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E.ON UK Press Releases - 2014

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E.ON's locator tool helps people with prepayment meters find their nearest top-up location, wherever they are

E.ON's 'Prepayment Store Locator' tool allows anyone with a prepayment meter to find the nearest place to top-up their energy. The tool is available for desktop and mobile devices so people can top-up wherever they are.

The Prepayment Store Locator brings together 50,000 Payzone, Post Office and Paypoint stores across the UK and lets E.ON customers and non-customers search by their current location or a postcode, street name or town. The tool finds the 10 nearest top-up locations and displays store information, directions and maps, and opening times.

This service is set to please the third of Brits (32%) who say they want convenient and accessible services from the companies they choose to buy from, according to research from by E.ON¹.

Damian Kirk, Head of Prepayment at E.ON, said "At E.ON we've been listening to our customers to show them that we're delivering the improvements and the services they want. The Prepayment Store Locator helps provide a convenient and helpful service for prepayment meter customers and hopefully just make life that little bit easier for them."

Getting ready for winter

E.ON's Prepayment Store Locator was originally launched ahead of the winter months, alongside advice to help ensure customers use no more energy than they need.

- Heating your home accounts for roughly two-thirds of your energy use². By turning the heating down when you're out, away or asleep, you could significantly cut your heating bills. Only heating the rooms you use will help too. And if your radiators are equipped with thermostats, turn the heating off in rooms you're not using. Finally, remember to programme your heating and to adjust the timings when the clocks change.
- Cutting down on tumble dryer use could help lower energy use. If you can't dry your clothes in any other way and you need to use your dryer, give your clothes a quick extra spin in the washing machine beforehand - they'll dry much quicker.
- Keep radiators clear of furniture - it reduces their efficiency output.
- Don't leave things on standby - no matter what time of year; leaving things like TVs and games consoles on permanent standby means they're still sapping power and costing you money.
- Many modern showers, especially electric ones, heat up immediately so there's no need to run them before getting in - running them for less time will save you water and money.

For more information about E.ON's Prepayment Store Locator, to find out how E.ON can help you use and pay for no more energy than you need, and to share views visit:

- eonenergy.com/prepay-top-up
- twitter.com/eonenergyuk
- facebook.com/eonenergyuk

Ends

Notes to editors:

1 All data based on research carried out among 2,000 British adults by Vision Critical, September 2014.

2. Source: E.ON.

For more information contact:

Scott Somerville (07889 771 804)

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30 December 2014



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Switch in half the time to E.ON

- E.ON reconfirms it will offer 50% faster switching for residential customers from early January 2015¹
- First stage of transformation was completed in early November

As originally announced in October, E.ON has reconfirmed that from early January, residential customers will be able to switch to the company in record time. By transforming its systems E.ON will allow customers to switch in just 17 days (including a 14 day cooling off period) meaning it meets the so-called "14+3 model" called for by the Secretary of State for Energy and Climate Change, the Rt Hon Ed Davey MP.

Commenting on the improvements, David Bird, Residential and Customer Operations Director, said: "This is great news for all our prospective residential customers as it means that once they decide to become an E.ON customer we can get their account up and running much more quickly. That's 50% quicker access to the product they've chosen, 50% quicker access to our great customer service and 50% quicker access to our great online help and support."

Ends

Notes to Editors

1 = 50% more quickly: Switches to E.ON were previously completed in around 35 days (Suppliers are currently obligated to take all reasonable steps to complete a transfer within 21 days after cooling off period). Following a number of changes, E.ON will be able to complete switches, for customers joining, within 17 days subject to a number of actions being completed. These actions include their former supplier "releasing" the customer within industry agreed timescales. SME customers can already join in 7 days, if requested. Corporate customers already tend to choose their supply start date

For more information contact:

Scott Somerville (07889 771 804)

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E.ON beats deadline to deliver energy saving targets

E.ON today announced that it has met all its targets¹ under the Energy Company Obligation (ECO) scheme, ahead of the Government's March 2015 deadline.

The company has funded and installed a total of 225,000² energy saving measures in 181,000 homes across the country - from Fort William to Plymouth and from Liverpool to Thurrock.

The measures, which included external wall insulation, loft and cavity wall insulation and boiler replacements, are helping families to save money on their energy bills and are estimated to reduce carbon emissions by more than 3 million tonnes.

Through the ECO scheme, E.ON has fitted more than 48,000 replacement boilers. These will deliver lifetime energy bill savings of more than £733 million.

As part of E.ON's work with customers and communities across Britain, more than 106,000 vulnerable people have received help with fuel bills through obligations which were targeted at those at greatest risk of being in fuel poverty.

Don Leiper, Director of Energy Efficiency at E.ON, said: "The news and weather reports this week have been full of stories about Arctic temperatures and snowfalls which makes it all the more important that we've beaten our targets and provided help to many people in time for winter.

"It's fair to say that ECO has had a tumultuous time this year with reforms to the scheme and changes to the targets and the timelines. But despite this, we have continued to build relationships with people and groups across the country to target this help at those who need it.

"We've worked alongside local authorities, housing associations and social landlords to identify the people who most need this help as well as helping to sustain jobs and skills in an industry that supports tens of thousands of people across the UK in businesses of all sizes.

"While we've met our targets more than three months early, we cannot be complacent and our work continues across the country so many more households and families can feel the benefit in the future."

ECO was introduced in January 2013 and set targets for energy suppliers to deliver improvements which will reduce the amount of energy homes in Britain use and waste, and also ease fuel poverty. Designed in three separate elements, ECO focused on vulnerable and low-income households as well as 'hard-to-treat' properties.

E.ON was also the first major energy supplier to announce it had met its targets for the CERT (Carbon Emissions Reduction Target) and CESP (Community Energy Saving Programme) energy efficiency schemes which were the forerunners to ECO.

To find out more about how E.ON can help you use no more energy than you need visit eonenergy.com/eco

Ends

¹ Subject to Ofgem approval. The deadline for energy suppliers to meet their respective targets is 31st March 2015.

² 40,000 measures were installed by E.ON as part of the company's over-delivery under the previous CERT and CESP obligations and carried forward into ECO.

For more information contact:

Andrew Barrow on 02476 183 677 or andrew.barrow@eon-uk.com

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Strong bonds: Brits choose quality over quantity in relationships

Quality rather than quantity is at the heart of today's relationships, according to new research by [E.ON](#).¹

The company asked British adults about how personal and business relationships are built and maintained as part of its ongoing mission to become its customers' trusted energy partner.

With half of all Facebook users having more than 200 friends², it's perhaps surprising that people can count their nearest and dearest on one hand according to the study. Two thirds (66%) claim to have no more than five close relationships and one in ten (13%) say these relationships make them feel healthy.

Maintaining relationships

The findings reveal that 'being there when it matters most' is essential for maintaining strong business relationships (43%), whereas the frequency of contact is more important when dealing with loved ones.

People feel they can maintain good relationships with friends (28%), parents (18%), and colleagues (12%) by catching up a couple of times a week. But most couples say they expect contact a few times a day (41%), with one in six expecting hourly contact from their partners (16%).

Although most people prefer to deal with their loved ones face-to-face (85%), customers nowadays prefer to deal with companies through email (51%) and by telephone (46%).

Relationship factors

According to the research, people have similar attitudes towards their business and personal relationships with around two thirds citing trust as the most important attribute in both (60% for business relationships and 71% for personal).

The formulas for strong relationships are:

- Trust + Honesty + Loyalty = Strong business relationship
- Trust + Loyalty + Humour = Strong personal relationships

Dr Lynda Shaw, Psychologist and Cognitive Neuroscientist, said: "In both business and personal relationships, communication goes to a higher level of understanding and rapport once we've earned trust with the other party. If you don't have loyalty in business relationships, you don't truly have strong customer relationships; you simply have customers who buy from you moment-by-moment.

"With both trust and loyalty ranking so highly in E.ON's research, this demonstrates that these key attributes are vital to building long-standing relationships - and businesses must ensure they're there when it matters if they're going to earn that trust and loyalty in the first place."

Strong personal relationships make people feel happy (61%); so much so that almost half of those polled say they'd go back to an ex-partner (43%). And strong business relationships make people feel positive (42%), comfortable (36%) and trusting (31%), with almost two-thirds (60%) saying they'd go back to an energy supplier they'd previously left.

David Bird, Residential and Customer Operations Director at E.ON, said: "We recognise that it takes time to build a bond in any relationship, be it business or personal. Strong bonds are important and are based on factors such as trust, honesty and loyalty - and for businesses, the key thing is being there for our customers when it matters.

"Good relationships are crucial for any business. We want to build strong and lasting bonds with our customers, which is why we want to hear about the issues that matter most to them as we work towards becoming our customers' trusted energy partner."

To find out how E.ON can help customers use and pay for no more energy than they need, and to share views, please visit:

- eonenergy.com/onit
- twitter.com/eonenergyuk
- facebook.com/eonenergyuk

Ends

Notes to editors:

- 1 All data based on research was carried out among 2,000 British adults by Vision Critical in September 2014.
- 2 Source: <http://www.pewresearch.org/fact-tank/2014/02/03/6-new-facts-about-facebook/>

For more information contact:

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

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19 December 2014



E.ON responds to provisional Capacity Market Auction results

To date, we've played a full role in the capacity market process which is something we have actively supported as part of the Electricity Market Reform since the policy was first announced in 2011. We believe reform of the energy market is required to meet the objectives of ensuring security of supply, reducing carbon emissions and helping to keep energy affordable.

