover process and find it too complex.

"So, we're making it clear for our customers; at the end of your contract you can either renegotiate a new deal or we will move you on to our cheapest variable rate product. We'd really encourage customers to give us a call so we can help them find what's best for them.

"In addition, having listened to customer feedback we are extending the time for customers to negotiate a new deal to 30 days ahead of their current contract end date, allowing them even more time to ensure they can find the best deal for them."

The latest updates to E.ON's SME service follows a number of industry leading improvements to how the company works with its small and medium-sized business customers earlier this year, including publishing contract end dates on customer bills and helping to set up an independent code of practice for business energy sales. In April, E.ON also became the first major provider to commit to a maximum one-year period for backdated bills.

For more information about E.ON, visit eonenergy.com.

Ends

Notes to editors:

* For competition law reasons, this will be on a log in area available only to customers.

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial customers - meaning the company has to buy approximately 122.7 billion kWh of power and gas each year to meet their needs. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;
- E.ON's Reset Review continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its independent Customer Council comprising business leader Allan Leighton, ex-MP and Select Committee chair Paddy Tipping and E.ON Customer Service Advisor Joanne Sheridan, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Focus. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
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- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX and leads the market with a volume equivalent to some 60% of E.ON UK's generation activity being traded so far this year.

For more information contact:

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Milton Keynes residents to receive subsidised electric cars as part of innovative Thinking Energy trial

Eight Milton Keynes residents are set to receive electric cars and controllable at-home charging points as part of the innovative Thinking Energy trial. The trial is being run by E.ON and Milton Keynes Council to develop innovative ways to manage energy use in the home.

Nissan LEAF electric cars are being given to the selected participants as part of the next phase of the trial. This phase aims to understand more about when and how electric cars are charged by their owners, and to what extent solar panels and batteries can help reduce the need for electricity from the grid - ultimately make driving electric cars extremely economical or even potentially free in the longer term.

Chris Rimmer, Programme Manager for E.ON's Thinking Energy project, said: "Our Thinking Energy trial has been a tremendous success so far and we've learned a great deal from our participants. By delving into the detail of exactly how different people use energy in their daily lives, we're already understanding more about how we can best meet future energy needs.

"We're delighted to be able to extend this beyond the home and into the area of transportation. Electric cars are still a relatively new technology and we believe there's still a lot we can learn about how they'll fit with the homes of the future. Exactly when will people want to charge their electric cars? How do we power them from renewable sources? How do we make them as cost effective as possible to run? Can we really make driving electric cars free? These are all questions we'll be looking to answer and we're delighted our participants are happy to help us do just that."

Andrew Geary, Milton Keynes Council Leader, added: "Milton Keynes is a clean, green borough with widely recognised Smart City credentials and we're still very much at the forefront when it comes to new innovations to reduce the carbon footprint.

"I was very pleased last year to join a team of local luminaries representing Milton Keynes at the first ever annual flagship event of the EU-China Urbanisation Partnership, held in Brussels, looking at the way forward. We were invited to address the conference because of the growing reputation of Milton Keynes as a pioneer in the field of sustainable low carbon development and this latest development from E.ON can only enhance that reputation."

In total, 75 local homes are participating in the three-year trial and have had 'smart home' technology installed in their homes. This technology includes Home Energy Management Systems which monitor electricity and gas consumption by using smart meters, and smart plugs which monitor and control the use of individual appliances such as TVs, PCs, washing machines and fridges. They have also had smart heating controls installed giving them precise and remote control of their heating.

Ends

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For more information contact:

Jag Kahlon at E.ON on 02476 181 308 or jag.kahlon@eonenergy.com

Watt a waste of energy – £213 million spent cooking multiple meals

- Almost half of parents cook multiple evening meals for their family
- Over a quarter cite their children's fussy eating as the main reason
- E.ON highlights the impact cooking multiple meals has on household energy spend

As the school holidays continue, new research from energy company E.ON¹ shows that almost a half (42%) of parents are preparing multiple evening meals for their family, with the nation collectively wasting almost £213 million a year by running multiple cooking appliances such as ovens, microwaves and hobs².

In addition to the extra energy used, parents are spending over five days a year³ and over £577 a year on additional food⁴ per household catering for their household's multiple meal requests.

Ruling the kid-chen:

- Almost half a million parents (6%) admit that their kids dictate what's on the menu when it comes to evening meals⁵;
- Almost three quarters (70%) confess it's Mum that takes the time to plan evening meals;
- Almost half (43%) say that they leave Mum to do the washing up too.

The research also revealed that over one in four (26%) parents blame their children's fussy eating habits for having to cook multiple meals, and deciding what to eat causes arguments in a third of households (33%). Other reasons cited for multiple meal habits included differing tastes between the adults and kids (39%), varied tastes (23%) and family members wanting to eat at different times (16%).

Beverley Maguire, energy efficiency expert at E.ON, comments: "We understand that catering for different situations can sometimes be necessary, but there are simple changes that can be made when preparing those additional evening meals which can help families use no more energy than they really need.

"With parents across the UK busy juggling many aspects of their lives, it's no surprise that the energy implications of cooking multiple meals is often overlooked. We'd urge all parents to consider the full costs of preparing lots of meals for their family - as well as the additional supermarket bill, the energy cost to cook them can add up too."

The E.ON research highlights the impact that cooking multiple meals has on a family's time and energy spend:

Appliance	Average extra time spent per day	Extra cost per year
	preparing multiple meals	
Microwave	16 mins	£12
Gas hob	20 mins	£5
Electric hob	22 mins	£13
Gas oven	21 mins	£10
Electric oven	22 mins	£15

E.ON's top energy-saving tips for busy parents:

1. Recipes and cooking instructions on the food you buy often say to preheat your oven. But most modern ovens need very little time to get going - especially fan ovens. The less time the oven is on, the less money you'll be spending on energy.
2. Choose the hob ring that best matches the size of your saucepan so you use no more energy than you need.
3. Use a steamer to cook a whole range of vegetables in one go.
4. Use saucepan lids to keep the heat in and you'll be able to use a lower setting to keep things cooking, saving energy.
5. If you are already using the oven think about cooking other things as well. Fan ovens don't transfer flavours, just check the temperature is ok for different foods.

For more advice on saving energy, visit eonenergy.com.

Ends

Notes to editors:

1. Research carried out amongst 1,765 UK adults <http://www.visioncritical.com/> in March 2013.
2. Calculated using ONS 2011 figure of 7,739,000 UK parents with dependable kids and calculated based on figures from E.ON's Energy Menu

Appliance	Watts	KW	KWh	hours	Pence per hour	Pence per min	Average extra time spent per day minutes	Extra cost per day pence	Extra cost per year £	% of those spending extra time	Total UK households	Extra cost per year for total UK households
Microwave	900	0.9	0.9	1	12.4092	0.20682	16.4	3.391848	£12.38	34%	2,628,200	£32,537,760
Gas hob	900	0.9	0.9	1	3.9006	0.06501	19.7	1.280697	£4.67	44%	3,401,200	£15,899,059
Electric hob	710	0.71	0.71	1	9.78948	0.163158	22.4	3.6547392	£13.34	60%	4,638,000	£61,869,983
Gas oven	1,520	1.52	1.52	1	6.58768	0.109795	23.8	2.61311307	£9.54	58%	4,483,400	£42,762,054
Electric oven	800	0.8	0.8	1	11.0304	0.18384	22.6	4.154784	£15.16	51%	3,942,300	£59,784,828
TOTAL												£212,853,685

Prices of 4.334p/kWh for gas and 13.788p/kWh for electricity are based on E.ON's average Standard E.ON Energy Plan, including VAT but excluding any discounts.

3. Average extra time spent cooking per day when looking at the following appliances, microwave, gas hob, electric hob, electric grill, gas oven = 20.72 minutes x 365 days = 126 hours per year = 5.25 days per year.
4. Average extra money spent on food = £11.10 per week x 52 weeks = £577.20 per year.
5. Based on ONS 2011 figure of 7,739,000 UK parents with dependable kids. 6% of 7,739,000 = 464,340.

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For more information contact:

Jag Kahlon at E.ON on 02476 181 308 or jag.kahlon@eonenergy.com

16 August 2013



E.ON has today confirmed it will stop all unsolicited residential telephone sales calls

Anthony Ainsworth, Sales and Marketing Director of E.ON UK, said: "This is the right thing to do. Over the last few months we've been working hard to make sure we truly understood how people feel about getting so called 'cold calls' at home and although we were still putting things in place to make this happen behind the scenes, it is best that we speed things up and confirm today that we've stopped these telephone calls.

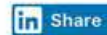
"Listening to our customers is critical to everything we do and as we've repeatedly shown, and are showing, we'll make the changes needed to constantly improve and offer the best service we can."

From Monday 19th August 2013, E.ON will only contact residential customers and potential residential customers that have consented to be contacted. This includes not contacting former residential customers who have not given consent.

Ends.

For further information please contact: Scott Somerville (07540 817 936 or 02476 183 438).

13 August 2013



E.ON E&P has made a significant gas discovery in the UK North Sea

E.ON Exploration & Production's (E&P) Tolmount gas discovery in the UK North Sea could contain significantly higher volumes than originally estimated, making it one of the largest discoveries made in this part of the North Sea for several years. The recently completed appraisal well reached its targets within time and budget on 6th July. A 855 m side-track was completed on 30th July.

"This successful discovery in UK is an important step for our growing upstream business. Tolmount will significantly contribute to the implementation of our business strategy," said Jørgen Kildahl, member of the E.ON Board of Management.

The Tolmount gas accumulation is situated near existing gas infrastructure in the UK North Sea. E.ON E&P already has a strong presence in this area and operates the Johnston and Babbage gas fields.

"The well results will now be incorporated into development studies, with the aim of an optimised development in a short timeframe. Tolmount could be one of the largest discoveries made in the Southern North Sea in the last decade," said Frank Sivertsen, CEO of E.ON E&P.

The Tolmount discovery is located 50 km off the UK coast, to the northeast of Dimlington, East Riding of Yorkshire, in block 42/28d in the UK Southern North Sea. E.ON E&P (operator) holds 50 percent of 42/28d and Dana Petroleum (E&P) Limited holds 50 percent. "We would like to thank our partner Dana Petroleum for its support and teamwork in reaching this significant milestone. The Tolmount success shows there is still potential for significant volumes of hydrocarbons to be found in the UK North Sea," said Haakon Haaland, Executive Vice President Business Development & Exploration of E.ON E&P.

E.ON Exploration & Production is an expanding global business unit of the E.ON Group, with operations in the UK, Norway, Russia and Algeria. E.ON E&P is one of the fastest growing companies in the North Sea. In the UK 27th Licensing Round, E.ON E&P was one of the most successful bidders for offshore exploration acreage. Today, E.ON E&P holds equity interests in around 50 licences in the UK and Norway and operates one third of these. E.ON E&P active in the Central North Sea, West of Shetlands, Southern Gas Basin, Norwegian North Sea, Mid Norwegian Sea and Barents Sea.

Ends.

For further media information please contact:

Kjetil Hjertvik, E.ON E&P (Email: kjetil.hjertvik@eon.com / Tel: 0047 922 37 069)

Scott Somerville, E.ON UK (Email: scott.somerville@eon-uk.com /Tel: 07540 817 936)

This press release may contain forward-looking statements based on current assumptions and forecasts made by E.ON Group management and other information currently available to E.ON. Various known and unknown risks, uncertainties and other factors could lead to material differences between the actual future results, financial situation, development or performance of the company and the estimates given here. E.ON SE does not intend, and does not assume any liability whatsoever, to update these forward-looking statements or to conform them to future events or developments.

13 August 2013

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H1 2013 - Higher sales leads to slight increase in supply profit but margins remain in line with H1 last year

E.ON has today (TUE) announced details of its financial performance for the first six months of 2013.

Supply Activities (i.e Residential, SME and Corporate Supply) - £m		
	H1 2013	H1 2012
Sales (Turnover)	4,318	3,986
Profit (EBITDA)	273	238
Investment	28.6	27.0

Commenting on the results, Tony Cocker, E.ON UK Chief Executive said: "We are continuing to work hard for our customers, make improvements to service and operate a sustainable business that delivers a fair profit. The colder start to the year meant more energy has been used, so sales are up; the costs we control have come down at a time when those we don't control are continuing to rise; meaning that ultimately whilst our profit has increased slightly our overall supply profit margin is very much in line with last year.

"Our absolute focus remains on simplifying our products, improving our customer service and, quite simply, making sure we do the right thing. The proof of all the changes we've made is evident in improving customer feedback."

Generation, Upstream and other activities operating in the UK - £m		
	H1 2013	H1 2012
Sales (Turnover)	915	1,288
Profit (EBITDA)	159	399
Investment	281	484

Profit (EBITDA) for E.ON's generation, upstream and other activities, such as gas storage, in the UK was reduced primarily due to the changes in the UK generation portfolio such as the closure of the Kingsnorth Power Station at the end of 2012 under the European Union's Large Combustion Plant Directive (LCPD) and the conversion and commissioning of Ironbridge power station from coal to biomass. E.ON's gas-fired power stations continue to operate at a very low profit margin due to market factors and its entire fossil fleet continues to face higher costs following the removal of free carbon credits in 2012.

Investment levels remain high but reflect the successful completion of some major projects including London Array which was officially opened by Prime Minister David Cameron on 4th July 2013.

Tony Cocker continued: "We're continuing to invest huge sums in UK projects that are helping to keep the lights on now and in the future.

"For the rest of this year and beyond we'll continue our efforts to make things simpler, more transparent and easier for our customers. We'll also continue to invest in Britain, its infrastructure and in our colleagues for today and the future. That is the right thing to do."

Ends

For more information contact:

Scott Somerville (07540 817 936 or 02476 183 438)

E.ON team leads Give & Gain Day for local school

A group of 10 employees from energy company E.ON donated a total of 70 hours to help clear an area of land at Holgate School in Hucknall.

Limited resources and funding had meant it had been difficult to clear the area by the school entrance. But with support from the E.ON volunteers, the area has now been cleared of debris and litter and the railings repainted, making the area surrounding the school entrance more attractive and a more habitable spot for wildlife.

The project was facilitated by Business in the Community, one of the Prince of Wales charities, as part of the national day of employee volunteering called Give & Gain Day.

The E.ON volunteers were joined by other volunteers from Shoosmiths LLP and Thomson Reuters, the school's Site Manager, Dave Sharard, and the Waste and Environment Service at Ashfield District Council.

Tony Goodwin, Team Manager at E.ON and Project Manager for the day, commented: "We're proud to be supporting Nottingham communities with Business in the Community as part of Give & Gain Day. The day was a fantastic opportunity for us to work together as a team whilst supporting Holgate School. The team really enjoyed working with the other companies and contributing to the maintenance of the school grounds. The team's support allowed us to complete tasks that would have otherwise taken considerable time and resource and we're happy to have been able to help."

Dave Richards, Community Volunteering Manager at Business in the Community said "This is a fantastic example of how employees come together to benefit the local community whilst helping build their team dynamics. E.ON is a major supporter of communities in Nottinghamshire and across the UK, and we are delighted to work with them in Nottingham on this challenge."

For more information about E.ON, visit eonenergy.com.

Ends

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- Business in the Community stands for responsible business. With a membership of over 850 companies, engagement in 10,700 organisations internationally and an employee reach of 14.7 million, Business in the Community is raising the benchmark for responsible business practice. We offer our members practical support to help them transform their businesses and integrate responsible practices into their operations. And we ask our members to work in partnership with us to help transform communities and tackle serious social issues where business can make a real difference. Business in the Community is one of the Prince's Charities, a group of not-for-profit organisations of which The Prince of Wales is President. www.bitc.org.uk

For more information contact:

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02 August 2013

Share Tweet Like 0

Sherlock and pupils from schools across the UK crack the case

Schoolchildren across the UK have joined forces with Sherlock Holmes to investigate where electricity comes from and how to be more energy efficient.

In E.ON's interactive energy-themed play, 'Town of Total Darkness', Sherlock Holmes, his sidekick Dr Watts-On and their four-legged companion, Gizmo, are transported to the present day by a time traveller to find out why the town has no electricity.



The play is part of E.ON's Energy Experience programme - which is supported with an interactive website and classroom packs. Energy Experience helps young people understand different sources of energy, including sustainable energy and renewable energy sources such as solar panels and the merits of each.

Julia Dodson, Headteacher from Acocks Green Primary School in Birmingham, one of the schools taking part in the tour said: "The children thoroughly enjoyed the performance and the interactive elements brought energy saving to life, making the learning process fun."

Billie Poole, Senior Community Relations Officer at E.ON, said "This is the second year we've run the 'Town of Total Darkness' play and it has once again proved popular with both pupils and teachers alike, encouraging the next generation to become responsible energy users.

"E.ON's entire Energy Experience programme goes hand in hand with the national science and geography curricula, enabling young people to learn about energy in a fun and informative setting."

To find out more about E.ON's Energy Experience or to download classroom packs, please visit eon-uk.com/energyexperience.

Ends

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For more information contact:

Naomi Troy on 02476 180523 or email naomi.troy@eon-uk.com

E.ON holds Open House Party to celebrate the launch of its first customer service hub in Leicester

E.ON announced yesterday that residents in Leicester can now pop in for face to face energy advice, thanks to the launch of its new customer service hub on the city's high street.

The energy company launched its 'Open House' with an Open House Party in Highcross Shopping Centre on Thursday 1st August.

This is the second Open House in the UK, following E.ON's successful launch of a store in Nottingham city centre last autumn to help customers who wanted a face to face service.