We participated in the auction using a robust process which fairly reflected our costs of operating our plant. We understand that these results are provisional but, as they stand, we're clearly disappointed that Killingholme was unsuccessful in the auction.

Despite this, if the results are confirmed, the majority of our portfolio was successful so we're pleased we'll be able to maintain our role in helping to secure the amount of electricity needed to power the UK.

Ends.

For more information contact:

Scott Somerville (07889 771 804)

Roxanne Postle (02476 195 785)

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24 December 2014

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E.ON reveals glimpse into nation's gadget use

With gadgets featuring high on many families' festive gift lists, [E.ON](#) reveals some key insights into how technology is affecting our everyday lives.

Plugged -in parents:

- Over a third of British parents feel they need to impress their children with their gadget knowledge (38%)¹;
- Half of parents (50%) turn to their children for help on how to use latest technology;
- One in three parents has between 1--2 hours' worth of techie time at home per day (29%);
- Eight in 10 parents say gadgets are useful in helping them run their household (82%);
- Fewer than half of parents consider the impact their gadget use could be having on their energy bills (44%).

Techie tots:

- Children spend twice as much time using gadgets during school holidays and weekends compared to during term time (3-4 hours per day compared to 1-2 hours);
- Children own an average of four gadgets each²; 15-17 year olds own the most with around seven devices each²;
- One in five children pick up technological skills before the age of five (19%).

Money matters:

- Parents estimate they typically spend just under £300 a year (£292.20) per household on gadgets for their children²;
- Parents with children aged under-five spend almost £400 a year (£394.90) on gadgets for their techie tots²;
- Over half of parents (56%) admit they use their children's 'technology hand-me-downs' and unused gadgets².

Family life and strife:

- One in three couples (30%) have disagreements about the amount of time children should be allowed to spend on gadgets;
- Over a third (36%) of parents claim gadget use during mealtimes is a frequent cause of domestic disagreements;
- On average, people have the choice of three devices to watch home entertainment on;
- Over half of people (55%) admit to leaving multiple gadgets on for 1.5 hours a day while doing something else;
- Films are now the favourite viewing choice across the nation (27%), followed by sport (17%), documentaries (14%), comedy (11%), soaps (10%) and reality programmes (4%).

E.ON is urging people to try its [Saving Energy Toolkit](#) which has already helped over 800,000 customers monitor their home energy use and see how this compares to similar homes. For more information, visit eonenergy.com.

Ends

Notes to editors

- 1. All stats based on research carried among 2,009 British parents by Vision Critical in June 2014, apart from those indicated by caveat 2;
- 2. Based on research carried out amongst 2,000 UK adults by <http://www.visioncritical.com/> in April 2014.

For more information contact:

Scott Somerville (07889 771 804)

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24 November 2014

E.ON announces final 116 turbine design for Rampion Offshore Wind Farm

E.ON has today (MONDAY) announced the final design for the Rampion Offshore Wind Farm project, after receiving consent from the Secretary of State for Energy and Climate Change in July this year.

Situated 13km off the Sussex coast at its nearest point, the 72km² final wind farm would feature 116 turbines, each measuring around 140m high to tip. It would have the capacity to generate 400MW of electricity, enough to supply the equivalent of up to 290,000 homes⁽¹⁾ and reduce CO2 emissions by up to 600,000 tonnes⁽²⁾ a year.

Chris Tomlinson, E.ON Development Manager for the Rampion Wind Farm, said: “Our final proposed wind farm design seeks to optimise the scheme in the best seabed conditions as part of our continuing drive to reduce the costs of offshore wind. We’re now finalising our construction plans and moving closer to being able to secure jobs during both construction and operation. We look forward to moving the project forward and to generating large scale renewable energy helping to secure future electricity supplies.”

Chris Todd, spokesperson for Friends of the Earth, said: “This is really good news as it brings us another step closer to reducing our carbon emissions here in Sussex. We also welcome the fact that E.ON has altered the size and layout of the wind farm which will dramatically reduce the visual impact from the Heritage Coast and the wider South Downs.”

Peter Davies, Development Director of Shoreham Port said: “We welcome the final proposals which ensure the Port’s future as Rampion will no longer affect its anchorage and will maintain straight passage for ships into and out of the port.”

In reaching the optimised wind farm design⁽³⁾, E.ON has reviewed the results of extensive on and offshore engineering surveys and their associated technical and cost implications, alongside commercial and environmental considerations raised by stakeholders during the examination of the development consent order application.

During the proposed 3 year offshore construction period it is estimated that 250 to 300 jobs would be created and local vessels would be utilised, with 40 roles being based at the project management facility in Newhaven Port. It is envisaged that a workforce of up to 100 would be working on the onshore cable route while around 40 to 60 people would be employed at the onshore substation during the proposed 2 year onshore construction. It is estimated that up to 65 full time permanent jobs would be created at the operations base in Newhaven Port once the wind farm is commissioned and fully operational.

E.ON will continue to keep the local community informed on the project’s progress and will be working hard over the coming months and years to make sure they are aware of the onshore and offshore activities associated with building the wind farm.

The Rampion project remains set to become the first offshore wind farm off the south coast of England. A final timetable for construction is yet to be finalised.

Ends

For more information contact:

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

Notes to editors:

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

1,366,560,000KWh / 4,700KWh = 290,757 homes.

2 = The calculation is made using a static figure of 430g/kWh representing the energy mix in the UK (1,366,560,000KWh x 430(g/kWh) / 1,000 = 587,621 tonnes pa.

3 = Subject to sign off by statutory bodies.

E.ON submits final proposal for Benbrack and Loch Urr Wind Farms

E.ON has today (Thursday) submitted two applications for wind farms in Dumfries and Galloway. The proposed Benbrack and Loch Urr wind farms, if constructed, will both be capable of producing over 50MW of electricity.

Benbrack is an 18 turbine site with up to 59.4 MW installed capacity, located 5km to the north east of Carsphairn and approximately 6km to the south of Dalmellington. Loch Urr is a 26 turbine, 83.2MW wind farm located 6.5km south west of Moniaive.

For both sites E.ON has worked closely with the respective communities and undertaken extensive consultation to understand local concerns. Where possible, changes have been made to reflect both community and environmental feedback including a significant reduction in turbine numbers. Loch Urr initially a 63 turbine site has been reduced to 26 turbine site and Benbrack from 27 to 18 turbines.

To give local residents the chance to see both applications, and to ask any questions they may have, E.ON is holding a Meet the Developer event on Tuesday 25 November at Dalry Town Hall from 4pm to 8pm.

Nick Taylor, Project Developer at E.ON, said: "Since we introduced our proposals for both sites we've undertaken extensive consultation and held a number of events to share our plans giving local people the chance to provide their views and concerns. This included public information days and exhibitions, as well as setting up a Community Liaison Group (CLG) which was key in helping us communicate with residents and community councils.

"Having also taken guidance from Scottish Natural Heritage, we removed the northern section of our Loch Urr Wind Farm plans to significantly reduce the impact on the neighbouring Moniaive and Dunscore communities. Through local and environmental consultation the size of our Benbrack site has also been reduced.

"I would like to thank everyone who provided comment on the proposals, especially members of the CLG, who have helped shape our final plans. The forthcoming Meet the Developer Day will be a great opportunity for local people to view our final proposals and ask any questions they may have."

Anyone unable to attend the event, but interested in discussing the site should call 0800 096 1199 or email swscotland@eon.com. The updated proposals will be available on the E.ON website at www.eonenergy.com/lochurr or www.eonenergy.com/benbrack

Ends

For more information contact:

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

14 November 2014



E.ON encourages local people to view its Dalchork Wind Farm plans

E.ON is encouraging local people to view its Dalchork Wind Farm plans at a Public Exhibition later this month. Local people will have the chance to meet the project team and share their opinions which will be taken into consideration before the final planning proposals are submitted.

The wind farm, if constructed, would be located to the north of Lairg and could feature up to 45 turbines that together would produce up to 135 megawatts of electricity.

The public exhibition will be held at Lairg Community Centre on 18th and 19th November between 4pm and 8pm.

Stephen Milburn, Project Developer at E.ON, said: "Since we introduced our proposals in March 2013, we've been working hard to move the project forward while ensuring local views are considered.

"We've installed 3 met masts to collect information about the weather to help us understand the best location for the turbines and we're about to undertake noise monitoring to ensure there will be no noise impact on the properties nearest the site.

"We've also take on board residents' concerns about the visual impact, by taking advice from a local landscape expert as well as our Community Liaison Group and as a result we've reduced the development area to lessen the impact on the Wild lands.

"These sessions are being held to keep the local community informed about our plans and give them the opportunity to share their views before we submit our planning application. We'd like to invite as many of the community as possible to come along to the community centre next week, when we'll be happy to discuss our proposals and outline how the wind farm could now look."

E.ON currently operates four onshore wind farms in Scotland, including the nearby Rosehall Wind Farm. Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199, email dalchork@eon.com or visit eon-uk.com/generation/dalchork.aspx.

Ends

For more information contact:

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

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E.ON UK continues to invest substantially despite decline in sales and profits in supply businesses

E.ON has today (WED) announced details of its interim financial performance for January to September 2014.

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

	Jan-Sep 2014	Jan-Sep 2013
Sales (Turnover) £m	5,378	5,876
Profit (EBITDA) £m	158	236
Investment £m	50	42

A fall in energy demand, primarily due to milder weather, has had a direct impact on E.ON's sales from January to September, with a £498 million decrease when compared to the same period last year. As a result, profits have also fallen by £78 million to £158 million.