From choosing the best energy tariff, to advice on saving energy and smart metering, to help with paying bills, the four-strong Open House Team will be on hand at the following times every day to help the people of Leicester:

- Monday to Friday: 9.30am to 8.00pm
- Saturday: 9.00am to 7.00pm
- Sunday: 11.00am to 5.00pm

To celebrate the launch, children attending the Open House Party were kept entertained with a treasure hunt and face painting while adults had the chance to meet the team and be in with a chance of winning tickets for all the family to local tourist attractions.

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "Our customers have told us they prefer to speak to us face-to-face in a place that's convenient to them. They've spoken and we've listened and Open House is just one of the many ways we're acting on what our customers have asked of us.

"We opened our first Open House in Nottingham last year and since then more than 2,000 people have used it to switch to a better energy deal, with thousands of other customers benefiting from the advice of our helpful staff on such things as energy efficiency and smart metering and even checking if they are entitled to benefits such as Warm Homes Discount.

"We're proud of the fact all our call centres are in the UK, including our office in Leicester, and with the addition of our new Open House we hope customers are reassured that whether they come to us in store, by telephone or online, they know E.ON is here to help them."

For further information about E.ON, visit eonenergy.com.

Ends

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For more information contact:

Naomi Troy on 02476 180 523 or Naomi.troy@eon-uk.com

29 July 2013

 Share  Tweet  Like 0

E.ON commended for commitment to equality in recruitment

E.ON has today (Monday 29th July) announced that it has been awarded the 'Inclusive Recruitment' award from the Employers Network for Equality and Inclusion (ENEI).

This award is given to companies who promote best practice in equality and inclusion in the workplace, and recognises innovative inclusive programmes or approaches. E.ON won the prestigious award after demonstrating consistent support for a diverse workforce.

E.ON is committed to improving the candidate experience and recruitment practices across the company and together with The Clear Company has implemented a best practice framework to enable this.

E.ON has also joined forces with the Department of Work and Pension and leading UK employers to support the creation of an assessment and development programme called ClearAssured. Through this work, E.ON has demonstrated that it can attract more disabled applicants, and ensure that they have the best possible chance of being offered a job with the company.

As part of the key role E.ON plays in this area, it was also invited to attend the first ever Disability Employment Conference which launched the Government's two-year campaign to help all employers become 'disability confident'.

Dave Newborough, HR Director at E.ON, attended the conference and commented: "This event has been a great opportunity for us to show all that we do for disabled jobseekers and for our disabled colleagues.

"Winning the 'Inclusive Recruitment' award is testament to all the hard work and combined efforts of our Occupational Health, HR and disabled colleagues."

For more information about E.ON, visit eonenergy.com.

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19 July 2013

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E.ON brings together pupils from 15 Coventry schools for unique lesson in energy saving

Pupils from 15 Coventry schools have been learning about sustainability from energy provider E.ON as part of the '2013 & Beyond' event aimed at highlighting the importance of energy-saving.

Funded by E.ON, the event offers pupils a unique hands-on learning experience that really helps them to understand key global and local sustainability issues. Over 400 children aged 9-11 took part in E.ON's 'Insulation Challenge' workshops at Coombe Abbey Country Park where they had the chance to insulate playhouses with different materials and learn about the importance of reducing heat loss in homes.

Jonida Karaj, Graduate Trainee from E.ON, said: "The three day event was a fantastic success with our Insulation Challenge really resonating with the children who took part.

"Our aim was to create a fun and memorable workshop which would instil in children the importance of saving energy, a message which the children who attended 2013 And Beyond will hopefully take home to their families."

Now in its 13th year, 2013 & Beyond is run by Warwickshire County Council, Coventry City Council, North Warwickshire Borough Council and Action 21 and is attended by more than 1,300 school children from the local area.

Hannah Collett, Warwickshire County Council's 2013 and Beyond Event Coordinator, said: "This annual event gets excellent feedback each year from both the teachers and young people who attend. We're delighted to be working with so many partner organisations to enable local youngsters to get out of the classroom and to learn about environmental issues in a fun and interesting way."

For energy-saving advice from E.ON visit eonenergy.com.

Ends

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For more information contact:

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17 July 2013

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E.ON celebrates a decade of partnership with local school as head teacher retires

Energy company E.ON is celebrating ten years of working in partnership with Limbrick Wood Primary School, as the school marks the retirement of its Head Teacher, Nigel Read, who has been at the school for over 12 years.

Since first being introduced to the school through Coventry Business in the Community CARES, E.ON has worked together with Limbrick Wood Primary School to develop and deliver programmes to enhance the educational environment of the school and increase the standards of learning for the pupils.

E.ON and the school have developed a sustainable relationship, offering the energy expertise and experience of E.ON volunteers through delivering energy related lessons, the initiation of an ECO club made up of pupils and over 750 hours spent transforming the school area into a bright new learning environment for the children.

The partnership has also offered once in a lifetime opportunities with 22 children acting as mascots at the FA Cup Women's Final at the Ricoh Arena in 2011 and E.ON paying for 15 children to go to the Olympic Village at the start of the 2012 London Olympics.

Nigel Read, Head Teacher at Limbrick Wood Primary school said "E.ON has made a real difference to our school over the last ten years and the partnership has had a direct impact on our pupils, both past and present.

"The energy experience E.ON has brought to the school has been invaluable and, hand on heart, I can say the children would definitely not have had some of the positive experiences they've had without E.ON's support."

Commenting on Nigel's enthusiasm for the partnership, Suzanne Doxey, Community Relations Manager at E.ON said "Nigel has been very welcoming for us and is a true inspiration for the children at Limbrick Wood Primary School.

"Working with Nigel, it's always been clear what impact we've been able to make at the school and he's always open to new ideas as to how we can better support the pupils. We'll be sad to say goodbye to Nigel but we hope our relationship with Limbrick will continue over the years to come."

For more information about E.ON, visit eonenergy.com.

Ends

Notes to editors:

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For more information contact:

Jag Kahlon on 02476 181 308 or jag.kahlon@eonenergy.com

E.ON volunteers support local community groups across Leicester

More than 120 volunteers from E.ON's Leicester based New Connections team have taken part in community challenges organised by business charity Leicestershire Cares, donating more than 8,850 hours to support their local community.

The E.ON volunteers supported a number of community projects across the city, including helping to transform the four acre Castle Gardens in the city centre by painting railings and cleaning public benches and signage. In addition, teams have been out and about decorating at arts charity Soft Touch Arts, creating a maize maze and crop maintenance at the Saffron Acres Community Project, clearing areas of the River Soar through the city on the Green Lifeboat, and extending a public pathway through Aylestone Playing Fields.

Adele Peet, from E.ON's New Connections team, said: "We're thrilled with the success of all the challenges and the hard work demonstrated by our volunteers. The projects have made a real difference in our local communities, improving public spaces for all to enjoy and giving the team a fantastic opportunity to come together and support local groups and charities."

Katharine Lightbown, Leicestershire Cares Community Development Coordinator, added: "The E.ON volunteers have been wonderful to work with and incredibly hard-working over the week. The work that teams have undertaken has had a huge positive impact in the community and they should all be very proud of their achievements."

E.ON's new Open House

The Leicester E.ON Open House is now open at Upper East Mall, near Debenhams Highcross. Anyone can pop in for face-to-face advice on anything energy related - from how to save energy to choosing the right tariff.

The store is open Monday to Friday, from 9:30am to 8.00pm, Saturday 9.00am to 7.00pm and Sunday 11.00am to 5.00pm.

Ends

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- Cares, winner of the Leicester Mercury's Not for Profit Organisation Award, is a charity which brings businesses and communities together through employee volunteering programmes.

For more information contact:

Jag Kahlon at E.ON on 02476 181 308 or jag.kahlon@eonenergy.com

14 July 2013



Mail on Sunday - 14th July 2013

With reference to today's article in The Mail on Sunday, E.ON would like to make clear that Dr Tony Cocker met John Hayes on 13 March at the House of Commons as part of a regular series of meetings that the company holds with Ministers, MPs, DECC and other interested stakeholders.

The meeting was not held "in secret" and included Sara Vaughan, E.ON's Director of Strategy and Regulation, a representative from DECC as well as a member of John Hayes' office. The meeting, which lasted approximately 30 minutes, covered a wide range of topics including E.ON's results, the position of UK Coal and Electricity Market Reform. The Large Combustion Plant Directive(LCPD)with regard to opted-out plant was discussed in relation to our Kingsnorth and Grain plants but at no point was Dr Cocker asked to challenge energy policy by John Hayes. E.ON's view has always been that the UK needs a balanced range of energy sources, including renewables and other low carbon generation whilst ensuring that power supplies remain secure and affordable to customers.

Over a year ago, E.ON introduced its Reset Review which was all about improving our relationship with both our customers and stakeholders such as government and consumer bodies which includes being open and transparent in how we do business. We're working very hard to become our customers' trusted energy partner and inaccurate articles such as the one in today's Mail on Sunday are not helpful.

E.ON calls for industry-wide approach to ending automatic rollover contracts for SMEs

E.ON is urging all UK energy providers to support its call for an industry-wide end to the process of automatically renewing fixed term contracts for small businesses.

A consultation with customers found that 86 per cent of our small business customers would prefer to negotiate a new contract or move to a more flexible agreement rather than automatically being 'rolled' on to a new long-term fixed deal¹ which is currently standard practice across the industry.

E.ON's call - submitted to industry regulator Ofgem - follows major improvements in how the company works with its small and medium-sized business customers; including contract end dates on customer bills, a fair negotiation policy for customers who have missed their renewal window, a commitment to a maximum one-year period for backdated bills and helping to set up an independent code of practice for business energy sales.

These initiatives have been well received by customers with complaints well down and higher levels of engagement and negotiation.

Anthony Ainsworth, Sales and Marketing Director of E.ON UK, said: "The message from small businesses is clear; they want greater simplicity, straight-talking and fair play.

"We know from our own business customer panel and from independent research that the majority of small businesses just don't like the automatic rollover process and find it too complex which is why we are urging the industry to work together to make things simple and more straightforward.

"If this is going to work the industry and the regulator have to work together and create a level playing field, offering clarity, consistency and simplicity for customers. For any one supplier to act alone risks layering greater complexity on to an already confusing situation."

Ashton Berkauer, Deputy Chair of energyforecaster.co.uk, part of uSwitch For Business, said: "Energy is a necessity for businesses, not a luxury, so to be unfairly trapped into a poor value rollover contracts by energy companies is shocking and unnecessary. We fully support E.ON's approach to the ending of rollover and we hope the rest of the industry take note.

"We hope that this is the first in a raft of changes we will see from energy industry participants in order to further improve the competitive nature and customer service within the non-domestic energy space."

E.ON's recent service changes came as part of its Reset Review which set out to listen to both residential and business customers. Reforms were designed and implemented through its dedicated SME customer panel and in conjunction with a variety of industry trade bodies, both energy-specific and those representing individual sectors, to ensure it brings genuine, measurable benefits for its business customers.

Anthony Ainsworth added: "We see considerable customer benefits of an industry approach to this and we believe this issue is best solved through three actions; banning auto rollovers, launching the Ofgem TPI Code of Practice and tackling the sale of products which customers believe are fixed but allow the supplier to 'pass through' increases in third party costs. These three will have a far reaching impact and we will achieve the better outcomes for micro business customers we and Ofgem are seeking."

E.ON reforms to improve service to SME customers already include:

- A maximum one-year period for backdated bills, becoming the first major energy supplier to commit to these protections for all small business customers.
- First major supplier to publish contract end dates on bills, letting customers know exactly when their deal is up for renewal and what they can do about it;
- Introduced a reminder letter for those who don't contact us when they receive their first renewal letter;
- Clearer communication on automatic contract rollovers - ensuring customers are made aware that they can opt out of being signed up to a fixed deal if they miss their renewal window;
- Introduced an independent set of standards for energy broker sales - supported by over 100 independent brokers - and aligning ourselves to those same standards;
- Improved billing standards to get more bills right first time;
- Smarter meters, pay-as-you-go contracts and energy management so customers can budget better and manage their cash flow.

Ends

Notes to editors:

1. E.ON's YourSay customer panel for businesses: based on a sample of 182 business customers in April 2013

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E.ON: "We're sorry." Error in reporting of free light bulb programme and shortcomings in processes under completed CERT scheme in 2010 results in Ofgem penalty and payments being made to customers thr

- Ofgem investigation finds failure to report number of energy saving light bulbs accurately and shortcomings in E.ON's CERT associated systems and processes in 2010;
- E.ON has agreed with Ofgem to make additional payments amounting to £2.5m for the benefit of persons in fuel poverty or in a fuel poverty at risk group and has accepted a £500,000 penalty. These extra customer payments will be made through an initial round of Warm Home Discount Broader group payments in October 2013. Applications for the scheme can be made at www.eonenergy.com/warmhomediscount;
- No consumers misled by failings in 2010. E.ON's errors amounted to around 1% of E.ON's total carbon emission reduction obligations under CERT obligation and E.ON has made up lost carbon and fulfilled its CERT obligation.
- E.ON has given Board level assurance to Ofgem that it has made improvements to its management systems and procedures, taking account of recommendations made by an external auditor and that these improvements are being applied in relation to the new ECO scheme.

E.ON has today (TUES) accepted a £500,000 penalty imposed by Ofgem and agreed to pay an additional £2.5m to customers who are eligible to receive the 2013/14 Warm Home Discount Broader Group payment. Customers can apply for the 2013/14 Warm Home Discount Broader Group payment at www.eonenergy.com/warmhomediscount;

This follows an error in reporting and failings in the administration of a scheme relating to the distribution of free energy saving light bulbs (compact fluorescent lamps) that had been notified to Ofgem as part of its Carbon Emission Reduction Target (CERT) programme in 2010. The energy efficiency scheme provided free energy saving light bulbs to consumers in Great Britain but some E.ON bulbs destined for Great Britain ended up in the Republic of Ireland and, in respect of other bulbs, E.ON was not able to provide appropriate evidence of their actual distribution.

The CERT programme, which has now ended, required energy suppliers to work towards emissions targets through a wide variety of measures and, as one of those, E.ON provided GB consumers with free low energy light bulbs to replace incandescent bulbs. Whilst the scheme saw many energy saving bulbs light up British homes, E.ON failed to accurately report information relating to energy saving light bulbs distributed under one of its CERT schemes and had failures in the systems and procedures it had in place to ensure its reporting was accurate.

Commenting on the penalty and settlement agreed with Ofgem, Tony Cocker, Chief Executive of E.ON UK said:

"We're sorry that these mistakes were made in 2010 and Ofgem has received a Board level assurance that the necessary changes have been made. Our controls should have been stronger and our processes more robust.

"It was important to us that, as part of putting this right, customers in fuel poverty or in a fuel poverty at risk group should receive a portion of the penalty we faced in the form of the additional payments we are making. We're pleased that Ofgem agreed and has allowed us to do so.

"Overall energy efficiency obligations have been met, with the shortfall being made up by additional measures. No consumers were misled because of this mistake but this does not take away from the fact it was an error that should not have been made."

Ends.

For more information contact:

Scott Somerville (07540 817 936 or 02476 183 438)

Charged-up Britain - Over a quarter of people bicker with their loved ones about their gadget overcharging habits

- Gadget loving nation owns over 606 million gadgets
- Over 3.2 million cheeky chaps admit to charging gadgets in the pub

The UK is a nation of 'gadget buffs' owning a staggering 606 million¹ gadgets. But over half (54%) of people are overcharging their technology, according to new research² from E.ON.

The power of love: The research shows our tendency to remain plugged-in is causing heated arguments, with over a quarter (28%) of people bickering with their loved ones about their overcharging habits.

Cheeky chargers: Not content with charging in the home, gadget guzzlers are plugging in whilst out and about too. Over 3.2 million³ men enjoy a 'power pint' by charging their smartphone at the pub. And three in 10 admit to plugging in while at friends' houses in fear of running out of juice while on the move.

The blame game: Over half (58%) of parents admit to blaming their kids for careless overcharging.

To help people charge their gadgets efficiently, whilst also getting the most from their tech, E.ON has teamed up with gadgets expert, **Jason Bradbury**, to offer tips and advice to help get the most of everyone's favourite gadgets.

Jason Bradbury, gadgets expert, said: "It's astonishing that over half of people are overcharging their gadgets - there is clearly a lot of confusion about what's good for technology.

"Overcharging a gadget can often do more harm than good; it can reduce the lifespan of batteries. So it's important to check the optimum charging time for each individual gadget to make sure you keep it working well and ensure you don't use more energy than you need to."

Overcharged gadgets:

According to the research, the gadgets most often left overcharging are:

- 1. Mobile phones (64%)
- 2. Laptops (56%)
- 3. iPads or tablets (19%)
- 4. Electric toothbrushes (18%)
- 5. iPods or MP3 players (14%)

Reasons for overcharging:

The main reasons for leaving gadgets plugged in are:

- 1. Forgetting gadgets are on charge (49%)
- 2. Because it's easier than switching gadgets off properly (20%)
- 3. Being worried about running out of battery when out and about (14%)
- 4. Thinking it helps to keep gadgets working properly (13%)
- 5. Assuming it won't cost much (13%)

The research exposes 18-34 year olds as the biggest perpetrators with over two thirds confessing to overcharging. The average time gadgets are left overcharging is nearly three hours - with men the worst offenders.

Beverley Maguire, energy efficiency expert at E.ON, said: "Leaving gadgets on charge is causing heated arguments in households across Britain. The biggest problem is people plugging their mobile phones in to charge and forgetting all about them.