E.ON UK Chief Executive, Tony Cocker, said: "Despite profits being down, from January to September we invested £50 million in our supply business. This investment has helped us maintain our focus on the services we offer to our customers. Improving our services and rebuilding [trust](#) is vitally important to us and continues to form the centrepiece of our business strategy as we look to 2015.

"We're now seeing the results of our investment and the hard work of our colleagues coming to fruition. An example of this is improving our position on the Citizens Advice energy complaints league table by implementing new training processes and systems. Obviously our overarching aim is to minimise the need for our customers to contact us with their concerns, but on the occasions where we do get things wrong we're handling our customers' complaints with care, we're identifying the causes and we're working to put things right as quickly as possible.

"We're also working hard to make things simpler for our customers and recently announced that from January 2015 switching will now take half the time¹. By transforming our systems, residential customers will be able to switch to us in 17 days², helping to create more choice and competition in the market.

"Our [Saving Energy Toolkit](#) has been visited by almost 750,000 residential customers and we've recently launched a new [toolkit](#) for our small and medium-sized business (SME) customers. They will benefit from energy saving analysis and tools which are usually only available to larger industrial and commercial businesses. This is yet another way we've helped ensure our SME customers use, and therefore pay for, no more energy than they need³.

"Over the last few months we've also launched a number of fixed one-year tariffs, the latest of which meant we were the cheapest energy supplier in the market⁴ and the first of the larger suppliers to top the best buy tables this year. We'll continue to review our tariffs ensuring that we're offering competitive prices to help our customers in as many ways as possible, especially as we approach the winter months."

Generation, Upstream and other activities in the UK: Sales fall due to difficult market conditions affecting generation assets, whilst profits increase due to North Sea oil and gas activities

Generation, Upstream and other activities operating in the UK:

	Jan-Sep 2014	Jan-Sep 2013
Sales (Turnover) £m	1,221	1,404
Profit (EBITDA) £m	201	242
Investment £m	432	461

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "We continue to see significant growth in our North Sea oil and gas activities which have contributed to a £39 million increase in profits.

"Despite the fact our fossil fleet continues to experience difficult market conditions, in the first nine months of 2014 we invested £432 million in our generation and upstream businesses. This demonstrates how we're continuing to play our part in improving the UK's energy infrastructure.

"For example, we were proud to welcome the Deputy Prime Minister, Nick Clegg, to our £120 million Blackburn Meadows biomass plant which is nearing completion and will produce enough renewable energy to power 40,000 homes. Our £700 million Humber Gateway Offshore Wind Farm is also well into the construction phase with 37 of 73 turbines already installed and the £4 million Operations and Maintenance base now open. The wind farm is due for completion in 2015 and has created a number of job opportunities and business for locally based companies during the construction process.

"Investing in our existing plant is also a priority to ensure they can continue to play a crucial role in keeping the lights on as the UK's generation sector transitions to lower carbon technologies. We're also prepared to play a full and active role in the forthcoming UK capacity market process.

"I'm proud of the ongoing investment we're making. Our efforts are helping the UK to maintain the necessary generation mix so that the country can have secure energy, affordable energy and sustainable energy in the long term."

Ends

Notes to Editors:

- 1= Switches to E.ON were previously completed in around 35 days (Suppliers are currently obligated to take all reasonable steps to complete a transfer within 21 days after cooling off period)
- 2= Includes a 14 day cooling off period
- 3= The Energy Toolkit is being trialed by around 20,000 E.ON SME customers before being offered to hundreds of thousands more from early 2015
- 4= E.ON Energy Fixed 1 Year v12 - based on Ofgem annual average dual fuel consumption with payment by fixed monthly Direct Debit with paperless bills. 13,500 kWh for gas and 3,200 kWh for single rate electricity or 4,600 kWh (2,070 kWh day and 2,530 kWh night) for Economy 7 electricity. This offer is not available to prepayment, restricted hour tariff meters, gas only customers and non-residential customers

For more information contact:

Roxanne Postle (02476 195 785) roxanne.postle@eon-uk.com

Victoria Blake (02476 181 304) victoria.blake@eonenergy.com

Andrew Barrow (02476 183 677) andrew.Barrow@eon-uk.com

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'Boomerang Generation' trend pays off for parents and their children

- New research from E.ON and Age UK shows that a fifth of young adults have moved back to their parents' home at least three times
- A quarter of parents worry that they'll have to pay out more on energy bills, despite three quarters of returning children contributing to household costs

The modern day 'Boomerang Generation' trend of adult children moving back in with their parents is proving mutually beneficial. Both parties say that living together again has actually worked out better than they'd expected (41% parents, 34% children), according to new research by [E.ON](#) and [Age UK](#)¹. Fewer than one in ten people feel the experience has actually been worse than they'd anticipated (7% parents, 10% children).

The main reasons young adults come back to 'the nest' are because they can't afford to rent or buy a home (41%), a divorce or break-up from a partner (41%), and returning from university (22%). Almost a quarter of those asked say wanting to save money is their key motive for moving back in with their parents (23%).

Parents' top concerns about their children moving back in are: the impact this will have on their own privacy and space (65%); increased food costs (35%); and having to spend more on energy bills (26%). While three quarters of adult children say they contribute to the family household outgoings (75%), they seem to be earning their keep in other ways too - with a fifth of parents admitting to using their returning children as a taxi service (9%) and to help them with the housework (12%).

Parents say they like having their offspring back home as they know they're safe (32%) and they're eating properly (43%), with nearly a fifth of adult children (19%) admitting they like returning to their parents' home cooking.

The UK now has around 300,000 multi-generation households - up 20% since before the recession². A third of British adults admit to moving back in with their parents after thinking they had left for good (31%), and a fifth have done so at least three times (21%).

David Bird, Residential and Customer Operations Director at E.ON, said: "There are a number of factors that have caused the Boomerang Generation trend - a major one being the rising cost of living. If there are suddenly more people under your roof, it's important to look at household utilities, including your energy bill, to see where you can make savings.

"We'd urge everyone to spend a few minutes checking they're on the best deal for their circumstances and to use tools like our Saving Energy Toolkit to help ensure they're using and paying for no more energy than they need. A little bit of research now should help families manage bills and budgets far more effectively this winter and beyond."

Gordon Morris, Managing Director at Age UK Enterprises, said: "It's encouraging to see that both older parents and adult children are finding the effects of living together positive. It's important to be open and discuss factors such as bills and domestic chores when living under one roof; keeping an open dialogue helps to ensure everyone is happy with the living situation.

"It's equally important that people in later life are aware of steps they can take to help keep energy bills down, as well as the additional support they could be entitled to - regardless of whether their children have returned home to live with them."

E.ON and Age UK offer an energy tariff tailored for people aged 60 or over called '**Age UK Fixed 2 Year**' which provides peace of mind for customers who want to be protected from price changes for two years.³

E.ON, along with other energy companies, also offers a range of measures to help older and low-income customers, including:

- The Warm Home Discount scheme where eligible people, including those who receive income-based benefits or who have a disability, can receive £140 off their winter electricity bill;
- The Energy Company Obligation, which supports the installation of energy efficiency measures such as cavity wall and loft insulation in low-income households and in properties that are harder to treat;
- Practical debt advice including home visits and information on funding schemes for customers who can't afford to pay their bills.

For more information about how E.ON can help customers use and pay for no more energy than they need, visit eonenergy.com.

Ends

Notes to editors:

- 1 All data based on research carried out among 2,000 British adults by Vision Critical in September 2014 unless otherwise stated;
- 2 Based on ONS data;
- 3 Customers' prices are protected subject to VAT and regulatory changes. Age UK Fixed 2 Year is not available to customers with prepayment or non-standard meter types. The tariff has no exit fee.

For more information contact:

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

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E.ON submits final proposal for Allt Rubha Wind Farm

E.ON has today (Friday) submitted an application for its 9 turbine Allt Rubha Wind Farm to Argyll and Bute Council. The wind farm, if constructed, will be located south of Ardrishaig and would be capable of producing up to 27MW of electricity.

Following the launch of the wind farm proposal in February 2013, the company has worked closely with the local community, as it believes it's important to understand their concerns, and where possible, changes have been made to reflect and incorporate community feedback into the design of the project.

Having taken on board feedback as well as the results from studies and assessments, E.ON has significantly reduced the proposed wind farm from 24 to 9 turbines.

To give local residents the chance to see its application and to ask any questions they may have, E.ON is holding a Meet the Developer day.

The Meet the Developer event will be held at:

Ardrishaig Village Hall on Tuesday 4 November from 2pm-8pm

Emma Clark, Onshore Development Manager at E.ON, said: "Since we introduced our proposals in February 2013, we've held a number of events to share our plans with local residents to give them every chance to provide their feedback. This included public information days, exhibitions and design workshops. We also set up a Community Liaison Group (CLG) which provided a way of communicating directly with local residents and respective community councils to ensure we fully understood the community's views on our proposals.

"I would like to take this opportunity to personally thank all of those who provided comment on the proposals, and especially members of the CLG who have given up their own time over the last 18 months to help inform the design and layout of the wind farm."

"The forthcoming 'Meet the Developer Day' will be a great opportunity for local people to view our final proposal and ask any questions they may have. The local feedback we have received so far has helped shape our final proposal and we'd like to thank everyone involved including both local people and the community councils."

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199 or email <mailto:inverneill@eon-uk.com>. The updated proposals will be available on the E.ON website at eonenergy.com/alltrubha.