"There are simple steps we can all take to ensure we aren't needlessly wasting energy. For example, mobile phones only take between one to two hours to charge, so if you don't want to keep checking on its progress, just set your alarm for two hours later so you'll know when it's fully charged.

"We offer lots of tips to help people save energy at eonenergy.com."

Ends

Notes to editors:

1. Based on ONS figure of 44.9 million UK adults in 2011 x average number of gadgets (13.5) = 606.15 million;
 2. Research carried out amongst 1,997 UK adults by <http://www.visioncritical.com/> in February 2013;
 3. 15% of total UK male adults (21,503,900) England and Wales (source: Office for National Statistics, 2011 census) = 3,225,585.
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05 July 2013

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Bright new future for Jubilee Crescent Community Centre thanks to E.ON volunteers

The Jubilee Crescent Community Centre in Coventry is ready to reveal a new look, following a makeover from volunteers from energy company, E.ON.

The centre, based in Radford, plays host to a variety of voluntary-run events and groups including dance classes, weight training, luncheon clubs and tea dances. After 45 years of use, the hall was in desperate need of a revamp.

A group of 13 volunteers from E.ON's Finance Team donated a total of 91 hours to transform the centre's facilities, resulting in a freshly painted and bright place for members of Coventry's community to play and learn in.



The hall was transformed as part of E.ON's support for its local communities. E.ON employees have volunteered more than 1,000 hours on Midlands-based community projects in the past year.

Speaking about the project, Janet Ellicott, manager of Jubilee Crescent Community Centre, said: "We're extremely grateful to the E.ON team for volunteering their time and donating paint and are so happy we've been able to brighten up our main hall. It's now a more inviting recreational space for members of the local community."

Amy Cross, Senior Community Relations Manager at E.ON, said: "The Jubilee Crescent Community Centre provides an essential service to local residents and we're delighted to have been able to help spruce up the facilities. Our volunteers really enjoy taking part in these challenges as it gives them a great opportunity to build bonds within teams and boosts team spirits while also providing practical help within our local communities."

This project was organised in association with Business in the Community.

For more information about E.ON, please visit <https://www.eonenergy.com/>.

E.ON has recently launched the E.ON Energy Action Fund, for community groups to receive anything from £50 up to £2,000 for energy related projects. To apply and for terms and conditions visit www.eonenergy.com/energyactionfund

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Prime Minister David Cameron inaugurates world's largest offshore wind farm

630MW London Array powering half a million UK homes

DONG Energy, E.ON and Masdar today, (4 July 2013) officially opened the world's largest offshore wind farm, London Array, at a ceremony attended by Prime Minister David Cameron, alongside other dignitaries. Over 350 people attended the inauguration at Turner Contemporary in Margate, Kent.

London Array, the 630MW offshore wind farm located in the Outer Thames Estuary, first started generating power in October 2012. The 175th turbine was bought online in March 2013 and London Array is now celebrating the completion and full operation of the site, which could supply around 500,000 UK homes with electricity each year.

Construction began in July 2009 when work started to build a new onshore substation on the north Kent coast to flow the energy generated by London Array straight into the national grid. Offshore the first foundation was installed in March 2011; the 175th and final Siemens 3.6MW turbine was installed on time in December 2012. Over 75 organisations have helped to build London Array with over 6,700 individuals involved.

Speaking at the launch event, Prime Minister, David Cameron said: "This is a great day for Kent and a great day for Britain. London Array has been built by some of the bravest seamen, the most talented engineers and hardest workers. It will bring benefits to Kent for years to come."

Brent Cheshire, UK Country Chairman, DONG Energy said: "With the addition of London Array, DONG Energy has now installed enough offshore wind in the UK to power 1 million homes. This project is also a real milestone on the path to cutting the cost of offshore wind. As projects get even bigger and move further offshore, we must continue to harvest the advantages of scale to bring down the costs."

Tony Cocker, Chief Executive Officer of E.ON UK, commented: "London Array is a major landmark for global renewable investment and I'd like to thank all those involved in making it a reality. We firmly believe that electricity from renewable sources has a vital part to play in helping us deliver energy in a way that is sustainable, affordable and secure. That's why, as we learn and improve from each wind farm that we build, we're aiming to reduce the cost of offshore wind by 40% by 2015."

Dr Sultan Ahmed Al Jaber, Chief Executive Officer of Masdar, said: "This inauguration is a historic milestone for the United Kingdom and the development of renewable energy. Projects like London Array demonstrate the economic opportunity of large-scale renewable energy projects - from the direct investment they attract to the industries they strengthen.

"London Array also exemplifies what can be achieved through smart policies and strong partnerships," added Dr. Al Jaber. "Masdar is a committed partner in addressing the world's growing need for clean energy. We look forward to extending our portfolio and finding ways to integrate renewable energy that delivers a lasting impact."

London Array is located around 20km off the coasts of Kent and Essex on a 100km² site. Its 175 Siemens 3.6MW turbines have a combined capacity of 630MW and are expected to produce enough electricity to power over half a million UK homes each year.

The project consortium partners have the following shareholdings: DONG Energy owns 50%, E.ON has 30% and Masdar has a 20% stake.

Ends

Notes to editors:

For footage and photos of London Array go to londonarray.com/media-centre.

DONG Energy is one of the leading offshore wind farm developers in the world, with more than 20 years' experience in the wind power industry. The UK is one of DONG Energy's primary markets for developing offshore wind and so far we have invested £3 billion in UK renewables since 2005. The London Array is the latest of five offshore wind farms to be commissioned by DONG Energy in the UK and we have Lincs and West of Duddon Sands under construction with partners and Westernmost Rough. We also have a demonstration project at Gunfleet Sands of two Siemens 6 megawatt turbines as part of our strategy to reduce the cost of offshore wind and reach our target of 100 euros per megawatt hour for projects sanctioned in 2020..

DONG Energy's business is based on procuring, producing, distributing and trading in energy and related products in Northern Europe. DONG Energy has nearly 7,000 employees and is headquartered in Denmark. The Group generated DKK 67 billion (EUR 9.0 billion) in revenue in 2012. For further information, see <http://www.dongenergy.com/>.

E.ON is one of the world's leading power and gas companies. With annual sales of more than €82 billion and around 79,000 employees, it is one of the world's largest investor-owned power and gas companies. E.ON is active in onshore and offshore wind, concentrating solar power (CSP), solar PV and biomass and currently has over 4.2GW of renewable capacity in operation, which makes it a leading global renewable player.

E.ON is committed to being a leading player in the offshore wind industry and it already owns and operates three offshore wind farms in UK waters. The UK's first offshore wind farm near Blyth in Northumberland, Scroby Sands off the coast of Great Yarmouth and Robin Rigg in the Solway Firth. E.ON is currently carrying out detailed environmental studies on its proposed Rampion site off the Sussex Coast and has been granted planning approval to build the Humber Gateway offshore wind farm, which would be located off the Holderness Coast in the East Riding of Yorkshire.

E.ON is committed to growing its offshore wind fleet across Europe and it intends to invest €7 billion in its offshore programme over the next five years, through creating industrial-scale wind, solar and biomass power plants. www.eon.com

Masdar is Abu Dhabi's renewable energy company advancing the development, commercialisation and deployment of clean energy technologies and solutions. The company serves as a link between today's fossil fuel economy and the energy economy of the future. Backed by the Mubadala Development Company, the strategic investment company of the government of Abu Dhabi, Masdar is dedicated to the Emirate's long-term vision for the future of energy.

Masdar entered into the London Array scheme when it purchased 40% of E.ON's half share of the London Array scheme, giving Masdar a 20% stake in the project overall. The London Array investment is part of Masdar's global alternative energy strategy which includes solar, wind and other renewable technologies. Masdar, which works with a range of innovative renewable energy companies and utilities, is continuously growing its portfolio of investments, partnerships and production capabilities in the renewable energy and clean technology sectors.

For more information about Masdar, please visit www.masdar.ae.

Age UK Energy customers receive over £7 million to help with winter fuel bills, thanks to E.ON

Age UK Enterprises, the commercial services arm of Charity Age UK, and energy company E.ON have today (MONDAY) announced payouts totalling more than £7.6 million for over 400,000 eligible customers on E.ON's Age UK Energy tariffs.

Funded by E.ON, the payments - which are in addition to the government's Cold Weather Payment¹ - have been designed to offer some financial relief to those in later life. Over the past 13 years, Age UK Energy customers have benefited from more than £25 million in payments, courtesy of E.ON.

Gordon Morris, Managing Director of Age UK Enterprises, said: "This past winter was prolonged and harsh. Naturally it would have raised the concerns of those in later life about the cost of keeping warm in winter. That's why, with the support of E.ON, qualifying Age UK Energy customers are given further help through Cold Weather or Winter Payments on top of the government's payment to offer them a little extra support. This year, our Age UK Energy customers will receive an extra £7.6 million - the highest annual payout we've ever seen."

Anthony Ainsworth, Sales and Marketing Director at E.ON, said: "We saw temperatures plummet time and again this winter and keeping warm has been a struggle for many people. So we're pleased to have provided some additional practical help for thousands of our Age UK Energy customers. We're keen to help our customers manage how much they spend on energy, and as well as providing these additional payments, we also offer free advice to help people save energy and the tools and support to help people find our best deal for them quickly and easily."

The £7.6 million payout is made up of:

- Over £1 million paid to electricity and gas customers on the Age UK Fixed 1 Year tariff which launched in September 2013 and includes a guaranteed Winter Reward of £10 for customers aged 60+ or £20 for customers aged 80+;
- Over £6 million paid to gas customers aged 60+ on previous versions of the Age UK Energy tariff in the form of a Cold Weather Payment.

As well as the Winter Payment, the Age UK Fixed 1 Year tariff provides a number of other benefits including:

- A Loyalty Reward of £10 a year for customers who've been with E.ON for one year, £15 for two years, and £20 for three years or more. These rewards are credited to customers' accounts over a period of 12 months;
- A Dual Fuel Reward of £10 for customers who take both electricity and gas;
- An Online Account Reward of £10 for customers who choose to manage their accounts online;
- No exit fees if a customer decides to switch to another deal before the end of the fixed term²;
- A free phone dedicated UK based call centre and access to face to face advisors via Age UK's trading outlets;
- A welcome pack with a free hypothermia thermometer and details of discounted energy saving products.

To find out more about Age UK Energy, including the Winter Reward, please call 0800 345 7542 or go to www.ageuk.org.uk/energy.

Ends

Notes to editors:

- 1 To find out more about the government's Cold Weather Payment and other support available to help with heating costs call the Age UK Advice Line on 0800 169 6565 or visit the Age UK website: www.ageuk.org.uk/money-matters/claiming-benefits/heating-benefits/;
- 2 Customers who leave before the end of their fixed term will not receive their Winter Payment or additional rewards.

Age UK

- Age UK is the new force combining Age Concern and Help the Aged, dedicated to improving later life.
- We provide free information, advice and support to over six million people; commercial products and services to over one million customers; and research and campaign on the issues that matter to people in later life. Our work focuses on five key areas: money matters, health and well being, home and care, work and training and leisure and lifestyle. We work with our national partners, Age Scotland, Age Cymru and Age NI (together the Age UK Family), our local Age UK partners in England and local Age Concerns. We also work internationally for people in later life as a member of the DEC and with our sister charity Help Age International.
- Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and company number 6825798). Age Concern England and Help the Aged (both registered charities), and their trading and other associated companies merged on the 1st April 2009. Together they have formed the Age UK Group ("we"). Charitable services are offered through Age UK and commercial products are offered by the Charity's trading companies, which donate their net profits to Age UK (the Charity).

Age UK Enterprises

- To fund its charitable activities, Age UK needs a constant flow of independent income. It seeks to achieve this through a balance of traditional fund raising and trading activities.
- The trading activities, through Age UK Enterprises enable it to meet the needs of older people, through products specifically designed to meet these needs; quality products such as general insurance and energy services. Age UK Enterprises is the commercial services arm of Age UK.
- Age UK Enterprises incorporates: Age UK Energy, Age UK Insurance Services and Age UK Guaranteed Funeral Plans. Log on to www.ageuk.org.uk/products for details.
- Age UK Enterprises is part of the Social Enterprise Coalition; an organisation that represents a wide range of social enterprises with the overarching aim of working in partnership for the creation of effective sector products, services and knowledge-sharing networks to help stimulate and encourage growth, development and sustainability of social enterprises in England.
- Age UK Enterprises Limited is authorised and regulated by the Financial Services Authority for insurance mediation (311438). Age UK Enterprises Limited is registered in England and Wales No. 3156159, registered office: Tavis House, 1-6 Tavistock Square, London WC1H 9NA. VAT Number: 710 3843 66. Age UK Enterprises Limited is a wholly owned subsidiary of Age UK (registered charity No. 1128267 and registered company No. 06825798) and donates its net profits to Age UK.
- Age UK England (charity number 261794) has merged with Help the Aged (charity number 272786) to form Age UK, a charitable company limited by guarantee and registered in England: registered office address House, 1-6 Tavistock Square, London WC1H 9NA, company number 6825798, registered charity number 1128267.

Age UK Energy Services

- Age UK Energy tariffs are tailor made gas and electricity packages provided by E.ON.
- Age UK Energy is a trading name of Age UK Enterprises Limited (a trading company of Age UK, which donates profits to that charity). Registered in England and Wales No. 3156159. Registered Office: Astral House, 1268 London Road, London SW16 4ER.
- E.ON Energy Limited. Registered office: Westwood Way, Westwood Business Park, Coventry CV4 8LG, registered in England and Wales No. 3407430. Age UK is a charitable company limited by guarantee and registered in England. Age UK Group comprises of the Age UK Charity and its group of companies. Registered charity number 1128267 and registered company number 6825798. Registered address: 207-221 Pentonville Road, London N1 NUZ.
- Age UK Group have worked closely with E.ON and have developed Age UK Energy, with a great range of benefits, special offers, discounts and services which are all designed to help you save money on your energy.

About E.ON

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For more information:

- Journalists should contact Jag Kahlon on 02476 181 308.
- Customers should call 0800 345 7542 or go to www.ageuk.org.uk/energy.

Shower ballad Brits

- Brits spend 100 hours in the bath and shower each year
- Lengthy showers cause arguments in nearly two million households
- More than a quarter of UK adults listen to music in the shower, with Rihanna coming top for a shower sing-along

The battle for the bathroom is rife across Britain according to new research from energy company E.ON¹. Nearly two million households (11%) are hosting arguments with partners or housemates about the amount of time spent in the bathroom².

Men are most likely to be irritated by lengthy lathering, with a fifth accusing their partner of showering for too long compared to 15% of women. Despite this, the modern man is actually just as likely to take his time lathering up as the ladies - men shower for nine minutes on average and women just over at nine and a half.

Lather lovers

Although the study found the daily shower is a thing of the past for almost half (49%) of the population, the UK is still a nation of lather-lovers with bathing Brits spending nearly 100 hours in the bath and shower every year³. Making time to really enjoy our scrub down, we now favour quality over quantity, with the average shower taking just over nine minutes and each soak in the bath almost 20 minutes⁴.

The study of British bathing habits shows that it's the younger generation who appreciate a lengthy soak, with those aged 18 - 24 taking up to 25% longer in the bath⁵ and twice as long in the shower⁶ compared to those in their later years. As a nation however, we could save more than £20⁷ per household on our energy bills each year by cutting just two minutes off our shower time.

Shower-oke

Contributing to time spent in the bathroom, we're not shy when it comes to belting out the shower ballads, with one in four (26%) listening to music and one in seven (15%) singing to themselves.

The research also showed that:

- BBC Radio 2 is the shower-station of choice, as a fifth (21%) of people who listen to the radio while showering tune in;
- Meanwhile Nick Grimshaw and Dave Berry go (shower) head-to-head - with just under half (48%) of 18-24 year olds choosing BBC Radio 1 or Capital FM's breakfast shows;
- Men prefer the talk-orientated BBC Radio Five Live while women are on a washing wavelength with BBC Radio 4;
- Rihanna is the most popular artist to listen to in the shower.

Top water-warblers

When it comes to musical genre, the UK is overwhelmingly mainstream as more than half (55%) opt for pop or chart classics. For the slightly edgier among us, rock came second, with hip-hop and RnB in third place.

Beverly Maguire, energy efficiency expert at E.ON, comments: "It's clear the battle for the bathroom is a hot topic for many households. Many of us are guilty of spending too long in the shower. We'd urge people to think about speeding up their shower time which might help family harmony at the same time as cutting energy use, and also to also find out about the other small changes that can help cut energy waste."

Choosing your scrub-down soundtrack wisely is one way to keep your shower time to a minimum whilst still enjoying the moment.

E.ON suggests the following song combinations to help the UK reduce lather-time by two minutes, to around seven minutes long:

1. If pop's your thing, try Rihanna's *Diamonds* (3:45) and *Where Have You Been* (4:02);
2. For rocking out, *Queen's classics Bohemian Rhapsody* (5:55) and *We Will Rock You* (2:01) will do the trick;
3. RnB and hip hop fans can belt out Miguel's *Adorn* (3:14) and Lil Wayne's *Love Me* (4:15).

E.ON's top tips for saving energy and cash in the bathroom:

- The type of shower head you have has a big impact on the amount of water you use. Fitting your shower head with a water-efficient one instead will help curb the cost;
- Many modern showers heat up immediately so there is no need to run them before getting in;
- A hot bath or shower helps to heat up the whole bathroom. Taking simple steps such as shutting the bathroom door will keep the heat in - and help save money on your heating bill - but don't forget to ventilate your bathroom afterwards to prevent condensation;
- Remember to bring everything you need into the bathroom so you don't leave the shower running if you need to jump out and grab things.