Ends

Notes to editors:

- E.ON had previously proposed the site to feature 24 turbines. Based on local views and results from studies and assessments, E.ON has made amendments to its proposals, which also include changing the name of the wind farm from Inverneil to Allt Rubha, after a watercourse on the site.

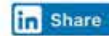
For more information contact:

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

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

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29 October 2014



E.ON launches new competitive fixed one year product

E.ON has today (WEDNESDAY) launched E.ON Energy Fixed 1 Year v12. This is currently E.ON's cheapest fixed price tariff at £965 a year for the average unrestricted dual fuel customer paying by fixed monthly Direct Debit with paperless bills⁽¹⁾.

The tariff is available to both existing and new customers. E.ON reserves the right to withdraw the tariff from sale at any time.

As with all E.ON tariffs, there are also a number of other benefits **included** in E.ON Energy Fixed 1 Year v12:

- The ability to earn a total of £20 for having both your electricity and gas with E.ON;
- The opportunity to register to receive up to 1,500 E.ON Reward Points a year, worth £15, which can be converted into high street vouchers or Tesco Clubcard points (which could be worth up to £60 with Clubcard Boost partners);
- The choice to opt in to receive Price Alerts. This lets you know when E.ON releases a new version of a customer's fixed price tariff⁽²⁾.

Ends

Notes to editors:

1 = E.ON Energy Fixed 1 Year v12 is only available to domestic dual fuel and electricity only customers on standard and Economy 7 credit meters (not prepayment) based on Ofgem's average consumption of 3,200 kWh for single rate electricity meters, 13,500 kWh for gas meters and 2,070 kWh (day) and 2,530 kWh (night) for Economy 7 meters.

2 = Available for customers who manage their accounts online and are on an eligible fixed tariff.

For more information contact:

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

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29 October 2014



E.ON comment: Citizens Advice Energy Complaints League Table

Commenting on today's announcement, David Bird, Residential and Customer Operations Director at E.ON, said: "We're pleased to have significantly improved our position on the energy complaints league table over the last two years. However, our journey continues as we know from listening to our customers that there's still more we can do.

"We've been working hard to bring in changes that will improve our customers' experience and enhance the services which we offer, including how we deal with complaints. Our aim is to minimise the need for our customers to contact us with their concerns but understand that sometimes we get things wrong. What is vitally important to us is that if we do get things wrong, we handle our customers' complaints with care, we identify the cause and we work to put things right."

Ends

For more information contact:

Scott Somerville (02476 183 438)

Roxanne Postle (02476 195 785)

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28 October 2014

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E.ON launches Energy Toolkit to help British SMEs save energy

E.ON today announced it has teamed up with US energy intelligence company FirstFuel Software to help British small and medium-sized businesses (SMEs) benefit from energy saving analysis and tools which are usually only available to larger industrial and commercial businesses.

E.ON's SME customers can access its [Energy Toolkit](#) free of charge. Hundreds of thousands of small and medium-sized businesses, regardless of their business type, could benefit from increased insight into how to better manage their energy use and where potential energy savings could be made.

The new Energy Toolkit is simple and intuitive and offers personalised and relevant information tailored to a business's characteristics and needs. The tool gives customers insight into their energy consumption, allowing them to monitor buildings and audit their activities before implementing changes. It is being trialled by around 20,000 E.ON customers before being offered to hundreds of thousands more from early 2015.

Anthony Ainsworth, Business Energy Director at E.ON, said: "In recent years we've taken care to listen to our customers, in face-to-face conversations and through our online customer panels. What they want from their energy supplier is help in making sure they use, and therefore pay for, no more energy than they need.

"In particular, our small and medium-sized business customers want to be able to cut through the confusion and find solutions for their business which are centred on real data, allowing them to understand, compare and control their energy use.

"By introducing FirstFuel's software into our Energy Toolkit, we're changing the game for such businesses - offering advice and meaningful tools based around their own circumstances and giving them benefits usually only seen by larger companies. Helping firms to manage their energy use in a simple and relevant way is crucial in our efforts to become our customers' trusted energy partner."

About FirstFuel

Based in Boston, USA, [FirstFuel](#) Software has clients in the US including Southern California Edison (SCE), the Department of Defense and the U.S. Government. Its analytics platform has helped US businesses identify average savings of 15% on their energy bills, with approximately 50% identified as operational - meaning the benefits are generally available at either low or no-cost to the business.

Swap Shah, CEO of First Fuel, added: "We're excited to work with E.ON to bring forward a new age in energy intelligence and help continue to establish E.ON as the trusted energy advisor to its customers. Our platform enables E.ON to implement deep data analysis across its customer base at scale, giving the organisation the ability to share actionable insights with energy consumers.

"Our focus is not only on bringing advanced analytics to bear for our clients, but also ensuring that we're giving those organisations tools that drive outcomes in energy efficiency."

The Energy Toolkit gives customers their own analysis conducted for each building, complete with an online web portal showing energy consumption and costs as well as a series of energy saving actions that could have significant impact on a business's bottom line.

Using simple pieces of customer information, like electricity consumption data and addresses, the tool also takes on board local weather patterns, building data and other information to identify energy use patterns and calculate where and how the business can cut its energy use.

Anthony added: "Many small and medium-sized businesses don't own their properties but that doesn't mean they can't take action to reduce their energy costs; our Energy Toolkit provides advice on where savings can be made without the need for major investment in the building itself."

Alongside the Energy Toolkit, E.ON offers a range of benefits to help small businesses make real, positive changes to their buildings and their operations, including a free energy efficiency advice line with sector-specific information. Customers who want to invest in new energy saving products for their business can take advantage of E.ON's supplier relationships which offer them exclusive access to discounted prices for lighting and other energy efficiency products.

Customers wanting to register their interest for the E.ON Energy Toolkit should visit the account settings page within their online account.

Ends

For more information contact:

Andrew Barrow on 02476 183 677 or andrew.barrow@eon-uk.com

In the US: Katie Kennedy at Version 2.0 Communications on (617) 426 2222  or kkennedy@v2comms.com

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16 October 2014



E.ON launches tool to help people with prepayment meters find their nearest top-up location, wherever they are

E.ON is today (THURSDAY) launching a 'Prepayment Store Locator' tool which allows anyone with a prepayment meter to find the nearest place to top-up their energy. The tool is available for desktop and mobile devices so people can top-up wherever they are.

The Prepayment Store Locator brings together 50,000 Payzone, Post Office and Paypoint stores across the UK and lets E.ON customers and non-customers search by their current location or a postcode, street name or town. The tool finds the 10 nearest top-up locations and displays store information, directions and maps, and opening times.

This new service is set to please the third of Brits (32%) who say they want convenient and accessible services from the companies they choose to buy from, according to research from by E.ON¹.

Damian Kirk, Head of Prepayment at E.ON, said "At E.ON we've been listening to our customers to show them that we're delivering the improvements and the services they want. The Prepayment Store Locator will help provide a convenient and helpful service for prepayment meter customers and hopefully just make life that little bit easier for them."

Getting ready for winter

E.ON is launching the Prepayment Store Locator ahead of the winter months, alongside advice to help ensure customers use no more energy than they need.

- Heating your home accounts for roughly two-thirds of your energy use². By turning the heating down when you're out, away or asleep, you could significantly cut your heating bills. Only heating the rooms you use will help too. And if your radiators are equipped with thermostats, turn the heating off in rooms you're not using. Finally, remember to programme your heating and to adjust the timings when the clocks change.
- Cutting down on tumble dryer use could help lower energy use. If you can't dry your clothes in any other way and you need to use your dryer, give your clothes a quick extra spin in the washing machine beforehand - they'll dry much quicker.
- Keep radiators clear of furniture - it reduces their efficiency output.
- Don't leave things on standby - no matter what time of year; leaving things like TVs and games consoles on permanent standby means they're still sapping power and costing you money.
- Many modern showers, especially electric ones, heat up immediately so there's no need to run them before getting in - running them for less time will save you water and money.

For more information about E.ON's new Prepayment Store Locator, to find out how E.ON can help you use and pay for no more energy than you need, and to share views visit:

- eonenergy.com/prepay-top-up
- twitter.com/eonenergyuk
- facebook.com/eonenergyuk

Ends

For more information contact:

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

Notes to editors:

1. All data based on research carried out among 2,000 British adults by Vision Critical, September 2014.

2. Source: E.ON.

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One million customers sign up to E.ON Rewards as new research reveals four in five Brits are now on loyalty reward schemes

Money-savvy Brits are reaping the benefits of company reward schemes with the majority of people (80%) signed up to at least one, according to new research from E.ON¹.

The study found that customer reward initiatives are proving hugely popular with a fifth of respondents (20%) claiming to be a member of five or more schemes. A quarter of people say they're at least £50 a year better off as a result.

The research has been conducted as E.ON celebrates its millionth customer signing up to receive E.ON Reward Points. To mark the milestone, E.ON will be giving away one million Tesco Clubcard points to its customers.

E.ON Rewards launched in December 2013 and customers can sign up to receive 1,500 E.ON Reward Points worth £15 a year when they join an E.ON dual fuel or electricity tariff. The points can be exchanged for Tesco Clubcard points where customers can boost them by four times their value (to £60 a year) with Clubcard Boost or for Bonusbond gift vouchers to spend on the high street.

E.ON recognises that loyalty, together with trust, are two of the key foundations for building strong customer relationships.

David Bird, Residential and Customer Operations Director at E.ON, said: "We understand that loyalty and trust are important in any relationship, and it's no different for energy companies. Our customers are always our priority, and we're working hard to improve our relationship with them.

"One million customers signing up to our E.ON Rewards programme is a landmark moment. Through initiatives like this, we hope to show our customers that we're listening so we can deliver the improvements they tell us matter most to them."

For more information about how E.ON can help customers use and pay for no more energy than they need, to share views, and to find out more about E.ON's one million Tesco Clubcard points giveaway competition (which closes on Friday 12th December 2014), visit:

- eonenergy.com
- twitter.com/eonenergyuk
- facebook.com/eonenergyuk

Ends

Notes to editors:

1 All data based on research carried out among 2,000 British adults by Vision Critical, September 2014

For more information contact:

Jag Kahlon at E.ON on 02476 181 308/ Jag.Kahlon@eonenergy.com

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03 October 2014



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E.ON confirms it will apply for a maximum three year agreement for its Ratcliffe-on-Soar power station in the 2014 capacity auction

E.ON has today (FRI) confirmed that its application under the Capacity Market Rules was for a maximum three year agreement for its Ratcliffe-on-Soar power station as it is a refurbishing plant under the new capacity market arrangements. E.ON's other applications are as published in the Capacity Market Register.

As a result of the way the Capacity Market Rules have been developed and following completion of the pre-qualification process, National Grid has shown the maximum period that, as a refurbishing plant, the power station is eligible to apply for, based on the level of investment we are making in a programme of plant improvements.

However, from the outset E.ON has been clear it will only apply for a maximum of three years as part of this process, in line with DECC's view of the State Aid requirements and the stated policy intent.

Commenting earlier, Tony Cocker, Chief Executive of E.ON UK said: "We have been clear with our colleagues, National Grid, DECC and the Government that we would be, and are, seeking a maximum three year agreement under the Capacity Market Rules for Ratcliffe. It's unfortunate that a different period of time has been published as to what is our clear, unambiguous and stated goal but ultimately that is not within our hands.

"We believe, however, that Ratcliffe will still have a key role in keeping the lights on as the UK's generation sector transitions to lower carbon technologies. Through our investment at Ratcliffe we are ensuring that it can do so reliably, efficiently and effectively.

"Our programme of investment in multiple generation projects, including many renewable energy assets demonstrates what can be achieved with talented engineers and the backing of a company prepared to play its part in helping the UK meet the energy challenge."

Ends

For more information contact:

Scott Somerville (07889 771 804)

scott.somerville@eon-uk.com

Roxanne Postle (02476 195 785)

roxanne.postle@eon-uk.com

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30 September 2014



E.ON invites local people to find out about changes to its proposed Enoch Hill Wind Farm

E.ON is inviting local community members to attend public exhibition sessions, to find out more about their plans to develop the Enoch Hill Wind Farm to the south west of New Cumnock.

The wind farm would be located south west of New Cumnock in East Ayrshire and could feature between 20-23 turbines, with a capacity to produce around 78.2MW of electricity.

The public information sessions will be held at:

Dalmellington Community Centre, Ayr Road, Dalmellington

Tuesday 7 October - 4pm to 8pm

New Cumnock Community Centre, The Castle, New Cumnock

Wednesday 8 October - 4pm to 8pm

Simon LeJeune, Project Developer at E.ON, said: "These 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 views before we submit our planning application.

"We'd like to thank local people for the feedback they've already provided through our Public Information Days held in November 2012, and through the Community Liaison Group, which we've actively taken on board.

"Since then we've made the commitment that no turbines will be placed within 1.5km of the nearest residential dwelling following concerns over the visibility and proximity of the site and have also agreed to consider the combined environmental impact of all wind farms within 35km.

"We'd like to invite as many of the community as possible to come along to the Dalmellington and New Cumnock community centres next week, when we'll be happy to discuss our proposals and outline how the wind farm will now look."

Anyone wishing to get in touch can contact us on 0800 096 1199, or email swscotland@eon.com. For the latest information on the proposals please visit eonenergy.com/enochhill.

Ends

For more information contact:

Victoria Blake: 02476 181 304 or victoria.blake@eonenergy.com

Roxanne Postle: 02476 195 785 or roxanne.postle@eon-uk.com

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12 September 2014

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Deputy Prime Minister visits E.ON's Blackburn Meadows biomass facility in Sheffield

Energy company E.ON today welcomed the Rt Hon Nick Clegg MP to its £120million Blackburn Meadows biomass plant in Sheffield as the 30MW facility nears completion.



Blackburn Meadows is now in the final stages of construction and is due to be fully commissioned later this year. The plant will be the third biomass plant in E.ON UK's generation portfolio and will convert locally sourced recycled waste wood into electricity helping to reduce the impact energy generation has on the environment.

Work commenced on Blackburn Meadows in 2011 and since then, around 3,400 people have been involved in the construction process, including a number of local contractors. This has helped ensure around £15 million of investment has stayed locally and the plant will continue to support the local economy by creating more than 30 full time jobs.

When the plant is fully operational, a community benefits fund worth up to £25,000 a year will be put in place, supporting local projects throughout the lifetime of the plant. An onsite visitor centre will be officially opened later this autumn, which will demonstrate how energy is produced and highlight the industrial heritage of the site.

Rt Hon Nick Clegg MP said: "As a local Sheffield MP I'm particularly proud that our city can look forward to being powered by 30MW of low-carbon, green energy thanks to this development. This is particularly important in the context of hitting our targets to reduce emissions and make our energy production more secure.

"Around 80,000 tonnes of carbon dioxide will be displaced every year, the equivalent of taking more than 20,000 cars off the UK's roads. E.ON's Blackburn Meadows biomass facility is a significant step to make Sheffield a greener and more sustainable city."

Tony Cocker, E.ON UK's Chief Executive, said: "We're delighted to welcome the Deputy Prime Minister to our new biomass facility in Sheffield. It's a great opportunity to highlight all the hard work that has gone in to the project, as well as the investment being made in the local community and the UK's energy infrastructure.

"As a business we've invested over £1.8bn in renewables since 2009 and Blackburn Meadows, along with other ongoing projects in E.ON's portfolio, demonstrates our continued commitment to investing in low carbon generation in the UK."

Luke Ellis, E.ON's Blackburn Meadows Project Manager, said: "Blackburn Meadows generated electricity and synchronised with the local distribution network for the first time in June, and we're very proud to have now reached the final stage of the project. We'll soon be handing over to the team who will manage the day to day running of the plant.

"Once fully operational, Blackburn Meadows will play an important role in ensuring the future security of supply for the UK, by producing enough energy to power 40,000 homes."

Blackburn Meadows will also supply hot water to a new £20 million low-carbon district heating network in the Lower Don Valley, which is due for completion in early 2015. The district heating network will capture an additional 25MW of heat energy which would otherwise be lost in traditional energy generation. The project will supply low carbon heat through a pipe network to a number of local businesses.

Ends

For more information contact:

Roxanne Postle (02476 195 785) or Scott Somerville (02476 183 438)

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'Trusting you, trusting me': Over half of Brits cite trust as the most important factor in both business and personal relationships

New research¹ from energy company E.ON shows people value similar attributes in their business and personal relationships, with trust topping the list of qualities they look for.

E.ON polled 2,000 British adults to explore how strong relationships can be built and maintained as part of the company's ongoing mission to become its customers' trusted energy partner.

According to the research, the most important attributes for maintaining strong relationships with companies are trust (60%), honesty (53%), loyalty (42%) and helpfulness (41%). For relationships with friends and partners, trust (71%) is followed by loyalty (55%), humour (47%) and honesty (46%).

Communication is key

Poor communication is the ultimate no-go in personal relationships with almost a quarter (22%) citing this as the cause of previous relationship breakdowns and one in six Brits (16%) expecting hourly contact from their other halves.

Over half (53%) of Brits would be 'very angry' if they were ignored by a business, while fewer than a third (30%) say they'd be equally as angry if they were ignored by a friend or partner, reflecting the nation's growing expectation for excellent customer service from organisations.

Dr Lynda Shaw, Psychologist and Relationship Expert, said: "When forming any type of relationship, trust is crucial - whether it's with a romantic interest, hairdresser or an energy company.

"Trust stimulates the hormone oxytocin in the brain and this enhances trust. This wonderful feedback loop aids bonding and loyalty. It is however, also known to strengthen social memories which means that when we're let down by those in whom we've placed our trust, the effect is amplified. That's why it's so important to gain trust and keep it."

When it comes to business relationships, water companies (2%) are the organisations we're least likely to feel strong ties to, closely followed by councils (3%) and energy providers (4%). And despite the fact that almost a third of Brits (29%) frequently change in their romantic relationships, almost half (40%) have stayed with their energy supplier for five years or more.

Fiona Stark, Corporate Affairs Director at E.ON, said: "Our research shows that trust is the most important trait in both personal and business relationships, and distrust is the most frequent cause of relationships breaking down.

"At E.ON we recognise that trust and communication are the key foundations of a strong relationship with our customers. That's why we're keen to show our customers that we're on it - by helping them ensure they're using and paying for no more energy than they need.

"We want to earn and keep our customers' trust, which is why we've set up initiatives such as our monthly Facebook Q&A sessions which are taking place throughout September and allow us to address our customers' issues directly with them."

For more information about how E.ON can help customers use and pay for no more energy than they need, and to share views visit:

- eonenergy.com/onit
- twitter.com/eonenergyuk
- facebook.com/eonenergyuk

Ends

Notes to editors:

¹ All data based on research was carried among 2,000 British adults by Vision Critical in September 2014.