For more ways to save energy, please visit eonenergy.com.

Ends

Notes to editors:

1. All stats based on research carried out amongst 2,699 UK adults by Vision Critical in March 2013 unless otherwise stated.
2. There are 26.3 million households in the UK, of which 71% have multiple occupants.

71% of 263,000,000 = 18,673,000

85% of households have a shower. 85% of 18,673,000 = 15,872,050

11% of 15,872,050 = **1,745,925**

3. Average shower time is 9.3 minutes. Average bath time is 19.5 minutes. We have 5.2 showers and 3.4 baths on average each week:

9.3 x 5.2 = 48.36mins

19.5 x 3.4 = 66.3 mins

= 114.66 mins in the bath and shower each week

114.66 x 52 weeks in the year = **99.37 hours**

4. Average shower time is 9.3 minutes, average bath time is 19.5 minutes
5. 18-24 year olds spend an average 13.1 mins in the shower, compared to 65+ who spend 7.4 mins
6. 18-24 year olds spend an average 22.3 mins in the bath, compared to 65+ who spend 16.6 mins

•7. Current UK shower heating cost per year:

Litres used in a year per person = Number of litres used per minute x average time spent in the shower x average number of showers per week x days in the year.

10.8 litres per minute * 9.3 minutes per shower on average * 0.7 showers per day * 365 days per year = 25,662.42 litres.

25,662.42 litres requires 993.94 kWh gas (source: E.ON). Gas unit rate = 4.33p/kWh (source: E.ON). 993.94 kWh gas supplied * 4.33p/kWh = £43.04

Shower cost per year with two minute off average shower time:

10.8 litres per minute * 7.3 minutes per shower * 0.7 showers per day * 365 days per year = 20,143.62 litres.

20,143.62 litres requires 780.19 kWh gas (source: E.ON). 780.19 kWh gas supplied * 4.33p/kWh = £33.78

Total shower heating cost saving per person = £9.26

Average number of people per UK household is 2.33 (Communities & Local Government, 2010).

£9.26 x 2.33 = **£21.58**

About E.ON:

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For more information contact:

Jag Kahlon on 02476 181 308 or Jag.Kahlon@eonenergy.com

19 June 2013

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Ealing investing to save energy with E.ON

Three council-owned buildings in Ealing - including the Town Hall - are undergoing major energy efficiency upgrades as part of an agreement between energy company E.ON and Ealing Council.

The improvements to three buildings; Ealing Town Hall, Perceval House and Greenford Hall, will see E.ON guarantee energy consumption savings of 29 per cent for the council.

The work will be carried out under an Energy Performance Contract that means E.ON will guarantee the energy savings through a series of energy efficiency improvements and investment in conservation measures.

As well as technical improvements to the efficiency of the heating and mechanical equipment, energy saving measures which will be installed in the three buildings by the end of June 2013 includes advanced boiler optimisation, new lighting control systems, and upgrades to the Building Management System and Air Handling Units.

These measures are expected to deliver carbon savings of 1,122 tonnes which translates to financial savings of £192,592 per year across all three buildings, based on current pricing levels.²

The installation of the new lighting control system at Perceval House will include motion sensors to control lights, daylight dimming and timing controls. Lights which may previously have been left on throughout the night, and visible from the street, will now be automatically switched off when the building is not in use.

Richard Scott, Head of Energy Efficiency, E.ON Connecting Energies, said: "We are working with councils up and down the country to help them invest in the latest energy efficient technology; cutting energy bills and carbon emissions. No building - or solution - is ever the same but we can always help with simple things like energy efficiency advice right through to full-scale installation of high efficiency building services equipment, including energy management systems and on-site generation.

"This is just as important for businesses and public buildings as it is for the homes we live in. Through this project, Ealing Council can make substantial strides towards meeting its sustainability goals in a straightforward and financially viable way - reducing its energy costs and carbon footprint."

Councillor Yvonne Johnson, Ealing Council's cabinet member for finance and performance, said: "We have a commitment not only to improve Ealing's carbon footprint, but to set an example to our residents that we care about securing a more sustainable future for our buildings and city.

"Working with E.ON as part of Ealing's sustainability commitment has saved us time and money, whilst guaranteeing the level of energy savings within a fixed budget."

Ends

¹Based on a reduction of 2,996,491 kWh against a baseline of 9,432,925 kWh.

²Based on a baseline of 3,771 tonnes CO₂, based on an emission factor of 0.523kg CO₂/kWh of electricity and 0.185kg CO₂/kWh of gas.

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- Ealing Council has five top priorities: securing public services, making Ealing cleaner, securing jobs and homes, making Ealing safer and delivering value for money.

Emergency Fund helps keep Nottingham's elderly safe and warm

Some of Nottingham's older residents are benefitting from warmer, safer homes thanks to a £7,000 donation from E.ON.

The energy company donated the cash to Age UK's Emergency Fund, which is used for urgent repairs to homes of elderly residents across the city who would struggle to pay for the work themselves.

The funding has been used to help several households over the last 12 months, ranging from heating, roof and window repairs, to floorboard replacement and structural improvements.

Sherwood resident Esmina Stewart contacted the Emergency Fund when she discovered her roof was leaking and posing an electrical hazard that required urgent attention.

Esmina said: "I called Age UK because I was worried about the leak from my roof. On inspection, it was found that water was coming into the property and down the walls, which could have led to damp and caused the walls to decay.

"Without the help of Age UK and E.ON, I wouldn't have been able to get the dangerous problem fixed so quickly."

Alison Gibson, Senior Community Relations Officer at E.ON, said: "Age UK's Emergency Fund provides great support to vulnerable members of the local community and we were keen to get involved.

"Much of the work we have funded has made these homes warmer and improved their energy efficiency, so we expect that beneficiaries will be more comfortable and may save money on their energy bills as a result."

John Anderton from Age UK said: "We believe all of Nottingham's older residents should live in a warm, safe environment and no-one should have to suffer in silence.

"This donation allowed us to provide greater help and support to more households across Nottingham taking us one step closer to reaching this goal."

For energy-saving advice from E.ON visit eonenergy.com/waystosave

Ends

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For more information contact:

Naomi Troy at E.ON on 02476 180 523 or Naomi.troy@eon-uk.com

13 June 2013

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'E.ON Energy Action Fund' launched to fuel projects across UK

As part of its commitment to helping communities better manage their energy consumption, energy company E.ON is launching a new fund to support worthwhile causes and is calling on members of the public to submit nominations.

Local community centres which need to improve their energy efficiency and schools or charities looking to add a spark to the area through energy education, can all apply for funding.

Applications for the E.ON Energy Action Fund can be submitted for a range of energy related improvements and activities, from appliances and insulation to educational events. Priority will be given to projects focused on reducing energy use and renewable energy.

Successful projects will receive anything from £50 up to £2,000, from E.ON to power their plans for a more efficient future.

Amy Cross at E.ON, said: "This is a great opportunity for local organisations to take charge of their energy usage and it is our way of showing our support for the people in our local communities. We hope the E.ON Energy Action Fund will help to improve energy efficiency, which can save money and reduce energy use across the community.

"We're keen to help as many people as possible across the area but funding is limited so applications should be made early."

The fund is open until Wednesday 10th July. Interested parties should visit www.eonenergy.com/energyactionfund to apply and for terms and conditions.

Ends

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For more information contact:

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Coventry Community Energy Fit scheme sparks local employment opportunities

According to latest figures* there were approaching 10,000 unemployed people in Coventry last month. Coventry's Community Energy Fit (CEF) initiative, set up by energy company E.ON and fuel poverty charity National Energy Action, has looked to improve these unemployment rates by providing job-seeking residents in the city with development opportunities.

The 18 month CEF initiative ran until March 2013 and provided free energy efficiency training and practical work experience to unemployed people looking to boost their job prospects by volunteering to tackle fuel poverty locally.

In total, more than 150 people took part in the project in Coventry. Some 45 volunteers also gained NEA's Energy Awareness City and Guilds certificate as part of the CEF scheme.

Over 40 participants chose to become Community Energy Champions, sharing energy efficiency advice and volunteering their time at a range of local events, while gaining valuable work experience and employment skills along the way.

E.ON has awarded a £20,000 grant - the Community Legacy Fund - to local not-for-profit group Voluntary Action Coventry to continue the work that the CEF scheme has accomplished in Coventry.

Richard Mortiboys is one volunteer who has gained full-time employment since taking part in the CEF scheme. He had previously worked in a number of construction roles but finding work became increasingly tough due to the recession. Richard, who suffers from Asperger's Syndrome, sometimes found job interviews difficult and felt that he was overlooked for job roles.



However, following Richard's involvement in the CEF scheme he was offered permanent employment as a Home Energy Assessor with E.ON.

Since joining E.ON in August 2012, Richard's role has seen him visiting Coventry residents in their homes, assessing properties' suitability for energy efficiency improvements and households' eligibility for help through government schemes. Richard is also able to share his knowledge of energy efficiency, gained from the CEF scheme, helping these families to save money on their bills.

Richard said: "I really do enjoy my work with E.ON. It's great to leave a house knowing that I've identified ways for the people living there to use their energy more efficiently, which means they're only paying for the energy they really need to use.

"I was interested in finding a job in energy efficiency because it seemed a good fit with my previous roles in the construction industry, so the CEF scheme was a perfect way for me to get back into employment, and find a job with E.ON that I enjoy and which makes best use of all of my skills."

Amy Cross, Senior Community Relations Officer at E.ON, said: "The CEF project set out to help unemployed people to improve their employment prospects and also to help the local community with energy efficiency advice, particularly those who are suffering from fuel poverty. I'm grateful to all of those residents, like Richard, who chose to become a part of it and helped make CEF a real success in Coventry.

"It's important that we continue to educate people on energy efficiency as it's estimated that almost 27,000 households in Coventry currently suffer from fuel poverty. With Richard now on board as a full-time E.ON employee, he can help spread the message that switching to the best tariff and making simple energy saving improvements at home can help ensure that no hard-earned cash is wasted unnecessarily."

For a quick guide on how to save energy in the home - visit www.eonenergy.com/waystosave.

Ends

Notes to editors:*Office of National Statistics, April 2013

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E.ON's Open House welcomes expectant mums

Mums-to-be gathered at E.ON's Open House, on Nottingham's Lister Gate, for an energy efficiency-themed coffee morning hosted by the energy company.

Expectant mums attended the event alongside mummy bloggers and energy experts on Tuesday 21st May.

Held in conjunction with Bounty - the UK's largest parenting club - mums and bumps were treated to cupcakes and a Bounty baby pack. E.ON was also on hand to offer energy-saving advice and tips for how new mums can control energy consumption at home.



The event was held as new research* revealed two thirds of new parents in Nottingham find energy use increases with a baby's arrival.

A study carried out by E.ON revealed almost a third of new parents in Nottingham spend more than £500 on baby gadgets in the first two months after their baby is born. The research also revealed that two thirds of parents (66%) in Nottingham use more energy in the first two months of their little bundle's arrival, with a fifth (20%) finding their energy use went up considerably.

Beverley Maguire, energy efficiency expert at E.ON, said: "New parents are faced with lots of additional costs, but one thing they may not consider is how baby's arrival will affect their energy consumption.

"It's clear from our research that the way families use their appliances changes significantly when a new baby arrives. We want to ensure people have the information and advice they need to use energy as efficiently as possible to help them control their energy bills."

The findings uncovered the financial implications of the changing ways new parents use energy in their homes.

With more than a quarter (26%) of new parents in Nottingham running up to three loads of washing a day, families could see their washing machine use add £30¹ to their energy bill over baby's first 60 days.

Beverley continued: "With a new baby to look after, the last thing parents want to do is worry about how their new technology and lifestyle is affecting their energy use. But a change in family circumstances can be a good opportunity to review your energy tariff and make sure you're on the best deal."

To find out more about E.ON's simpler tariffs, to find its best deal and read about the customer rewards on offer, visit eonenergy.com or call **0330 400 1009** (lines are open Monday to Friday 8am to 8pm and 8am to 4pm on Saturdays).

To view more ways to cut down on energy usage, download E.ON's [Ways to Save](#) booklet.

L-R E.ON Energy Advisor Caroline Orridge, Sarah Crane from Bounty with new mum Mediha Makic, her daughter Elma and Vernesa Makic

Ends

Notes to editors:

E.ON's Top Tips for new parents:

- 1. A tumble dryer is one of the most energy hungry appliances in the home; cutting down on just one load a week could take around £30² off the electricity bill. If drying washing on the line or using a clothes horse isn't an option and the use of the dryer is essential, parents could give clothes a quick extra spin in the washing machine beforehand - they'll dry much more quickly.
- 2. Sleepless nights are an all-too-common feature for new parents, and the extra hours awake will mean the lights need to be switched on more. Placing energy efficient LED night lights around the house will help stop parents from having to use the main light at night.
- 3. When it comes to bath time, new parents can save energy and water by using a baby bath divider or small tub rather than the main bath - there's no need to fill the whole tub. Getting the temperature right first time can also help save on using lots of hot water only to have to cool it down.
- 4. New parents could consider renting or hiring new gadgets and equipment instead of buying them. The UK's leading charity for parents, the NCT³ has a rental scheme for new baby necessities, which could save money in the long run.
- 5. Ensure the room where the little one sleeps is fully protected against draughts and cold air. Simple draught excluders can help keep them cosy without dialling up the thermostat.

* Research carried out amongst UK parents of children up to 18 years by <http://www.visioncritical.com/> in March 2013.

¹ Three washing machine loads costs 51p (E.ON Energy Menu). 51p x 60 days = £30.60;

² Based on electricity prices of 15.15p/kWh. Correct as of November 2012. Tumble dryer - uses 3.83kWh per cycle.

³ Visit <http://www.nctshop.co.uk/NCT-Bednest-Rental-for-6-months/productinfo/4364R/>.

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03 June 2013

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E.ON is on the case in Milton Keynes

Almost 200 older residents across Milton Keynes are saving energy and enjoying warmer homes thanks to a partnership between energy company E.ON and Age UK Milton Keynes.

Paula Williams from Age UK Milton Keynes worked on the project as an energy efficiency caseworker, identifying people at risk of fuel poverty and cold housing conditions. She helped vulnerable people remain warm in their homes over the recent cold months, including those who were returning home from hospital.

Over the last six months, Paula made more than 80 home visits and helped these and other residents to claim funding for energy efficiency improvements to their homes. This included repairing or installing central heating systems, connection to mains gas, insulation and draught proofing.



Some of the project's participants were identified as eligible for the Warm Home Discount, a government-led scheme through which energy companies provided a £130 discount off winter electricity bills to vulnerable households likely to be at risk of fuel poverty.

E.ON's funding of the project, to the tune of nearly £8,750, also meant a further 15 Age UK Milton Keynes staff were given training in energy efficiency, so that they can advise people using the charity's other services.

Paula Williams said: "Through this project we've gone some way to improving the standard of living of so many older people locally. The people I've visited at home and helped should be warmer in their homes next winter, and will only be paying for the energy they really need.

"Thanks to the extra training from E.ON my colleagues and I at Age UK Milton Keynes understand better how people can improve their energy efficiency at home. We'll continue to offer advice and support where it's needed. We're grateful to E.ON for recognising the need for a caseworker and additional funding in Milton Keynes."

Amy Cross, Senior Community Relations Officer at E.ON, said: "We're impressed by just how far Age UK Milton Keynes has made the E.ON funding go in supporting the local community.

"We wanted this project to have a lasting legacy, beyond the households helped directly, which is why we were keen to train up staff at Age UK Milton Keynes. Our hope is that the good work will now continue as those helped and trained will be able to spread the message about sustainable energy across Milton Keynes and encourage their fellow residents to be more energy efficient in their own homes."

E.ON has put together a number of suggestions to help save energy in the home - visit www.eonenergy.com/waystosave to find out more.

Ends

Photo shows L-R: Amy Cross, E.ON, project beneficiary Tony Tunbridge and Paula Williams, Age UK Milton Keynes

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E.ON hosts public information sessions and welcomes community comment on proposed High Clachaig Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed High Clachaig Wind Farm. The wind farm which is in the very early stages of development would be located on the Kintyre Peninsula.

The energy company will be hosting public information sessions early next month, to give the local community the opportunity to find out more about the initial wind farm plans and share their opinions with the E.ON team.

Public information sessions will be held at:

Gigha Village Hall

Wednesday 5 June 4pm-8pm

Glenbarr Village Hall

Thursday 6 June 2pm-8pm

Emma Clark, Senior Project Developer at E.ON, said: "From our experience with our neighbouring Deucheran Hill Wind Farm, we know the area is suitable for building wind turbines and have selected the High Clachaig site due to its great wind resources and its connections to the national grid.

"This project is however very much in the early stages of development and these information sessions are being held to keep the local community informed about our plans and what the next steps could potentially be, so they can feed into the project from an early stage.

"People living and working in the area will have a wealth of knowledge about the site and we want to work with them to ensure that we understand and consider their views during the development of this project."

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email highclachaig@eon.com or visit eon-uk.com/generation/highclachaig.aspx.

E.ON currently operates three onshore wind farms in Scotland, including the nearby Deucheran Hill Wind Farm.

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and High Clachaig, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

Ends

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Simple + straightforward = success: Red tape presents bigger risk than cash flow woes for small business

- Three quarters (73%) of Britain's SMEs see business prospects hampered by complex tax system and over-regulation
- SMEs call on energy companies to simplify contracts and billing
- E.ON offers support with industry-leading changes to backdated billing and contract rollovers

Almost half of Britain's small business owners remain optimistic about the country's economic fortunes, but with three in four saying their future success risks being derailed by red tape, according to new research¹ out today from energy company E.ON.