For more information contact:

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

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10 September 2014

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E.ON responds to update on preparations for smart metering

Responding to the Public Accounts Committee (PAC) report on smart metering today, **Don Leiper, New Business Director at E.ON**, said: "The rollout of smart meters is a vital upgrade to our national energy infrastructure. It will facilitate easier switching, bring an end to estimated billing and give customers the tools they need to control their energy use.

"We're working hard to deliver the most cost effective rollout of smart meters for all our customers. In fact, one of the main reasons we've already started installing smart meters is so we can gain key learnings now to enable us to minimise costs in the longer term.

"We've been installing smart meters in our customers' homes and businesses for three years and have fitted almost 350,000 meters to date. Customers have given us positive feedback, telling us that having a smart meter has changed their behaviour and helped them reduce their energy use. Furthermore, these benefits are lasting, with many customers still using their In Home Displays two years on.

"We're working closely with Smart Energy GB which has a vital role to play in engaging the entire population with the benefits that smart metering can bring. We also regularly share our learnings with DECC and Ofgem to help ensure the best possible experience for all customers.

"Customers' needs will change in the future and technology must adapt to keep up. For now, many customers tell us they like the physical presence and visibility that In Home Displays provide. We'll continue to listen to and respond to customers' needs as part of our commitment to offering them the information and tools they want, in the ways they want them."

Addressing other points in the PAC report, Don added:

"Supporting our vulnerable customers is a priority for us and we offer a tailored service for them. This includes having a dedicated account handler throughout the smart meter installation process, ensuring customers know they can have a friend or relative present during the installation, and phoning customers after the installation to help them get the best from their smart meter.

"Early next year we'll start installing smart meters in our prepayment meter customers' homes. We're committed to this and believe smart metering could be transformational for these customers, offering them a greater choice of tariffs, more convenient ways to pay, and the potential for suppliers to alert them when they need to top up their energy.

"But smart meters are only part of the story, and we're continually taking steps to help ensure our customers use and pay for no more energy than they need. For example, more than 660,000 customers are now using our Saving Energy Toolkit to see how their energy stacks up to similar homes, and more than a million customers have switched to a tariff that better suits their circumstances with our 'Best Deal For You' service.

"After calling for an independent examination of the energy industry, we've welcomed the investigation by the Competition and Markets Authority. We believe this is the only way trust can be restored within our industry."

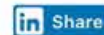
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For more information contact:

Jag Kahlon on 02476 181 308

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10 September 2014



Media statement re: closed credits

E.ON UK has today (WED) confirmed it will create a new trust fund to manage any future unclaimed, closed credits (money that has been left behind when a customer has switched energy supplier or moved house for example) for the benefit of those in fuel poverty.

Commenting on the announcement Tony Cocker, Chief Executive of E.ON UK said: "We share the desire for there to be more transparency around where any unclaimed money goes and agree that in the past we have not been really clear regarding how the money has been used. That is why we will establish a new trust fund to help vulnerable customers. This will be funded by any future unclaimed monies and will wholeheartedly meet the 10 new guiding principles we have helped to create and which have been welcomed by Ofgem.

"The trust fund will be supported by future unclaimed closed-credits from 2016 onwards but in order to get things moving and help people sooner, we are committed to funding the trust at the expected level of unclaimed credits in both 2014 and 2015. We anticipate that at current rates the fund will have access to around £3m each year.

"Looking back at the last few years, excluding our mandated obligations, we have spent around £44m in providing support to vulnerable customers. We remain fully committed to continuing to support all customers and this new trust fund will be part of that effort. It should also be made clear that any unclaimed credit balances will always remain available to customers should they ultimately come forward."

Ends

For more information contact:

Scott Somerville (02476 183 438 or 07889 771 804)

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01 September 2014

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Energy efficiency is 'plain abseiling' for Liverpool tower block

Cavity wall insulation installers have taken a unique approach to improving the energy efficiency of two 17-storey Liverpool tower blocks - by abandoning scaffolding and abseiling down the sides of the buildings instead.

More than 140 residents in the Conway Street tower blocks in Liverpool are set to benefit from cavity wall insulation which could save them up to £75 a year on their energy bills¹.

The scheme has been funded by energy company E.ON with residents benefiting from the energy saving measures which came at no cost to them.

A specialist team of insulation experts from [Tempo Insulation](#) Services Ltd steered clear of the more traditional scaffolding poles and planks, instead filling the cavities in the building whilst they were suspended by ropes, sometimes 155 feet off the ground. As well as needing a head for heights, the team battled torrential rain and wind to get the job done in just four weeks.

Rhodri Andrews, Business Development Manager from insulation installers Tempo, said: "We believe we're the only company doing this type of work in the North West, and we've developed the procedure to provide a cost-effective and non-intrusive insulation solution for high rise tower blocks.

"By using innovative techniques, we didn't need to have scaffolding up on the tower blocks for weeks on end. The feedback from residents was that they much preferred this way; they felt more secure at home not being surrounded by scaffolding and at the end of each day we could simply pull up the ropes and you wouldn't know anybody had been on site."

The Conway Street tower blocks are understood to be the first in Liverpool and the North West to have used abseiling techniques to fill cavities with insulation.

E.ON funded the scheme through its commitment to the Energy Companies Obligation scheme.

Energy Efficiency Director, Don Leiper, added: "Energy saving schemes like this bring real help to people to reduce their energy consumption and cut their bills. These projects are funded through our customers' bills which is why we make sure we provide this help in the most cost-effective way we can. By working with Tempo in this way we've been able to cut the costs of delivery as well as reducing time on-site and inconvenience to residents."

Abseiling is a non-intrusive, cost effective way of being able to undertake the work. Using specialist techniques to anchor the ropes, the insulation engineers used a combination of weighted systems and anchor bolts. All employees had to undergo rigorous training to be able to qualify and reach the desired standard.

For more advice on how to save energy, and to find out how your energy use stacks up to similar homes, visit E.ON's Saving Energy Toolkit at eonenergy.com/savingenergy.

Ends

1. Source: www.energysavingtrust.org.uk/Insulation/Cavity-wall-insulation

For more information or arrange a media visit to site please contact:

Melanie Hughes at Tangerine PR on 0161 817 6600 or Jag Kahlon at E.ON on 024 76 181 308

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About Tempo Insulation Services Ltd

Tempo specialise in the installation and maintenance of energy efficient measures in domestic homes including heating, insulation and renewables and work extensively on utility funded schemes. Tempo has a passion and commitment to quality, safety and care. Keeping things simple like recruiting and employing local labour, having local depots, supervision and management and striving for continual and never ending improvements to achieve our goal in delivering service excellence.

Rhodri Andrews, rhodri.andrews@tempoinsulation.co.uk

www.tempoinsulation.co.uk

27 August 2014

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Trainees complete first stage of E.ON's new Customer Service Apprenticeship as more 16-24 year olds apply

E.ON has held a graduation ceremony for its first intake of 15 trainees who have completed the initial phase of its industry leading Customer Service Apprenticeship.

The initial phase of the Customer Service Apprenticeship is a paid traineeship comprising of seven weeks sector-ready training. The trainees have been gaining work experience in different areas of the business, understanding how energy is produced at Ratcliffe Power Station, and learning valuable skills such as formal CV writing, IT proficiency and how to use less energy.

The 15 trainees will find out this week whether they have been successful in progressing onto the full Customer Service Apprenticeship following a competitive interview process. The full apprenticeship will be a structured one year programme, specialising in both 'on the job' and 'off the job' training, including work experience in key areas across Customer Operations.

Those who don't progress beyond the traineeship will still have gained valuable skills, an E.ON Certificate of Employability and an industry recognised traineeship qualification highlighting the experience gained and training undertaken. The company will also work to find other opportunities for these young people within the industry.

Dave Newborough, UK HR Director, E.ON UK, said: "We've seen these trainees go from strength to strength over the past seven weeks and have had really positive feedback regarding their individual experiences.

"We want the energy industry to appeal to young people when they are considering a particular career path, especially as we are facing a potential skills shortage within the sector. With this in mind, it's really encouraging that we've seen a significant increase in applications for the second intake, and it also demonstrates that there is real appetite for programmes such as our Customer Service Apprenticeship.

"We'll continue to support more talented young people into training and employment, particularly in the communities in which we operate, and in 2014 aim to provide 60 traineeships, resulting in 40 full apprenticeships, through this programme alone."

The Customer Service Apprenticeship will give young people aged between 16-24 years of age the opportunity to embark on a career in the energy industry. E.ON has piloted this programme in Nottingham but will be rolling out to other areas in which it operates throughout 2015.

The programme is facilitated by the newly formed Energy and Efficiency Industrial Partnership (EEIP). The EEIP has been formed as part of the Employer Ownership of Skills government initiative.

E.ON has also written to The Department of Business, Innovation and Skills to express its interest leading the sector in the development of a Trailblazer Apprenticeship for Consumer Trust and Customer Care Compliance in the Energy Industry.

Ends

For more information contact:

Roxanne Postle - 02476 195 785

Roxanne.postle@eon-uk.com

27 August 2014

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E.ON serves up a helping of digital education at techy tea party

Nottingham residents are being invited to an educational tea party hosted by energy company E.ON. The event is open to anyone and will help local people switch on to the digital world and power up their online skills.

The interactive sessions will be held free of charge at E.ON's offices at Trinity House, Burton Street, Nottingham, on Tuesday 9th September in two sittings, from 11am-1pm and from 1pm-3pm. Anyone interested can request a place on either of the sessions by asking a friend or family member to email EUKcommunityrelationsteam@eon-uk.com. Alternatively, Age UK can make bookings on 0115 8440011.

Those attending can learn about a range of topics, from how to get online to sending emails and using social media, while enjoying complimentary tea and biscuits.

The tea party is being held as part of E.ON's involvement with Go ON UK, the UK's digital skills alliance, which recently launched a series of community activities in the North West, supported by E.ON. Working with a number of partners, Go ON UK is aiming to reduce the number of people in the North West who are without basic online skills.

Simon Gilby, Digital Excellence Manager, at E.ON, said: "We hope the digital skills that people can learn at this tea party will help them to get plugged in to everything the technological world has to offer.

"At E.ON, we get around two million visitors to our website every month, which demonstrates the demand for online services these days. Yet one in five people still don't have basic online skills¹ and that's something that needs to be addressed.

"The internet has become a valuable way for us to help our customers use no more energy than they need and pay no more than they need to, so we're keen to help as many people as possible improve their digital knowledge. This techy tea party is just one of the events we'll be holding as part of the Go ON UK campaign to help us to achieve this."

Nottingham residents can also bring their gadgets along to the techy tea party sessions, to learn how to get the most out of them.

Baroness Lane-Fox, Chair of Go ON UK, said: "E.ON's techy tea party is a great way to communicate the messages of the Go ON UK campaign. The company's volunteers, who will be providing help and advice to attendees on the day, are dedicated to helping Nottingham residents develop their basic online skills and helping them make the most of what the internet can offer.

"We look forward to seeing the difference that sessions such as these will make within the local community."

Ends

For more information contact:

Jane Branscombe on 02476 183681

jane.branscombe@eon-uk.com

Notes to Editors:

¹ Ipsos MORI BBC Digital Capabilities Update

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 West is working with people and partners to kick-start the regional digital skills roll out in the North West of England from 24 June. This is the third regional programme being rolled out by Go ON UK and partners to help increase the Basic Online Skills of individuals, SMEs and charities, following on from successful launches in the North East of England, and in Northern Ireland. The programme will provide a platform for sustainable digital skills growth in the North West.

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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E.ON UK: Sales and profit fall but investment in supply activities increases for the first six months of 2014 (H1 2014)

E.ON has today (WED) announced details of its half-year financial performance for January to June 2014.

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

	H1 2014	H1 2013
Sales (Turnover) £m	3,246	4,368
Profit (EBITDA) £m	188	273
Investment £m	33	29

E.ON UK Chief Executive, Tony Cocker, said: "Our supply business has seen a £422 million decrease in sales when compared to the same period last year, which is primarily due to milder weather. Although parts of the UK faced widespread storms, the first six months were actually considerably warmer in comparison to the same period in 2013. This has meant customers have used

less energy.

"This fall in demand has also had a direct impact on profits, with EBITDA decreasing by £85 million to £188 million. Despite this, we continue to invest significantly in our supply business and I'm pleased to say that in the first half of this year we have increased our investments to £33 million.

"This boost in investment has predominantly been in smart meter installations. We've now installed more than 330,000 meters in our customers' homes, which will help them control their energy use. We've also further enhanced the level of our customer service through a wide range of programmes including upgrading our IT systems in order to provide our colleagues with the best available technology to support our customers.

"Our overarching goal is to keep making improvements to the services we offer our customers as we believe there's always more that can be done. For example, we've noticed a massive increase in the number of customers wanting to access our online tools via their mobile devices. As well as ensuring the majority of our website is now accessible in this way, in January we also updated our 'Best Deal For You' service so customers can ensure they're on our best tariff quickly, easily and wherever they are, through their mobile device.

"We're also investing in new recruitment processes which we believe will help tackle the skills shortage within the sector, support the government's youth unemployment agenda and deliver improved training and development for our colleagues. For instance, our industry leading Customer Service Apprenticeship scheme will give 16-24 year olds, who live in the local communities in which we operate, the opportunity to embark on a career in the energy industry. This innovative scheme will also help us build on the progress we have already made in improving our services for our customers.

"We want to ensure that we're playing our part in restoring confidence in the industry and are therefore pleased that the energy market has been referred to the Competition and Markets Authority (CMA) - something we first called for back in 2011. We feel that through our own actions, and the CMA investigation, we can take another step towards becoming our customers' trusted energy partner."

E.ON H1 2014 Generation, Upstream and other activities in the UK: Difficult market conditions for generation assets see sales fall, whilst profits increase due to upstream oil and gas activities

Generation, Upstream and other activities operating in the UK:

	H1 2014	H1 2013
Sales (Turnover) £m	863	955
Profit (EBITDA) £m	208	159
Investment £m	226	281

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "EBITDA has increased by £49 million when compared to the same period last year, following increased production in our upstream oil and gas activities. However, our fossil fleet continues to experience difficult market conditions and increasing regulatory costs which have significantly affected

turnover for the first half of the year.

"Despite this we continue to invest large sums in new and existing projects throughout the UK. For example, our £120 million Blackburn Meadows biomass facility has recently generated electricity and synchronised with the local distribution network for the first time. Also, earlier this month we opened our £4 million Humber Gateway Offshore Wind Farm Operations and Maintenance base which will support the current construction stage and day-to-day running of the 219MW site. Once completed, the wind farm will produce enough energy to power around 170,000 homes.

"This investment in a mix of generation assets will help ensure future security of supply and help create an energy infrastructure in the UK of which we can all be proud."

Ends

For more information contact:

Roxanne Postle (02476 195 785)

Roxanne.postle@eon-uk.com

Victoria Blake (02476 181 304)

Victoria.blake@eonenergy.com

Andrew Barrow (02476 183 677)

Andrew.Barrow@eon-uk.com

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01 August 2014

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Secretary of State opens E.ON's Humber Gateway Offshore Wind Farm Operations and maintenance base

E.ON's Humber Gateway Offshore Wind Farm Operations and Maintenance base was officially opened today (FRIDAY) by Secretary of State for Communities and Local Government, the Rt Hon Eric Pickles MP.

In the same week, with 61 of the 73 foundations already installed, E.ON celebrates the installation of the first two wind turbines - a major milestone for the project.



- Installation of the first turbine at E.ON's Humber Gateway offshore wind farm

Communities Secretary Eric Pickles said: "I'm delighted to open the latest addition to E.ON's state-of the art renewables operation which is bringing new jobs, revenue and expertise to the biggest Enterprise Zone in the country.

"With the majority of the North Sea's offshore operations thriving side by side, the Humber is becoming, quite literally, a powerhouse in the British economy and is a vital part of the Government's long term economic plan to help secure a better future by spreading businesses, jobs and skills across the country."

Located on Grimsby Fish Dock, North Quay, Grimsby, the site will support the ongoing operation and maintenance of the offshore wind farm, once complete and during the current construction stage. The base made up of office space, equipment storage and vessel mooring, will be used by a team dedicated to operating and maintaining the wind farm for the lifetime of the project.

Adrian Chatterton, Head of Construction for E.ON's renewable business in the UK, said: "Today is a real milestone achievement in the successful development of our Humber Gateway Offshore Wind Farm which once complete will contribute towards meeting the UK's renewable energy targets.

"Construction of the site is well underway. 61 foundations are already installed, we've started to lay the offshore cable and installation of the first two turbines began this week ahead of schedule.

"To date this has proved to be an important project for the area, creating a number of job opportunities and business for locally based companies during the construction process. We hope to continue this success through to the projects proposed completion in 2015."

Councillor Chris Shaw, Leader of North East Lincolnshire Council said: "E.ON's long-term commitment to the area is terrific news for North East Lincolnshire- bringing with it jobs, not only directly, but also in the local supply chain that feeds the business. The Humber Estuary is fast becoming the energy capital of Europe, and here in Grimsby, we're at the heart of that transformation.

"We've witnessed around £20m investment in various facilities, including E.ON's and we've seen at least 300 new jobs created up to now with an estimate of 1,100 once all the wind farms are constructed and operating. This is a great example of private and public sector working together to help regeneration of our area."

John Fitzgerald, ABP Port Director, Humber added: "The Humber ports have been critical to UK's energy supply chain for decades. The Port of Grimsby is at the entrance to the UK's energy estuary and has firmly established as a hub for offshore wind operations, maintenance and service for several major European energy companies.

"Further investment in this developing sector is encouraging news for the long term prosperity of Grimsby and for job creation in the area. We are delighted to welcome E.ON to our port and look forward to a long and productive partnership."

The Humber Gateway Wind Farm is located 8km off the Holderness coast, East Riding of Yorkshire. The wind farm will have 73 turbines and an installed capacity of up to 219MW.

Notes to editors:

- 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 11,000 people in the UK and more than 62,000 worldwide;
- 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'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.

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25 July 2014

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The 'gadget generation': British parents spending over £2 billion a year on gadgets for their kids

- Typical tech spend - £300 a year per household
- Children now have an average of four gadgets each
- E.ON's 'Saving Energy Toolkit' allows parents to monitor how much energy their household is using compared to similar homes

UK parents are spending a combined **£2.25 billion a year**(1) on technology for their children, according to new research released today by E.ON(2).

The research, which has been conducted to explore gadget use in the home, also found:

- **Gadget generation:** Parents estimate they typically spend just under £300 a year (£292.20) per household, with children now owning an average of four gadgets each;
- **Techie tots:** Remarkably, parents with children aged under-five are spending even more, splashing out almost £400 a year (£394.90) on gadgets for their techie tots;
- **Teenage trends:** 15-17 year olds are the most 'plugged-in', typically owning seven devices each;
- **Older offspring:** Perhaps surprisingly, parents buy gadgets for their older offspring too. Parents of males aged 18-plus are spending over £717 a year on gadgets for their sons, while daughters in the same age group have just under £1,000 worth of gadgets bought for them by their parents a year (£992.70).