The survey of 750 small business decision makers revealed that despite ongoing economic difficulties, the biggest boost to business prospects would come from reduced bureaucracy and simpler tax systems rather than improved access to finance or better interest rates (fig.1), with SMEs calling on the Government to urgently address these issues.

The results also show owners and managers want energy companies to make their day-to-day lives more straightforward. A quarter of businesses (24%) want greater simplicity of energy tariffs, requiring providers to offer clearer information about bills and contract terms.

To make things easier for its small business customers, E.ON has introduced a range of reforms to ease the burden for customers, including a maximum one-year period for backdated bills, becoming the first major energy supplier to commit to these protections for all small businesses.

Anthony Ainsworth of E.ON said: "Small businesses are the engine of Britain's economy and their message is clear: in these tough times they need straight-talking and fair play, whether from government or suppliers, to keep their businesses moving and improving.

"It is telling that red tape and bureaucratic complexity has a higher impact than poor lending conditions. I want our customers to feel that we are easy to do business with, that we have listened to their feedback and introduced measures to increase the fairness and transparency of how we work with them."

The significance of energy to SMEs was highlighted in the research, with 40% citing its supply as the most important factor for business continuity, ahead of staff sickness/absence (34%), delivery issues (39%) and problems with premises (30%). The key to successful supplier/customer relationships is trust (26%), which ranks higher than cost (22%) and security (12%), and the majority of businesses are keen to develop two-way partnerships with their suppliers.

Anthony added: "All businesses depend on energy to varying degrees, giving it a key role in stability and overall success. As an industry, we need to recognise that changes are necessary. In recent months we've talked to our SME customers via our new Customer Panel and taken on board their suggestions for how we can do things better.

"We have made great strides in improving things for our business customers, including an overhaul of our back-billing period to one year, effective this week, which delivers on a promise we made last year to mitigate against the shock factor of unexpected bills."

Some energy providers can currently charge for up to six years' backdated energy use², but around three quarters of the research respondents (76%) believe the process of back-billing for past consumption should be restricted to a maximum of one year.

Recent changes made by E.ON to assist SME customers include:

- Delivered on the promise of a maximum one-year period for backdated bills, becoming the first major energy supplier to commit to these protections for all small business customer;
- Introduced an independent set of standards for energy broker sales - supported by over 100 independent brokers - and aligning ourselves to those same standards;
- The first major supplier to publish contract end dates on bills, letting customers know exactly when their deal is up for renewal and what they can do about it;
- Making sure customers are aware they can opt out of automatic rollovers - or not locking them in to a fixed deal if they miss their renewal window;
- Introduced a reminder letter for those who don't contact us when they receive their first renewal letter;
- Improved billing standards to get more bills right first time;
- Smarter meters, pay-as-you-go contracts and energy management so customers can budget better and manage their cash flow.

The Association of Convenience Stores (ACS) Chief Executive James Lowman said: "We welcome E.ON's decision to reduce the length of potential back bills to one year and make their billing easier to understand for their small business customers. This is an important step that demonstrates their leadership in this area and shows they have listened carefully to the concerns of business customers.

"We will continue to press other energy companies, that have not done so already, to follow suit. In the meantime companies like E.ON are likely to benefit from greater loyalty from small business customers."

Ends

Figure 1.

Top reforms to improve prospects for SMEs	1. Simplify tax (37%)
	2. Cut bureaucratic red-tape (36%)
	3. Higher/easier bank lending (34%)
	4. Review employment policies (30%)
	5. Lower interest rates (22%)

Figure 2.

Sectors: biggest threat from red tape	1 Professional Services (82%)
	2 Construction (76%)
	3 Manufacturing/light Industrial (72%)
	4 Catering (71%)
	5 Retail (59%)

Figure 3.

Regions: biggest threat from red tape	1. London; Scotland (78%)
	2. Midlands; Wales (76%)
	3. Southern England (74%)
	4. Northern England (63%)
	5. Northern Ireland (62%)

Notes to editors:

- 1 Independent research carried out amongst 750 decision makers at UK small-to-medium sized enterprises, in April 2013;
- 2 <http://www.consumerfocus.org.uk/files/2011/10/Suppliers'-back-billing-commitments-to-micro-businesses-consumers1.pdf>
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14 May 2013

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Housing Association kicks off Energy Fantasy League

Tenants in Norris Green are taking part in an Energy Fantasy League that has been established by Liverpool Mutual Homes (LMH) with support from energy company E.ON.

The 12-month scheme involves around 70 recently refurbished and renovated properties around Broad Lane and is intended to help residents become more energy efficient.

E.ON has donated £4,000 to LMH to help kick start the league into action, which is a pilot project for both organisations.

Participating tenants, or 'Fuel Busters', have been entered into teams of eight households and have submitted energy bills from the previous year. Over the course of the league, residents are being challenged to save energy, which could help to reduce their bills.

Each month, households will provide meter readings to LMH, so they can track how energy is being used. A monthly energy-saving prize will be awarded to the most efficient home and best performing team in the league.

One volunteer from each team will also become a 'Fuel Buster Leader', and will undertake training in how to overcome fuel poverty and provide additional support to the other households in the league.

Mandy Taylor, Regeneration Initiatives Officer at LMH, said: "The Energy Fantasy League in Norris Green has been established as part of our commitment to helping our tenants boost their energy efficiency.

"We've had a good response to the initiative and the households involved are already starting to get competitive. We're grateful to E.ON for supporting the scheme, which will help to educate residents about being more energy savvy."

The overall league winner will take home a low energy rated large kitchen appliance and an end of league celebration will be held in 2014.

Alison Gibson, Senior Community Relations Officer at E.ON, said: "We supported LMH's Winter Warmth campaign last year and it makes sense to continue our partnership with LMH and help with the Energy Fantasy League.

"At a time when reducing unnecessary energy usage is more important than ever, the league is a fun way to monitor and conserve energy output. We believe this initiative has the potential to educate homeowners and help them alter their energy habits, which in turn can reduce their bills."

For suggestions of ways to save energy and money safely, visit: www.eonenergy.com/waystosave

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10 May 2013

 Share  Tweet  Like 0

E.ON responds to DECC smart metering announcement

E.ON has today (FRIDAY) commented on the Department of Energy and Climate Change (DECC) announcement on changes to the UK's smart meter rollout programme.

Don Leiper, Director of New Business at E.ON, said: "We're making great progress with our smart metering programme - we've had excellent feedback from customers who've had smart meters installed and they continue to give us the valuable insights we need ahead of the mass market rollout.

"Smart meters bring real benefits to people by putting them in control of their energy use and helping them cut energy waste. We've provided over 200,000 smart meters for our customers to date and these customers are starting to see real benefits now and will continue to do so.

"While E.ON has been installing smart meters for more than two years, this decision now provides the whole industry with the time to make best use of the foundation period to ensure that all our customers benefit.

"Today's announcement also provides the commercial certainty all suppliers need to make sure the mass rollout from 2016 to 2020 will be as smooth as possible.

"We've introduced wide-ranging energy efficiency measures into more than 1.3 million homes across the UK, and only last week Ofgem announced that we've successfully met our commitments in this area. But our work to help our customers save energy and money will continue - and providing smart meters for our customers is key to achieving that goal."

For more information about E.ON's smart metering programme, visit eonenergy.com/smart

Ends

Notes to editors:

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08 May 2013

 Share  Tweet  Like 0

E.ON invites local people to find out about changes to its proposed Quantans Hill Wind Farm

E.ON is inviting local people to attend a public information session being held later this month to update them on changes to its proposed Quantans Hill Wind Farm near Carsphairn, Dumfries and Galloway.

The wind farm would be located 15km South of Dalmellington and could feature up to 19 turbines which would produce up to 57MW of electricity - enough to power around 29,000 homes.

The public information session will be held at **Lagwyne Hall, Carsphairn on Tuesday 21 May between 3pm and 8pm**, when E.ON will invite people to view its plans and share their views on the proposed site.

Nick Taylor, Project Developer at E.ON, said: "We'd like to thank the community for the feedback they gave us at our public exhibitions back in September, which we've taken on board. Since then we've undertaken further studies and found it would be beneficial to raise the turbine tip height from 125m to 130m. This would increase our ability to match the best turbine model to the characteristics of the site.

"We're holding a public information session to update local people on our plans and we'd like to invite as many people as possible to come along to Carsphairn Village Hall on 21 May when we'll be happy to discuss why we've made this change and outline how the wind farm will now look."

If the wind farm receives planning consent, E.ON will provide a community benefit fund worth £5,000 per MW, which could be up to £285,000 per year, which would be used to support local projects, chosen by local people, throughout the lifetime of the wind farm.

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and Quantans Hill, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email swscotland@eon-uk.com or visit eon-uk.com/swscotland

Ends

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- 1. Based on an average annual domestic household electricity consumption of 4,700kWh (DECC).
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01 May 2013

Share Tweet Like 0

E.ON welcomes Ofgem recognition for energy efficiency success

Commenting on today's [report by energy regulator Ofgem](#) which confirmed that E.ON has completed all aspects of the CERT and CESP energy efficiency obligations, Don Leiper, Director of New Business at E.ON, said:

"I'm extremely proud of our team who have worked hard to deliver against our obligations. Not only have we introduced wide-ranging energy efficiency measures to more than 1.3 million homes across the UK, we have also given an opportunity to some of the more vulnerable families in society to manage their energy costs for the long term.

"It is an unavoidable truth that the vast majority of homes in this country could be improved to use much less energy than they do today. Upgrading Britain's housing stock to become more energy efficient is an enormous task and Government obligations demand that we share that responsibility as an industry.

"People need to understand that they too can be eligible for energy efficiency help, either through the Green Deal or through the new Energy Company Obligation (ECO) which will be available to thousands more people both in social, rented and privately-owned homes. In delivering these obligations our partnerships with local authorities, housing associations and community groups have proved that working together is the best way to meet future carbon reduction targets and improve Britain's housing stock."

End

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For more information contact:

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New arrivals tot up energy bills for UK parents

- Research* reveals that two in three new parents find energy use increases with baby's arrival
- New parents spent over £70m on baby gadgets last year
- E.ON offers tips and advice for new parents on how to control energy consumption

With the UK in the midst of a baby boom, E.ON has released new research* revealing that most parents (64%) use more energy in the first two months of their little bundle's arrival, with almost a fifth (18%) finding their energy use went up considerably.

The E.ON research highlights the changes new parents see in their energy use during baby's first two months, including:

- Four in 10 (40%) tumble dry more often;
- Almost a third (28%) put on 'significantly more' loads of washing;
- New parents watch on average three and a half more hours of TV and listen to three more hours of radio a day.

Beverley Maguire, energy efficiency expert at E.ON, comments: "New parents are faced with lots of additional costs, but one thing they may not consider is how baby's arrival will affect their energy consumption.

"It's clear from our research that the way families use their appliances changes significantly when a new baby arrives, and we want to ensure people have the information and advice they need to use energy as efficiently as possible to help them control their energy bills."

The findings uncovered the financial implications of the changing ways new parents use energy in their homes.

With over a quarter (26%) of new parents running up to three loads of washing a day, families could see their washing machine use add £30¹ to their energy bill over baby's first 60 days.

With more time spent at home, new parents found that their home entertainment use increased too - by an average of three hours more TV viewing a day. More than a quarter (26%) found they watch up to four hours more a day, with a cost implication of over £600,000².

The research also found that new mums are 10% more likely to increase their TV consumption than dads³ in the first couple of months, with almost one in 10 (8%) mums finding that they watched it for up to six hours more a day.

The radio was also used more, costing families almost £350,000⁴ in these first weeks as almost one in 10 (11%) tuned in for up to four hours extra a day.

The findings also reveal the cost of new gadgets for parents, showing:

- New baby equipment cost new parents over £70m⁵ in the last year;
- On average, new parents spend £700 on baby gadgets in the first two months after baby's arrival;
- More than a quarter (27%) of new parents use up to three extra gadgets each week, such as baby monitors and bottle sterilisers.

Beverley continued: "With a new baby to look after, the last thing parents want to do is worry about how their new technology and lifestyle is affecting their energy use. But a change in family circumstances can be a good opportunity to review your energy tariff and make sure you're on the best deal. And we've pulled together some simple steps to help new parents minimise the impact a new member of the family can have on energy bills."

E.ON's Top Tips for new parents:

1. A tumble dryer is one of the most energy hungry appliances in your home; cutting down on just one load a week could take around £30⁶ off your electricity bill. If you can't dry your washing on the line or use a clothes horse and you need to use your dryer, give your clothes a quick extra spin in the washing machine beforehand - they'll dry much quicker.
2. Sleepless nights are an all-too-common feature for new parents, and the extra hours awake will mean the lights need to be switched on more. Try placing energy efficient LED night lights around the house so that you don't have to use the main light at night;
3. When it comes to bath time, save energy and water by using a baby bath divider or small tub rather than the main bath - there's no need to fill the whole tub. Getting the temperature right first time can also help save on using lots of hot water only to have to cool it down;
4. Why not rent or hire new gadgets and equipment instead of buying them? The NCT⁷ has a rental scheme for new baby necessities, which could save you money in the long run;
5. Ensure the room where your little one sleeps is fully protected against draughts and cold-air. Simple draught excluders can help keep them cosy without dialling up the thermostat.

To find out more about E.ON's simpler tariffs, to find its best deal and read about the customer rewards on offer, visit eonenergy.com or call **0330 400 1009** (lines are open Monday to Friday 8am to 8pm and 8am to 4pm on Saturdays).

To view more ways to save energy usage, download E.ON's [Ways to Save](#) booklet.

Ends

Notes to editors:

* Research carried out amongst UK parents of children up to 18 years by <http://www.visioncritical.com/> in March 2013.

¹ Three washing machine loads costs 51p (E.ON Energy Menu). 51p x 60 days = £30.60;

² TV: 27% of parents watched the TV for up to four hours more per day during first two months of baby's arrival. Four hours of LCD TV use costs 5p (E.ON Energy Menu). 807,776 new births took place in last two years (ONS Data 26 Feb 13). 27% of 807,776 = 218,099.52. 218,099.52 x 5p = £10,904.98. 60 days x £10,904.98 = £654,298.80;

³ 43% of women said they saw no change to their TV consumption in the first two months of their baby being born, compared to 53% of men;

⁴ Radio: 18% of parents listened to the radio for up to four hours more per day during first two months of baby's arrival. Four hours of radio use costs 4p (E.ON Energy Menu). 807,776 new births took place in last two years (ONS Data 26 Feb 13). 18% of 807,776 = 145,399.68. 145,399.68 x 4p = £5815.99. 60 days x £5815.99 = £348,959.40;

⁵ 807,776 new births took place in the last year (ONS Data 26 Feb 13). 11% of parents spent up to £800 on baby gadgets (E.ON data). 11% of 807,776 = 88,855.36. £800 x 88,855.36 = £71,084,288;

⁶ Based on electricity prices of 15.15p/kWh. Correct as of November 2012. Tumble dryer - uses 3.83kWh per cycle.

⁷ Visit <http://www.nctshop.co.uk/NCT-Bednest-Rental-for-6-months/productinfo/4364R/>.

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22 April 2013

 Share  Tweet  Like 0

'Spring Online' is only a click away with E.ON

Energy company E.ON is offering free educational drop-in sessions in Nottingham city centre to encourage people to become more internet savvy.

The informal sessions, which offer basic digital skills and help in getting connected, are taking place from 1-4pm at E.ON's Open House, Lister Gate, near the Broadmarsh Shopping Centre, on Wednesday 24th April - during Spring Online week, which aims to introduce older people to the world of technology at a local level.

The free sessions have been organised in partnership with digital skills charity Digital Unite and will be led by E.ON employees, covering a variety of topics including what email is and how it works, how to browse the internet and how to stay safe online.

Each session will last up to 15 minutes, and attendees can be set up with personal email addresses if they wish. Local blogger Penny Alexander will be on hand to explain how she benefits from using the internet.

Simon Gilby, Digital Excellence Manager at E.ON, said: "In this digital era it's more important than ever to have a basic understanding of the internet, which is why we're keen to help educate people about both the social and financial advantages of being online.

"We hope the sessions give attendees broader access to online facilities, whether they're looking to connect with old friends, make purchases or even monitor their energy consumption."

The event is aimed at internet beginners.

Ends

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13 April 2013

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Successful start of production from Huntington oil and gas field

April 12, 2013

Successful start of production from Huntington

- Production of a new field in the North Sea started
- Total project investments exceeds £325 million
- E.ON is the operator of the oil field, owning a 25 % interest in the license

Production from the Huntington oil and gas field in the North Sea has successfully started and highlights an important step for E.ON's upstream business.

"The production start at Huntington is an important milestone and illustrates our determination in developing our upstream business," said Jørgen Kildahl, member of the E.ON Board of Management.

"Huntington will contribute significantly to the company's near-term production growth and implementation of our business strategy," said Frank Sivertsen, CEO of E.ON Exploration & Production.

Total investments in Huntington exceed £325 million and the field has 27 million barrels oil equivalent (mboe) in gross reserves (E.ON E&P estimate).

The Huntington development includes the Voyageur Spirit FPSO (floating production, storage and offloading vessel) specifically modified to meet the field requirements, six wells and a 12 km gas export pipeline connected to the BP CATS transportation system, allowing export of gas to the UK. Huntington is located some 230 kilometres east of the British coast in water depths of approximately 90 metres. The production facilities will have a production capacity of around 30,000 barrels of oil per day.

E.ON Exploration & Production is a growth segment within E.ON and is active in four focus regions: the UK, Norway, Russia and North Africa. Production will increase significantly in the coming years as more fields are brought on stream. E.ON E&P has an increasing number of projects in which it is the operator.

E.ON is the operator of the field, owning a 25 % interest in the license. The other partners in the license are Premier (40 %), Noreco (20 %), and Iona Energy (15 %).

ENDS

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Community energy scheme does the job

Residents across five cities have been toasting the success of the Community Energy Fit scheme, which provides energy efficiency training and practical work experience to unemployed people looking to boost their job prospects by volunteering to tackle fuel poverty locally.

The 18-month scheme was set up by national fuel poverty charity National Energy Action (NEA) and energy company E.ON in Birmingham, Coventry, Exeter, Stoke and Knowsley and has seen more than 700 unemployed people undertake free courses in basic energy efficiency, over 200 of whom went on to gain NEA's Energy Awareness City and Guilds qualification.

To share their learning with their local communities, and gain valuable work experience and employment skills, some of the project participants chose to become Community Energy Champions, volunteering their time at a range of local events.

Local not-for-profit and community groups in each of the five areas have now been awarded the Community Legacy Fund - a £20,000 grant that will be used to continue the work that the Community Energy Fit scheme has already accomplished.

Lorraine Donaldson, Project Development Manager at NEA, said: "NEA enjoyed working with E.ON on this very worthwhile project. With the help of these groups, the good work already done by Community Energy Fit can be continued and developed to help even more householders heat their homes more affordably."

Suzanne Doxey, Community Relations Manager at E.ON, said: "This project set out to help unemployed people to improve their employment prospects and also to advise the local community, particularly those who are suffering from fuel poverty. I'm grateful to all of those residents who chose to become a part of it, and helped make Community Energy Fit a real success in each location.

"It's important that we continue to explain to people about energy efficiency. Switching to the best tariff for them and implementing simple energy saving tips at home will ensure that no hard-earned cash is wasted unnecessarily."

The Community Legacy Fund was awarded to Birmingham Social Enterprise Energy Network (b-seen), Voluntary Action Coventry, Exeter Council for Voluntary Services, Knowsley Community and Voluntary Services, Beat the Cold (Stoke) and Staffordshire Housing Association.

For energy-saving advice from E.ON visit eonenergy.com/waystosave

Ends

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E.ON's Rampion Offshore Wind Farm application accepted for examination by Secretary of State

Proposals for E.ON's Rampion Offshore Wind Farm have been accepted for consideration by the Planning Inspectorate.

Consultation feedback from over 1500 people and organisations in Sussex has been used to shape the wind farm proposals.

Chris Tomlinson, E.ON Development Manager for the project, said: "We're delighted to reach this important milestone and that the application will now be considered by the Planning Inspectorate. In finalising our proposals, we've been very grateful for the level of interest shown by the local community and the comments we have received. The feedback from the consultations has helped us shape the proposals and further reduce the impact on the local community, while maintaining a project capable of generating electricity for the needs of two thirds of the homes in Sussex¹."

Norman Baker MP for Lewes, said: "I'm pleased that matters are moving forward. This development, if given permission, will create an initial 85 jobs in Newhaven, as well as helping the UK both to become more energy self-sufficient and cut carbon emissions."

Caroline Lucas, MP for Brighton Pavilion, said: "Following a period of further consultation by E.ON, I'm delighted that the proposals for the Rampion wind farm are now back on the table and hope the project will get the green light. This exciting clean energy development could provide secure and sustainable power for a huge number of homes in Brighton and Hove - as well as creating local jobs, slashing carbon emissions and boosting the region's reputation as a place for investment in green industries."

If built, the wind farm could have up to 175 turbines and a capacity of 700MW which could generate enough electricity to supply the equivalent of around 450,000 homes³.

Notices are now being placed in local and national newspapers under Section 56 of the Planning Act 2008, setting out how the community can register their opinions with the Planning Inspectorate. The public will be able to view E.ON's final proposals and register as an 'interested party' with the Planning Inspectorate during the period from 3 April - 11 May 2013

at: <http://infrastructure.planningportal.gov.uk/projects/south-east/rampion-offshore-wind-farm/>

The main concerns highlighted through the consultation were the visual impact of the wind farm from the Sussex Heritage Coast, the impact on fishermen and sea users and the impact of the onshore cable route on the South Downs National Park.

E.ON has worked to reduce the wind farm area by almost a quarter of the area consulted upon and to around half that originally awarded by The Crown Estate in January 2010². This has been achieved by removing an area to the southeast of the site, therefore reducing the view of the wind farm visible from the Heritage Coast by over 35%.

This change has also led to a reduction in the maximum number of proposed turbines by 20, meaning the project could feature between 100 and 175 turbines depending on the model selected.

In response to concerns of the impact on the South Downs National Park, E.ON has put forward a number of solutions. These include a ducted method of cable installation to reduce the time required for trenching and restoration, tailored construction to reduce the impact on the chalk grasslands at Tottington Mount and a commitment to communicate with users, informing them of the impact on Public Rights of Way.

Following concerns raised about semi-natural ancient woodland, outside the National Park, minor realignments of the cable route have been introduced to avoid ecologically sensitive areas. E.ON has also listened to concerns about traffic on Bob Lane highlighted by residents living near the proposed new substation and has confirmed that there will be no construction access from Bob Lane after the initial construction site is established. In response to calls to lessen the visual impact of the substation, tree planting is planned along the northern and southern boundaries of the substation site to reduce visual impact.

E.ON has also undertaken further engineering work, resulting in a reduction in the maximum number of gravity base foundations that may be required. This will play a key part in minimising the impact on wave heights which the surfing and wave sports community were concerned about. With this change wave heights will only be impacted by around 3%, compared to the potential 22% featured in the original proposals.

A final decision on whether consent will be granted will not be made until summer 2014.

Anyone interested in finding out more about the proposed offshore wind farm should email rampion@eon.com or call 01273 603 721.

In other news, London Array - the world's largest offshore wind farm in which E.ON has a 30% stake - reached full capacity on 5 April, with the commissioning of the 175th and final turbine. London Array is a significant achievement in renewable energy - it will be capable of generating enough energy to power nearly half a million homes and reduce harmful CO2 emissions by over 900,000 tonnes a year.

Ends

Notes to editors:

- 1. Office of National Statistics census data 2001
- 2. Site area calculations:
 - Zone 6 Area awarded by The Crown Estate = 271.1 km²
 - Agreement for lease area = 167.1 km²
 - Potential additional development area = 14.5 km²
 - DCO application area = 138.6 km²
 - Difference between Zone 6 and consulted area (Afl + additional area) = $100 - ((167.1+14.5)/271.1)*100 = 33\%$
 - Difference between consulted area and DCO application = $100 - ((138.6/(167.1+14.5))*100) = 23.7\%$
- 3. Based on an average annual domestic household electricity consumption of 4,700KWh (DECC) and wind speed data from E.ON's existing offshore wind farms in UK waters. This will be updated as Rampion site specific data is gathered.
- E.ON is one of the UK's leading power and gas companies - generating electricity, retailing power and gas, developing gas storage and undertaking gas and oil exploration and production. It is part of the E.ON group, one of the world's largest investor-owned power and gas companies. E.ON employs around 12,000 people in the UK and more than 79,000 worldwide;
- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial customers - meaning the company has to buy approximately 122.7 billion kWh of power and gas each year to meet their needs. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;
- E.ON's generation portfolio includes world-class gas-, coal- and oil-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators with 22 wind farms and the UK's first wave power generator, with another 1,500MW of renewable capacity under development.

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08 April 2013

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London Array fully powered and producing green electricity

Full capacity has now been reached at the 630MW first phase of the world's largest offshore wind farm, the London Array. The commissioning of the 175th and final turbine happened at 16.09 on Saturday, 6 April.

With all turbines now exporting power to the national grid, London Array is expected to produce enough green electricity to power nearly half a million homes a year.

Turbine installation was completed in December 2012; since then the project has focused on fully commissioning and putting into operation all 175 of the 3.6MW Siemens turbines by this spring.

"This is the final major milestone of the construction phase and the culmination of more than two years' offshore construction work which began in March 2011 with the installation of the first foundation," said Project Director Richard Rigg.

"It has been a complex operation but I am delighted that the commissioning of the wind farm has now been completed on schedule, despite the worst of the winter weather."

The project has started handing over to the Operations and Maintenance Team. This will be completed in the summer when the last shallow array cable has been buried.

Benj Sykes, Country Manager for DONG Energy's UK Wind business, said: "Building London Array, the world's largest offshore wind farm, is a great achievement.

"As we now look to our pipeline of future projects, DONG Energy is determined to drive down the costs of our offshore wind farms to €100 per megawatt hour for projects we'll be sanctioning in 2020.

"What we have learnt at London Array, together with our continuing focus on innovation in technologies and techniques, will help us achieve that."

Tony Cocker, Chief Executive Officer of E.ON UK, commented: "London Array is a significant achievement in renewable energy. The world's largest operational offshore wind farm will be capable of generating enough energy to power nearly half a million homes and reduce harmful CO2 emissions by over 900,000 tonnes a year.

"It's been a tough time for the team working on site. The recent bad weather and north easterly winds have whipped up the waves preventing access to the site so this milestone is true reward for their hard work."

Dr Sultan Ahmed Al Jaber, Chief Executive Officer of Masdar, said: "Just over two years ago, we celebrated the first of 177 foundation installations in this massive undertaking. Today, after overcoming challenges on both land and at sea, we celebrate the commissioning of the final turbine.

"As a partner in some of the world's most sophisticated and large-scale renewable energy projects, Masdar recognises the value of robust collaborative efforts as exemplified by the London Array. Masdar is proud to be contributing to the United Kingdom's clean energy mix and remains committed to growing offshore wind capacity in the UK and worldwide."

London Array is being built around 20km off the coasts of Kent and Essex on a 245km² site. Phase One covers an area of 90km² and includes 175 turbines with a combined capacity of 630MW. A possible second phase could add enough capacity to bring the total to 870MW.

The project consortium partners have the following shareholdings: DONG Energy owns 50%, E.ON has 30% and Masdar has a 20% stake.

Ends

Notes to editors:

DONG Energy is one of the leading offshore wind farm developers in the world, with more than 20 years' experience in the wind power industry and we have built every third wind farm in Europe. The UK is one of DONG Energy's primary markets for developing offshore wind and so far we have invested €3 billion in UK renewables since 2005. The London Array is the latest of five offshore wind farms to be commissioned by DONG Energy in the UK and we have Lincs and West of Duddon Sands under construction with partners. We are also constructing the Gunfleet Sands demonstration project to test the next generation of larger turbines and have started works on the Westernmost Rough project off the East coast. DONG Energy is also constructing the 400 MW offshore wind farm, Anholt in Denmark and Borkum Riffgrund 1 in Germany.

We are headquartered in Denmark. Our business is based on procuring, producing, distributing and trading in energy and related products in Northern Europe. We have approximately 6,000 employees and generated DKK 57 billion (EUR 7.6 billion) in revenue in 2011. For further information, see <http://www.dongenergy.com/>.

E.ON is one of the world's leading power and gas companies. With annual sales of more than €82 billion and around 79,000 employees, it is one of the world's largest investor-owned power and gas companies. E.ON is active in onshore and offshore wind, concentrating solar power (CSP), solar PV and biomass and currently has over 4.2GW of renewable capacity in operation, which makes it a leading global renewable player.

E.ON is committed to being a leading player in the offshore wind industry and it already owns and operates three offshore wind farms in UK waters. The UK's first offshore wind farm near Blyth in Northumberland, Scroby Sands off the coast of Great Yarmouth and Robin Rigg in the Solway Firth. E.ON is currently carrying out detailed environmental studies on its proposed Rampion site off the Sussex Coast and has been granted planning approval to build the Humber Gateway offshore wind farm, which would be located off the Holderness Coast in the East Riding of Yorkshire.

E.ON is committed to growing its offshore wind fleet across Europe and it intends to invest €7 billion in its offshore programme over the next five years, through creating industrial-scale wind, solar and biomass power plants. <http://www.eon.com/>

Masdar is Abu Dhabi's renewable energy company advancing the development, commercialisation and deployment of clean energy technologies and solutions. The company serves as a link between today's fossil fuel economy and the energy economy of the future. Backed by the Mubadala Development Company, the strategic investment company of the government of Abu Dhabi, Masdar is dedicated to the Emirate's long-term vision for the future of energy.

Masdar entered into the London Array scheme when it purchased 40% of E.ON's half share of the London Array scheme, giving Masdar a 20% stake in the project overall. The London Array investment is part of Masdar's global alternative energy strategy which includes solar, wind and other renewable technologies. Masdar, which works with a range of innovative renewable energy companies and utilities, is continuously growing its portfolio of investments, partnerships and production capabilities in the renewable energy and clean technology sectors.

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26 March 2013

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Tween Bridge onshore wind farm officially opened

Caroline Flint MP, Shadow Secretary of State for Energy and Climate Change, has officially opened E.ON's Tween Bridge onshore wind farm.

Located in Thorne, Doncaster, the 22 turbine, 44MW wind farm is capable of providing the electricity needs of around 27,000 homes¹ a year² - that's about one in ten homes in Doncaster - with the potential to save 54,000 tonnes³ of carbon dioxide over its lifetime.



At the opening ceremony in Coulman Pavillion, Caroline Flint MP said: "I am delighted to open this wind farm. Wind - both on land and sea - has a huge part to play in powering communities and, as the windiest country in Europe, Britain must invest in wind power.

"I believe that wind power and renewable energy generally can provide vital manufacturing jobs in the UK in the future and I am very optimistic that Tween Bridge will demonstrate that wind farms can be good neighbours to those living closest to them."

Tony Cocker, Chief Executive of E.ON UK, said: "Tween Bridge is another important step in our development in the UK. We are developing renewable energy projects up and down the country; onshore and offshore wind farms as well as biomass plants. We will soon have over 1,000MW of renewable generation, enough to supply around 540,000 homes or all the homes in Doncaster twice over.

"This wind farm will provide around £1.25 million through community funding and has created multiple jobs during construction, with a smaller amount staying on site to provide a permanent maintenance team. Those are numbers to be proud of and my thanks goes to all those involved in making Tween Bridge a reality."

The Tween Bridge community fund is worth £55,000 per year and will be used to help local community groups. The fund has already supported local groups such as Thorne United football club who received £3,700 to train their coaches and to buy youth team football kits, goalposts and footballs. If you are interested in applying for the fund on behalf of a group you are involved in, please contact Karen Walke on 01142 429005.

Ends

1. A typical year of generation is based on predicted data for Tween Bridge Wind farm, using a capacity factor of 31.22%
2. Based on an average household electricity consumption of 4,370kWh. Source DECC.
3. Based on the Government's long term marginal plant figure of 449g CO₂/kWh.
4. Figures based on DECC statistics from 2011 of an average annual household electricity consumption of 4266kWh and an average onshore wind load factor of 26.4%.

Notes to editors:

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- E.ON's Reset Review continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its independent Customer Council comprising business leader Allan Leighton, ex-MP and Select Committee chair Paddy Tipping and E.ON Customer Service Advisor Joanne Sheridan, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Focus. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
- E.ON's generation portfolio includes world-class gas-, coal- and oil-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators with 22 wind farms and the UK's first wave power generator, with another 1,500MW of renewable capacity under development;
- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX and leads the market with a volume equivalent to some 60% of E.ON UK's generation activity being traded so far this year.

For more information and photographs contact:

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UK pet owners indulge their hot-dogs and thermo-cats

- Over half of pet owners turn up the heating for their cat or dog when they go out
- Men more likely than women to leave the heating on for pets
- BBC Radio 1 station of choice for cats and dogs

Pampered cats and dogs enjoy the heating on high and the radio blaring - even when their owner is not at home, according to research from energy company E.ON¹.

Dog owners are most likely to bow-wow to their pets' love of the warm, with almost half (47%) leaving the thermostat turned up whenever they're out. Mollycoddled moggies also enjoy toasty temperatures as more than one in three cat owners (38%) adopt the same approach.

Taking it one step further, over half (52%) of cat and dog owners actually increase the temperature when they leave the home to ensure that their four-legged friend stays warm and fuzzy, with men being 20% more likely to reach for the thermostat than women².

Making sure their pets are kept entertained, owners leave the radio on so their pet can enjoy listening to 'meeeowsic' - with BBC Radio 1 being the station of choice for both cat and dog owners³.

Cementing their reputation as the more independent of the two animals, just one in four cat owners (26%) feel they need to leave the radio playing for their pet, compared to almost half (47%) of those who have a dog. A quarter of those who keep the radio on do so to ensure their pet doesn't get lonely.

Other insights from the research show:

- The master and his owner - men who have a dog are most likely to leave the heating on for their pet (53%);
- It's reigning cats and dogs - one in 10 owners who leave the radio on do so just because their pet likes music;
- Turn up the heat - those aged 18-24 are most likely to keep the heating on for their pet⁴;
- Cat that got the cream - over two thirds of cat owners (68%) in the East Midlands increase the heating when their owner goes out;
- Spoiler alert - East Midlands pooches are most likely to have the luxury of the radio or TV on when their owner leaves the house (62%).

To help owners balance the happiness of their pets and their energy bills, E.ON has teamed up with respected vet, author and TV personality, Dr Scott Miller to provide some simple tips.

Fiona Stark, Director of Corporate Affairs at E.ON and dog owner, said: "Our research shows that owners are thinking carefully about their pet's comfort when they leave the house, but it's important to remember that leaving the heating and radio on for long periods may also increase your energy bills.

"We'd advise pet owners to consider other ways they can keep their pet happy and warm while they wait for them to come home. As Dr. Scott's tips show it's often the simple things that will ensure your pets - and your energy bills - stay as healthy as possible."

Dr. Scott Miller's top tips when leaving your pet at home:

- Exercise your pet well before leaving them. This should help them to be much happier to curl up in bed while you head out.
- If your pet likes having the radio or TV on, try leaving it on a timer to reduce your energy consumption.
- Leave chews or rubber toys stuffed with their normal food to give your pets some mental stimulation when you are out.
- If you're worried about your pet getting cold, try leaving warm blankets in their basket rather than increasing the heating temperature.
- Don't make a big fuss when you leave; if you keep calm your pet is likely to keep calm too.
- When you get home, ignore your dog for the first ten minutes or so, then when they are calm give them attention and affection. Giving them attention immediately can encourage our canines to become over-excited whenever the front door opens.
- Provide lots of fresh water for your pets during the winter months when leaving them indoors, as heating our homes can lead to a very dry and dehydrating indoor environment.

E.ON offers a range of tips and products to help people save energy. Please visit eonenergy.com to find out more.

Ends

Notes to editors:

¹ All stats based on research carried out amongst 4,797 UK adults by OnePoll in March 2012;

² 45% of women and 53% of men keep the heating on for their dog. 34% of women and 45% of men keep the heating on for their cat (OnePoll, March 2012);

² 64% of men who have a dog turn the heating up for their pet when they leave the house compared to 44% of women who have a dog (OnePoll, March 2012);

³ 45% of cat owners who leave the radio on for their pet tune into BBC Radio 1 and 34% of dog owners who leave the radio on for their pet tune into BBC Radio 1 (OnePoll, March 2012);

⁴

	18-24	25-34	35-44	45-54	55+
Percentage of people who keep the heating on for their dog	58.88%	54.80%	44.48%	37.56%	32.64%
Percentage of people who keep the heating on for their cat	45.08%	44.87%	31.94%	29.26%	31.25%

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E.ON's UK Results 2012: Profits on electricity and gas sales fall as customer satisfaction and investment increased

E.ON has today provided details of its financial performance in 2012 showing where its customers' money went. These figures are on the same basis as will be reported to Ofgem later in the year as part of its segmental accounts.

The company saw its profits from supplying businesses decline compared to a very good 2011. In its residential business that supplies around five million homes across the country customer numbers increased and costs were held almost flat. This was at a time when the costs of other parts of customers' bills outside of the company's control increased, for example network charges and the costs of government energy efficiency schemes. Overall, E.ON's profit margin on supplying residential customers increased slightly from 2% to 2.3%.

Supply Activities (i.e. Residential, SME and Corporate supply) £m		
	2012	2011
Sales (Turnover)	7,634	6,962
Profit (EBITDA)	235	285
Investment	64	48

Key aspects of the 2012 figures demonstrate:

Customer supply business (Residential):

- Estimated profit margin on supply of electricity and gas to domestic customers was 2.3% or just under £27 on an average weighted dual fuel residential bill (excl. VAT);
- E.ON operating costs (including metering costs and profit) are around 17% of an average weighted dual fuel residential bill (excl. VAT);
- E.ON reduced and held residential prices in 2012: Electricity cut by an average 6% in February 2012 and a price promise for 2012 put in place from May¹;
- E.ON is working hard to improve the relationship it has with its residential and business customers. It was named as uSwitch customer satisfaction overall award winner, but knows that more still needs to be done.

Other E.ON businesses operating in the UK:

- Significant investment continues as E.ON plays its part in keeping the lights on and protecting secure energy supplies for Britain;
- Total 2012 UK investment almost twice what was made in profit.

Tony Cocker, Chief Executive, E.ON UK said: "Looking back at 2012 we worked hard to make sure that the choices we made were right for our customers and the efforts we made to freeze our prices and make our customer service better had a real and positive impact.

"As a result of the changes we have made, many of which were difficult and challenging, we were named by consumers and uSwitch as their 'customer satisfaction overall winner' for the first time. Our own feedback data also shows an improving picture. We still have a long way to go in terms of how we'd like our customers to view us, I'm heartened by the progress we've made by doing things differently.

"This progress is down to our actions - not just words. We listened to what our customers told us and made over 30 significant changes in 2012 as part of our Reset Review. These included offering our best deal to all our residential customers, having fewer, simpler tariffs for our domestic customers and a clear code of conduct for third parties who sell to our SME customers. We made our bills easier to understand by making them just one page long, and made it cheaper to contact us by introducing local rate numbers to call us on. We continue to invest in providing support to the people who need most help. There are many more examples which are united by one common theme, a focus on our customers' needs.

"We continue to help our customers to control their energy use by providing them with smart meters. We believe we were also the first company to complete its Government CERT and CESP insulation schemes. We also undertook other major projects such as the construction of an energy centre at the Skypark in Exeter that will provide heat for homes and businesses in the area."

Other E.ON activities:

E.ON's supply activities are the core retail function which works with our customers every day. In addition, E.ON has a number of other businesses that operate in the UK. The aggregated results of these businesses, including power stations, renewables such as on and offshore wind farms, gas storage and exploration and production in the North Sea which operate separately, is as follows:

Other E.ON businesses operating in the UK: £m		
	2012	2011
Sales (Turnover)	2,548	2,617
Profit (EBITDA)	591	1,016
Investment	1,194	1,089

In 2012 E.ON earned £591m in profit from its other activities and invested almost double, £1,194m. 2012 investment highlights were a continued expansion of E.ON's onshore and offshore wind portfolio, including the further construction of the world's largest offshore windfarm, London Array. Money was also invested to convert a previously coal-fired power station at Ironbridge in Shropshire to have the ability to use up to 100% renewable biomass fuel pellets and to provide secure future energy supplies through the development of the Huntington and Babbage fields in the North Sea.

Commenting on E.ON's overall performance Tony Cocker continued:

"Across E.ON's different UK activities the tale of these numbers is one of a company which thinks of its customers first and invests in the future of the UK.

"Our contribution to the UK remains very significant. When looking across E.ON activities in the UK we have invested more than we made in profit both this year and in total across the last five years too. This investment in renewables, in power stations and in securing the energy we all need will continue to benefit Britain for years to come, both financially and in terms of keeping the lights on and our homes warm."

Ends

Notes to editors:

2011 v 2012 comparison: 2011 and 2012 fiscal results reported above show "Ofgem view". These are the figures that go towards segmental / statutory accounts. To ensure transparency and consistency E.ON UK will continue to report on this full basis not a projected internal view that may not give the full final figures due to a difference in reporting cycles.

1 = In May 2012 E.ON promised it would not raise prices for existing customers before at least December 31st 2012. Only customers who were currently on a fixed term deal that ended during that time may have seen an increase.

For more information contact:

Scott Somerville (07889 771 804 or 02476 183 438)

04 March 2013



E.ON donation makes a splash at local swimming pool

A leisure centre in Nottingham is celebrating after being given a donation of £4,500 from energy company E.ON's Sustainable Energy Fund.

The Lenton Centre, on Willoughby Street, will use the money to fit a new energy-saving cover to its swimming pool and draught-proof double doors at the main entrance. Solar powered lights will also be installed in a corridor.

Seven applications for funding in Nottingham were successful, with a total of £20,000 awarded to community projects to help them reduce energy use, create renewable energy and increase understanding of energy efficiency in the city.

Other projects to receive money include Meadows Ozone Energy Services, AMC Gardens (both in the Meadows), Nottingham Community Voluntary Service (for activity in Wollaton and Radford), Hope Nottingham (Beeston), New Art Exchange (Hyson Green) and the SEND Project (Sneinton).

Carl Towner, Chief Executive of the Lenton Centre, said: "The donation will go a long way in helping us reduce our carbon footprint and increasing sustainability at the centre, as the new equipment will help to cut our running costs.

"This is going to make a big difference to the leisure centre and will also help educate the local community about energy use and conservation. We're grateful to E.ON for recognising that the Lenton Centre is a worthwhile cause."

Alison Gibson, Senior Community Relations Officer at E.ON, said: "We've been impressed by the applications for the Sustainable Energy Fund and it's very encouraging that a number of community groups are committed to boosting their energy efficiency and looking at ways of generating energy from renewable sources.

"We hope that through our Sustainable Energy Fund these grant-winning community groups will also be able to spread the message about sustainable energy across Nottingham and encourage residents to be more energy efficient in their own homes."

E.ON has put together a number of suggestions to help save energy in the home - visit www.eonenergy.com/waystosave to find out more.

Ends

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For more information contact:

Jane Branscombe on 02476 183 681 or Jane.Branscombe@eon-uk.com

27 February 2013

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E.ON awards wind farm foundations contract to Teesside start up TAG

E.ON and TAG Energy Solutions has today announced that TAG has been awarded a contract to manufacture 16 monopiles and transition pieces for E.ON's Humber Gateway offshore wind farm.

The contract will see the Teesside based manufacturing firm become the first UK manufacturer to secure a substantial monopile and transition piece project for a wind farm in British Waters. An additional 60 people will be employed to deliver the contract.

Preparation work for the manufacturing of the sixteen, 60 metre long, 650 tonne monopiles and associated transition pieces will begin immediately at TAG Energy Solutions' state-of-the-art production facility on the banks of the River Tees.

The first steel is expected to arrive in March and the contract is planned to be completed by quarter four 2013.

E.ON's £736 million Humber Gateway wind farm, situated 8km off the Yorkshire Coast close to the mouth of the Humber Estuary, will consist of a 73 turbine array that will generate up to 219MW of electricity, enough energy to power up to 170,000 homes.

Edward Davey, UK Secretary of State for Energy and Climate Change, said: "Securing investment in clean energy that supports growth and jobs is an absolute priority. I want to congratulate TAG Energy Solutions on becoming the first UK manufacturer to secure a contract of this kind for a wind farm in British Waters. I hope that they are the first of many.

"The development of a thriving UK supply chain is vital to support our rapidly-growing offshore wind industry. The Government is working with industry so it can source at least half of the content for offshore wind projects from within the UK. This will help build the lasting legacy of a strong domestic offshore wind manufacturing capability."

Tony Cocker, CEO of E.ON UK, said: "We're extremely pleased to be able to work with TAG on this very important next step in the construction of our Humber Gateway wind farm and to support local businesses in this way. I welcome TAG on board and hope that this is just the beginning of our organisations working together."

Alex Dawson, Chief Executive of TAG Energy Solutions, said: "This high profile contract represents a significant achievement in TAG Energy Solutions development and the important role it plays in the manufacturing of components for the offshore renewables sector. We are very pleased to be working with E.ON and this award demonstrates we have the skills, products and capabilities to serve the offshore wind industry."

He added: "We are in the unique position of being the first, fully prepared British manufacturer to provide volume monopiles and transition pieces for UK wind farm developments. E.ON has demonstrated its confidence in TAG Energy Solutions and British manufacturing and we are very proud to be part of one of the country's flagship wind farm developments."

Construction on E.ON's Humber Gateway is well underway, with first foundations expected this summer, and completion due in 2015.

Ends

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TAG Energy Solutions:

- TAG Energy Solutions is a project management and construction company with large facilities based on the North East coast of the UK.
- TAG Energy Solutions' management team has vast experience in the energy sectors. With more than 200 years of combined knowledge, the team features experts recognised as some of the best in the industry;
- The creation of its new automated tubular production facility has been made possible by an investment of £26million secured from leading renewable investment funds and Government grant support, which recognises TAG Energy Solutions' capability to become a leading supplier to the offshore wind sector;
- TAG Energy Solutions, through its investment and its growing position in the renewables market, is at the heart of the supply chain and has an exceptional reputation for skill, innovation and quality;
- TAG Energy Solutions 6,920m² facility has the capability to deliver up to 100,000 te of steel monopiles per annum. Utilising an innovative manufacturing process, the facility's automated system rolls and welds large diameter tubulars used in the production of offshore structures;
- The company's 42-acre riverside facility has also been developed to manufacture jackets and topside structures, which can be transported around the world from its extensive wet dock and 6,000te load out quay.

For more information contact:

Janet Heald on 02476 183692 or janet.heald@eon-uk.com

26 February 2013

 Share  Tweet  Like 0

E.ON hosts public information sessions and welcomes community comment on proposed Dalchork Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed Dalchork Wind Farm. The wind farm which is in the very early stages of development would be located to the north of Lairg.

The energy company will be hosting public information sessions early next month, to give the local community the opportunity to find out more about the initial wind farm plans and share their opinions with the E.ON team.

Public information sessions will be held at:

Lairg Community Centre

Main Street, Lairg, IV27 4DB

Tuesday 12 March and Wednesday 13 March 2pm-8pm

Rob Mackay, Project Developer at E.ON, said: "We identified the site after Forestry Commission Scotland awarded us the right to explore the potential for new wind energy projects in the Highlands, and see Dalchork as a good location due to the area's wind resources.

"This project is however very much in the early stages of development and these information sessions are being held to keep the local community informed about the current status of our plans and what the next steps could potentially be, so they can feed into the project from an early stage.

"People living and working in the area will have a wealth of knowledge about the site and we want to work with them to ensure that we understand and consider their views during the development of this project."

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email dalchork@eon.com or visit www.eon-uk.com/generation/dalchork.aspx

E.ON currently operates three onshore wind farms in Scotland, including the nearby Rosehall Wind Farm and has a further site, Camster Wind Farm, currently under construction between Lybster and Watten.

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and Dalchork Wind Farm, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

Ends

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For more information contact:

Janet Heald on 02476 183692 or janet.heald@eon-uk.com

Victoria Blake on 02476 181304 or victoria.blake@eonenergy.com

20 February 2013

E.ON's Holford Gas Storage now fully operational

E.ON has today (Wednesday) announced that all eight caverns at its Holford Gas Storage facility are now fully operational. The final two caverns came into operation earlier this month, completing the final phase of development at the site.

With a capacity of 160 million cubic metres and injection and withdrawal rates of up to 22 million standard cubic metres per day, the facility plays a vital role in the UK's energy infrastructure.

Mike Cooper, Senior Project Manager at E.ON's Holford Gas Storage facility, said:

"This achievement is the result of a lot of hard work from within E.ON's UK and pan-European teams and also from all of our contractors. Without their commitment and belief in the success of this project, it would not have been possible.

"Equally, the supportive relationship built between the local community and the project team has supported delivery of this facility and created a firm foundation for the future."

Commenting on reaching this significant milestone, Jo Vizor, Manager Director, E.ON Gas Storage UK said: "I'm delighted that all caverns are now in full commercial operation at Holford.

"This is a real landmark day for E.ON's UK gas storage business. The team has done a fantastic job in creating and delivering a modern fast churn storage facility that makes a real contribution to balancing the UK daily gas market. We look forward to providing high quality and valuable storage services for many years to come."

Construction work on the project began in 2006 with the installation of the brine and water infrastructure. The eight caverns were then constructed through a process called solution mining which commenced in September 2008. The first three caverns became operational in December 2011.

Noble Clean Fuels Limited has a five year contract which provides them with the ability to utilise 100% of the storage capacity from all eight caverns at Holford which is wholly owned and operated by E.ON Gas Storage UK.

Ends

Notes to editors:

- E.ON Gas Storage GmbH (EGS) is responsible for the construction and operation of E.ON's underground gas storage facilities and for the development of energy storage systems. EGS's working gas capacity in Europe as a whole, including Germany/Austria and that of its subsidiaries E.ON Földgáz Storage in Hungary and E.ON Gas Storage UK in the United Kingdom, is over 12 billion cubic metres;
- E.ON Gas Storage GmbH offers capacities to the market on a transparent, fair and non-discriminatory basis. The product portfolio sets standards in the marketplace. Customers benefit from the highest possible levels of flexibility, can create new leeway for themselves in a competitive environment and react more flexibly on the market.
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For more information contact:

Victoria Blake, 02476 181304 or victoria.blake@eonenergy.com

11 February 2013

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Boost your "Family Warmth" in Birmingham this winter with simple DIY tips

With cold weather across Birmingham, energy company E.ON has teamed up with charity Action for Children to share basic DIY energy efficiency tips from its Family Warmth scheme. Reducing heat loss could make householders more comfortable and save money on energy bills.

Some 100 families made up of many generations in Lozells, Handsworth, Ladywood, Perry Barr, Nechells and Aston are already being helped to stay warmer this winter, as E.ON is working with Action for Children to provide vulnerable families with energy efficiency advice and home improvements.

Charlotte Stone, Action for Children Family Support Practitioner, said: "The Family Warmth project has already helped lots of families in Birmingham that are currently supported by Action for Children. As the cold weather continues, the alterations made to families' houses have helped keep them warmer and make homes more energy efficient. The tips provided by E.ON now mean that other families can make their own improvements to their homes to stay warmer this winter."

Billie-Jean Poole, Senior Community Relations Officer for E.ON said: "As residents in Birmingham cope with the cold snap and reach for the extra layers, it's important that they also prepare their homes. These simple DIY tips are easy for families across the city to implement and can really help in reducing bills.

"Our Family Warmth project is offering tailored support to 100 families, but I would urge others in Birmingham to consider using these tips themselves to improve their own energy efficiency."

Top tips for saving energy:

- As heat rises, homeowners should have at least 270mm (about 11 inches) of insulation in their loft
- It's important to insulate the back of the loft hatch and fit draught excluders
- If a water tank is in the loft, both the tank and the pipes should be wrapped with insulation. However, if the tank is less than 30cm off the floor, insulation should not be added underneath as this allows warm air to rise from the room below and prevents freezing
- Where the pipes enter the home, insulation foam can be used to stop draughts, however care should be taken to ensure any air vents are not blocked
- It's really simple to fit covers to keyholes and letter boxes - they might only be tiny gaps, but they could be letting in lots of cold air
- Draughts between floorboards, below skirting boards and behind bath panels should be sealed
- To make radiators more efficient, it's best to bleed them once or twice during the winter to release trapped air and foil should be inserted behind them to reflect heat back into the room

[More ways to save:](#)

E.ON has put together a number of suggestions to help save energy in the home - visit www.eonenergy.com/waystosave to find out more.

E.ON is also keen to support older people, and Age UK has worked in partnership with Action for Children and E.ON to help vulnerable people of all ages stay warmer in the winter.

Ends

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- E.ON's Reset Review continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its independent Customer Council comprising business leader Allan Leighton, ex-MP and Select Committee chair Paddy Tipping and E.ON Customer Service Advisor Joanne Sheridan, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Focus. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
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Action for Children

- Action for Children supports and speaks out for the UK's most vulnerable and neglected children and young people, for as long as it takes to make a difference in their lives.
- Action for Children works in local communities with 50,000 young people and their families through nearly 600 children's projects across the UK.
- Registered charity: 1097940/SC038092

For more information contact:

Jane Branscombe at E.ON on 02476 183 681 or jane.branscombe@eon-uk.com

Free energy advice for Southport residents

Local residents are being invited to bring along any questions they have about their gas and electricity use to a special drop-in session organised by John Pugh MP and energy company E.ON.

The Energy Advice Surgery will take place on Friday 1st February at the Southport Eco Visitor Centre on the Esplanade Park & Ride site. It will allow Southport residents to receive face-to-face practical advice from energy experts.

The free event runs from 3pm to 5pm and is open to everyone, regardless of their energy supplier. The E.ON team will be on hand to answer energy-related questions, give general help with queries about tariffs and prices and share tips on saving energy and money.

John Pugh, MP for Southport, said: "The costs of keeping our homes warm are rising, particularly with the cold weather we've been experiencing. Anyone in Southport who is concerned about their heating bills, who want help in better understanding their tariff, and how they are using their energy, should come along to this free event."

Andrew Georgiou, Public Affairs Officer at E.ON, said: "Knowing what you can do to comfortably and safely reduce your energy use can mean savings on your bills, and this drop-in session is just one of the ways we're working to help people around Merseyside lower their energy consumption and address the issue of fuel poverty."

As well as providing general guidance to all, the E.ON advisors will be able to answer any specific queries E.ON customers may have about their accounts; they simply need to bring along any relevant paperwork.

For suggestions of ways to save energy and money, visit eonenergy.com/waystosave

Ends

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For more information contact:

Aimee Horwich at Tangerine PR on 0161 817 6600 or email aimee.horwich@tangerinepr.com or Jane Branscombe at E.ON on 02476 183 681 or jane.branscombe@eon-uk.com

E.ON hosts public information sessions and welcomes community comment on proposed Inverneill Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed Inverneill Wind Farm. The wind farm would be located south of Ardrishaig in Mid Argyll and could feature up to 24 turbines that together could produce up to 49 megawatts of electricity - enough to power around 26,000 homes¹.

The energy company will be hosting public information sessions early next month, to give the local community the opportunity to find out more about the wind farm plans and share their opinions with E.ON's team of wind farm experts.

Public information sessions will be held at:

Lochgilphead Community Education Centre: Thursday 7th February, 2pm-8pm

Manse Brae, PA31 8XQ

Ardrishaig Public Hall: Friday 8th February, 2pm-8pm

Chalmers Street, PA30 8EY

Emma Clark, Senior Project Developer at E.ON, said: "We believe the Inverneill site is a good place for a wind farm due to the area's wind resources. This project is however still in the very early stages of development and these information sessions are being held to keep the local community informed about our plans and to give them the opportunity to get involved and share their comments and suggestions.

We know people living and working in the area will have a wealth of knowledge about the site and we'd like to hear their views about how the wind farm can be improved. We're an experienced and responsible developer and will ensure that the local community have their views considered throughout the development of this project."

E.ON has also applied to Argyll and Bute Council to install an anemometer (met) mast on site, to gather information on wind speeds and direction. This will help identify the best places to install the turbines should the project go ahead.

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email inverneill@eon.com or visit eon-uk.com/generation/inverneill.aspx.

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and Inverneill Wind Farm, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

Ends

Notes to editors:

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Janet Heald on 02476 183692 or janet.heald@eon-uk.com

Iain Stewart, MP for Milton Keynes South, visits 'Smart Home of the future' to discuss positive impact of taking part in trial

- Having visibility and a better understanding of energy use has allowed 75 homes taking part in innovative trial to change behaviours and make savings

Following the success of the first phase of the innovative Thinking Energy trial in Milton Keynes, Iain Stewart, MP for Milton Keynes South, has visited a participant's home to discuss their involvement in the interactive project to gather insights into people's energy use.

The insights from the trial are being used to inform E.ON's understanding of how to improve energy management in people's homes. Every home taking part in Milton Keynes has received a Home Energy Management System (HEMS), which is easily installed and features technology which measures electricity and gas use in the home from E.ON's smart meters.

The HEMS also measures individual electrical appliance use through smart plugs, meaning participants can easily monitor and control the energy use of their TV, PC, washing machine or fridge.

As part of the next phase of the trial, E.ON will install remote heating controls in the 75 homes taking part. The innovative technology will allow participants to monitor and control their central heating, via a web browser, tablet or smartphone app on the go.

The addition of the remote heating controls will allow greater visibility and build on the previous smart technology installed which gives households the opportunity to reduce their energy costs, improve their comfort, control their homes better, and live a more convenient life while reducing their carbon footprint.

Simon Church, Delivery Manager for E.ON's Thinking Energy project, said: "The Thinking Energy trial has demonstrated the benefit of people understanding their energy use. It's been a case of 'seeing is believing' with people changing their behaviours once they've seen how much energy is being wasted in the home. The insights collected are being used to shape our approach to helping people control their energy use. Over the next few months, we're excited to offer participants the opportunity to remotely control their central heating."

John Silverthorn, lives in Emerson Valley, is one of the participants of the Thinking Energy trial, said: "The biggest difference is the ability to see which electrical appliances are using the most energy, which allows me to make changes based on this. My wife and I used to always use the washing machine and tumble-dryer as and when we need it. But, since I've been able to see the energy being used, I've been a lot more conscious of consolidating my washing and waiting until we have a full load to wash and dry. Last year, I set myself a goal to reduce my home's energy use by 20% and I achieved this. This year, I'm looking to reduce wastage and save even more energy."

Iain Stewart, MP for Milton Keynes South, said: "The Thinking Energy Trial is a really innovative way to get us to think about how much energy we are wasting at home. With energy costs rising, this is a great bit of technology to help people reduce their energy usage and save money. The Government has set a target for energy suppliers to install smart meters in every home and businesses in the UK by 2019 - one of the biggest projects ever undertaken by the energy industry, and one which I fully support."

Thinking Energy will run until winter 2013. On completion, the insights and feedback will be used to understand how to help households better manage energy use in the home and will be integrated into E.ON's smart meter rollout programme.

To find out more about E.ON, visit eonenergy.com.

Ends

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For more information contact:

Jag Kahlon at E.ON on 02476 181 308 or jag.kahlon@eonenergy.com

E.ON helps share 'Winter Warmth' with Liverpool residents

Elderly tenants of Liverpool Mutual Homes (LMH) in Toxteth have been given a helping hand to stay safely warm this winter after energy company E.ON donated 200 cold weather alarms worth a total of £5,000.

The alarms are designed to alert people when the temperature of a room is falling to a dangerously low level.

These alarms were included in LMH's gift packs, which were handed out to 200 residents who turned 80 last year, as part of its Winter Warmth Campaign. The packs also included a torch, hot water bottle, fleece and leaflets containing advice on how to stay warm.

This donation forms part of E.ON's ongoing relationship with LMH and work in Liverpool. Over the past two years, working under the Government's Community Energy Savings Programme, the energy company has assisted with insulation projects across LMH's properties to help improve energy efficiency and tackle fuel poverty.

Dave Mobbs, Regeneration Manager at LMH, said: "E.ON's cold weather alarms were a very welcome addition to our Winter Warmth packs. This practical device will help vulnerable residents to look after themselves during the winter months."

Alison Gibson, Senior Community Relations Officer at E.ON, said: "In an attempt to cut bills, some people, especially the elderly, risk letting their home temperature drop too low.

"While it is important to use your energy wisely and efficiently at home, which certainly can help to control bills, it is critical that you don't reduce your heating to a dangerous level. These alarms will help people to realise when they need to take urgent action to protect their health."

For suggestions of ways to save energy and money safely, visit www.eonenergy.com/waystosave

Ends

Notes to editors:

About E.ON:

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- In the UK, E.ON supplies power and gas to around five million domestic, small and medium-sized enterprise and industrial customers - meaning the company has to buy approximately 122.7 billion kWh of power and gas each year to meet their needs. E.ON also offers innovative energy services and technologies tailored to meet its customers' needs, and is helping customers become energy efficient by encouraging them to insulate their homes, moderate their energy usage and even generate their own power;
- E.ON's Reset Review continues to identify and discuss changes with customers through its 28,000-strong YourSay panel, its independent Customer Council comprising business leader Allan Leighton, ex-MP and Select Committee chair Paddy Tipping and E.ON Customer Service Advisor Joanne Sheridan, its 1,000-strong MySay employee panel and through discussions with consumer advocacy groups such as Which? and Consumer Focus. Changes made to date include: helping customers control their bills: fair prices, simple products, transparent profits, a fairer way of paying: providing stability to help households budget, improving customer service: consistency, easier contact, and the confidence to complain;
- E.ON has topped several categories - including best for overall customer satisfaction, best value for money and best reward scheme - to be voted Britain's favourite energy supplier 2012 in the uSwitch.com Customer Satisfaction Awards. The independent report and awards are published annually and are based on a YouGov poll of over 5,000 energy customers;
- E.ON's generation portfolio includes world-class gas-, coal- and oil-fired power stations. E.ON is a market leader in combined heat and power (CHP), and is one of the UK's leading green generators with 20 wind farms and the UK's first wave power generator, with another 1,500MW of renewable capacity under development;
- One of the many ways E.ON leads the energy industry is through its commitment to market liquidity and transparency as evidenced by its actions on the day-ahead UK power markets including the N2EX auction. E.ON was the first company to sign a gross-bidding agreement with N2EX and leads the market with a volume equivalent to some 60% of E.ON UK's generation activity being traded so far this year.

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Overtime proves costly as diligent workers burn the midnight oil

- Three out of four small business employees work overtime
- SME staff work an average of two hours extra a day, three days a week
- One in five work alone in fully lit offices after hours

Three quarters (76%) of employees at Britain's small-to-medium sized businesses (SMEs) work overtime, clocking an additional 1.9 hours a day on average, according to new research¹ from energy company E.ON.

The research was commissioned to tap into the nation's culture for long working hours, highlighting the impact this can have on employees' wellbeing, as well as the additional cost to businesses as a result of this extra energy use.

The average SME employee works overtime three days a week, and almost a quarter (22%) admitted that most or all of the lights are kept on when they are the last person in their workplace.

Responsibility for switching off at the end of the working day is left to individuals in most cases, with only a small number of workplaces operating timer systems for lights (5%), air conditioning (9%) or heating (25%). Most people (62%) believe switching the heating and lighting off is the responsibility of the last person in the office, but a quarter (23%) see it as the specific responsibility of others including office managers, cleaners and security staff.

Anthony Ainsworth from E.ON said: "At an average of two hours a day, three days a week, it's clear Britain's workforce are going significantly beyond the call of duty - and while this can be good for business there are also negative implications.

"Working very long hours can impact on employees' wellbeing and lifestyle, preventing people from achieving a healthy work/life balance, but it can also prove costly. Our results show many businesses remain fully lit, heated and air conditioned after hours - sometimes for just one employee. With the extent of overtime being carried out across the UK on a daily basis, this has the potential to add significantly to energy bills."

E.ON works with UK small businesses to help them understand the amount of electricity they consume, to cut bills and to save energy. Through its tailored **Business EnergyManager**⁴ service, SME businesses receive a free energy monitor and downloadable software to monitor their consumption patterns, choose the correct tariff for their needs and make significant steps towards achieving their energy-saving goals.

Anthony added: "E.ON offers a range of advice tailored to small businesses, helping SME staff to manage responsibilities and achieve a greater standard of efficiency relating to heat and electricity. Introducing heating and light timers can aide efficiency but by simply remembering to switch off lights in empty rooms and corridors, especially at the end of the day, we estimate businesses can save up to 15% on energy bills³."

According to the latest Eurostat report on full-time employment, Brits work more hours per week than any over European nation. At an average of 42.2 hours the UK is well above average, outstripping other big economies such as Germany (40.7), France (39.5) and Italy (38.8).²

For more information on Business Energy Manager, businesses should call 0800 046 2664 or visit eonenergy.com/energymanager.

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Notes to editors:

Most overtime worked by company role - highest percentage working overtime five days a week	1. CEO/Owner
	1. HR
	1. Line Manager/Senior manager
	1. Junior executive
	1. Office manager
	1. Administration

Most overtime worked by sector - highest percentage of employees working over three hours a day	1. Hospitality
	1. Manufacturing
	1. Retail
	1. Transport/logistics
	1. Education

¹ Independent research carried out amongst 2,000 professionals at UK small-to-medium sized enterprises, in July 2012;

² *Business EnergyManager is available to any business with a meter profile class 03-04 signing up for a Fixed Price Business Electricity Plans and paying by Direct Debit. Product availability is subject to a credit check;*

³ Source E.ON (<https://www.eonenergy.com/for-your-business/Get-Energy-Efficient/Business-energy-efficiency/energy-saving-tips>)

⁴ Eurostat Labour Force Survey, October 2012 http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/3-05102012-AP/EN/3-05102012-AP-EN.PDF

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E.ON hosts public information sessions and welcomes community comment on proposed Moriston Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed Moriston Wind Farm. The wind farm would be located to the north west of Fort Augustus in the Highlands and could feature up to 36 turbines that together could produce up to 108MW of electricity - enough to power around 57,000 homes¹.

The energy company will be hosting public information sessions later this month, to give the local community the opportunity to find out more about the wind farm plans and share their opinions with E.ON's team of wind farm experts.

Public information sessions will be held at:

Fort Augustus Memorial Hall: Tuesday 22 January, 2pm-8pm

Canal Bank, PH32 4DJ

Glengarry Community Hall: Wednesday 23 January, 2pm-8pm

Invergarry, PH35 4HG

Emma Clark, Senior Project Developer at E.ON, said: "This project is still in the very early stages of development. These information sessions are being held to keep the local community informed about our plans and to give them ample opportunity to get involved and have their say.

"Forestry Commission Scotland (FCS) awarded us the exclusive right to explore the potential for new wind energy projects over 5MW in the Highlands and we've recently applied for planning permission from the Highland Council to install three met masts to measure wind speeds and direction.

"We believe the Moriston site is a good place for a wind farm due to the proximity to infrastructure such as roads and the local power network. We're an experienced and responsible developer, and will ensure that the local community have their views considered throughout the development of this wind farm."

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email moriston@eon.com or visit <http://www.eon-uk.com/generation/moriston.aspx>

The Scottish Government has set ambitious targets for renewable energy generation and aims to provide the equivalent of 100% of Scotland's gross annual electricity using renewables by 2020. The development of onshore wind farms plays a very important part in providing a low carbon energy mix for the future and Moriston Wind Farm, if consented, would be a vital step towards achieving those targets and helping to keep the lights on.

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Notes to editors:

- 1. Based on an average annual domestic household electricity consumption of 4,370kWh (DECC).
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03 January 2013



Great Yarmouth boat yard to build new vessels to support offshore wind generation

E.ON has awarded Great Yarmouth based Alicat Workboats a contract to build four new state of the art vessels to support offshore wind generation. The first to be built will serve E.ON's Robin Rigg Wind Farm off the Solway Firth.

Alicat Workboats was established in 2009 in response to a growing demand for vessels to provide operation and maintenance support in the offshore wind sector. As a neighbouring firm to E.ON's Scroby Sands Wind Farm base, their close proximity means the vessels performance can be tested in true life situations.

Alicat have now started to build the new 19m high speed wind farm service vessel, and delivery is due mid 2013. The bespoke aluminium catamarans are the very latest by Global Marine Design to be built at Alicat's yard and will offer greater loading capability across the fore deck, as well as a well equipped aft deck. A redesigned saloon and island wheelhouse arrangement will also feature. Powered by two MAN V12 engines and jet propulsion via twin Rolls Royce Kamewa Jets, the workboats will be capable of 30 knots.

Steve Thacker, General Manager of Alicat Workboats, said: "We're absolutely delighted to be working with E.ON on this project. At Alicat we're as committed to the aftercare of the vessels as we are to building them in the first place and we look forward to forming a close working relationship during the construction of these vessels and beyond."

Jon Beresford, Offshore Wind Operations Manager at E.ON, said: "Not only are Alicat very local to our Scroby Sands operational base, they also offer a quality product with through-life service which as vessel owners is extremely important to us. Their capability for a comprehensive after sales support makes them so much more than boat builders and we're very much looking forward to working together."

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