When it comes to parents, over half (56%) admit they use their children's 'technology hand-me-downs' and unused gadgets. And a third of parents admitted they're not as tech-savvy as their children (32%), with 14% admitting they don't even match up to their techie tots when it comes to knowing their way around the latest gadgets.

Charging and powering gadgets can be an expensive business so E.ON is encouraging parents to use its Saving Energy Toolkit. The online tool allows customers to monitor how much energy their family is using and keep track of how their energy use stacks up compared to similar homes in their local area. The Toolkit also provides helpful tips on what families can do to reduce the amount of energy they're using.

Sara Cox, Broadcaster and mum of three, said: "Of course you don't want your children to be addicted to their gadgets. But with today's busy lifestyles there can be real benefits for people of all ages when it comes to using technology - in education and learning for example, and also in helping organise day-to-day chores and tracking household budgets.

"Technology definitely plays a role in my family life - from helping the kids with their homework to listening to the latest music - there's always a gadget on the go. As a parent, it's important to make sure that you're aware of how much energy your family is using so you can keep on top of how much you're paying."

Anthony Ainsworth, Marketing Director at E.ON, said: "Technology is now very much part of everyday family life, our research shows that many parents are keen to make sure their children have the latest devices. But it's important to remember that charging, powering and leaving gadgets switched on can add up to quite an impact on energy bills.

"With the help of our online Saving Energy Toolkit, parents can now monitor how much energy their family is using so they can make sure they're using no more than they need. The tool is easy-to-use so hopefully even parents who consider themselves to be less tech-savvy than their kids will find it's child's play to find out how their household energy use stacks up to similar homes. And if they're still not sure - they can always ask their kids!"

Over 600,000 E.ON customers have already used the Saving Energy Toolkit to find out detailed information about where and when energy is being used in their homes. For more information, visit eonenergy.com.

Ends

Notes to editors:

- 1. Based on average spend of respondents (£292.90) and total number of UK family units (7,739,000 UK parent family units in 2012, ONS). $£292.90 \times 7,739,000 = 2,266,753,100$.
- 2. All data based on research carried out amongst 2,000 UK adults by <http://www.visioncritical.com/> in April 2014.

For more information contact:

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

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24 July 2014

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E.ON employees get on their bikes to help launch new charity partnership with Teenage Cancer Trust

E.ON employees are using pedal power to launch the company's new charity partnership with Teenage Cancer Trust.

A team of seven employees have set off on a 500-mile cycle ride starting at the energy company's UK Headquarters on Westwood Way in Coventry and finishing at its Group Headquarters in Dusseldorf, Germany.

The new partnership will last for two years and the bike ride marks the first of many planned fundraising events. The cyclists are expected to cross the finishing line after seven days of pedalling and are aiming to raise £5,000 for Teenage Cancer Trust.

Nick Saunders from E.ON helped organise the bike ride and said: "We're gearing up for fundraising success and the whole team feels proud to be the first fundraisers from E.ON to raise money for our new charity partners.

"Having witnessed first-hand the help, care and support Teenage Cancer trust provides for young people with cancer, we're determined to raise as much money as we can and hope it'll go some way to making a real difference."

Teenage Cancer Trust is dedicated to improving the quality of life and chances of survival for young cancer patients aged 13-24. They fund and build specialist units in NHS hospitals and provide dedicated staff, bringing young people together so they can be treated by teenage cancer experts in the best environment.

Siobhan Dunn, Chief Executive of Teenage Cancer Trust, said: "The team at E.ON are full of great ideas and enthusiasm and are throwing themselves into this first tough cycle challenge with impressive spirit. We're looking forward to working together with E.ON staff over the next two years to raise a significant amount of money for young people with cancer."

Fiona Stark, Director of Corporate Affairs, at E.ON added: "We're delighted to announce the Teenage Cancer Trust as our charity partner for the next two years. The Coventry to Dusseldorf bike ride is a tremendous fundraiser to kick it all off, and I wish Nick and his team the best of luck.

"The support the charity provides in helping teenagers cope with cancer should never be underestimated. The Teenage Cancer Trust is an excellent organisation and I hope our colleagues can help to raise much needed funds for this extremely worthy cause."

- To keep up with Nick and the team follow [@eoncycle400](#) or to sponsor the ride visit [justgiving.com/Rideon2014](#)
- More information about the Teenage Cancer Trust can be found at [teenagecancertrust.org](#)
- For more information about E.ON, please visit [eonenergy.com](#)

Ends

For more information contact:

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

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About Teenage Cancer Trust

Teenage Cancer Trust is the only UK charity dedicated to improving the quality of life and chances of survival for the seven young people aged between 13 and 24 diagnosed with cancer every day. The charity builds specialist units within NHS hospitals that bring young people together to be treated by teenage cancer experts in a place designed just for them.

Teenage Cancer Trust wants every young person with cancer to have access to the best possible care and professional support from the point of diagnosis, no matter where they live. Traditionally treated alongside children or elderly patients at the end of their lives, young people can feel extremely isolated during cancer treatment, some never meeting another young person with cancer. Being treated alongside others their own age by experts in teenage and young adult cancer care, can make a huge difference to a young person's experience.

Teenage Cancer Trust relies on donations to fund all of its vital work. To find out more, get involved or make a donation visit <http://www.teenagecancertrust.org/>

Teenage Cancer Trust is a registered charity: 1062559 (England & Wales), SC039757 (Scotland).

24 July 2014

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Local authorities and E.ON unite with new £9m CosyDevon energy saving scheme

Families across Devon will get a warmer home this winter and beyond thanks to [CosyDevon](#) an energy saving scheme launched today by nine local authorities and Devon County Council which will see up to £9 million invested in improving homes across the county.

Delivered with E.ON, one of the UK's leading energy companies, CosyDevon is offering up to 7,000 free or subsidised insulation and heating measures for Devon's homes as well as supporting local jobs.

Launching the scheme, Councillor Andrew Leadbetter, Devon County Council's Cabinet Member responsibility for economic growth, said: "This is great news for Devon, not only for the benefits it brings in energy efficiency, but also for its job creation for the local economy.

"Behind the contract with E.ON will be a team of people within Devon helping to administer the scheme, as well as a network of local firms ready to deliver the home improvements. It will also employ local expertise, including local community groups and charities, to promote the scheme to Devon residents."

Don Leiper, Director of Energy Efficiency at E.ON, added: "I'm immensely proud that E.ON has been part of CosyDevon since its launch and that we have worked with our colleagues in local authorities across Devon to provide energy saving help to thousands of families in that time.

"This scheme will bring significant benefits in making our homes more energy efficient, helping people to reduce their energy consumption and cut their bills. I hope that many more will get in touch to see what help is on offer."

Homeowners, private landlords and their tenants who meet the qualifying criteria¹ can receive loft and cavity wall insulation for FREE through CosyDevon. Homeowners who do not meet the qualifying criteria and want to top up their existing loft insulation can do so for £149.

Free replacement boilers are also available to households receiving qualifying benefits whose boiler meets certain criteria².

To find out more and get a free, no obligation home energy survey call 0800 0511548 or visit [cosydevon.com](#).

Ends

¹ Energy saving measures available include gas boilers, free cavity wall and loft insulation. All of these could save energy and money. These offers are subject to eligibility, survey and availability.

² To qualify, boilers must be either broken or over 8 years old and not working properly. The householder must own the property or be privately renting and need to be on qualifying benefits such as Child Tax Credit, with a weekly household income of £305 or less, State Pension Credit or a combination of other benefits. There may be some charges to pay towards any extras such as new pipe work, radiators or additional safety work. We will advise the householder of this during their home visit.

Note to Editors

CosyDevon was developed by:

- o Torbay Council
- o Teignbridge District Council
- o Exeter City Council
- o East Devon District Council
- o Mid Devon District Council
- o North Devon Council
- o Torridge District Council
- o West Devon Borough Council
- o South Hams District Council
- o Devon County Council

The scheme is funded by E.ON through the Energy Companies Obligation (ECO).

Applicants do not have to be E.ON customers in order to be eligible for CosyDevon



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16 July 2014

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E.ON welcomes consent decision for Rampion Offshore Wind Farm



E.ON has today (WEDNESDAY) received consent from the Secretary of State for Energy and Climate Change, the Rt Hon Ed Davey MP, for its Rampion Offshore Wind Farm development.

This decision means Rampion is set to become the first offshore wind farm off the south coast of England. Consent has been given for a wind farm of between 100 and 175 turbines to be installed around 13 to 20km off the Sussex coast.

Commenting on the decision, Michael Lewis, Chief Operating Officer, E.ON Renewables, said: "E.ON is delighted to receive development consent for the Rampion Offshore Wind Farm proposal. This is a key milestone for the project and we firmly believe Rampion will play an important role in helping to ensure future security of supply and make a significant contribution towards meeting the UK's renewable energy targets."

Chris Tomlinson, Development Manager for Rampion Wind Farm, added: "This is great news for E.ON and for Sussex. The wind farm will not only help generate jobs during both construction and operation, but also provide a boost to the port regeneration at Newhaven and the local economy.

"We'd like to take the opportunity to thank the Sussex community for the high level of interest they've shown in this project, including their responses to our consultations and to the Planning Inspectorate during the examination which has all helped shape the project which we have today."

Huub den Rooijen, Head of Offshore Wind at The Crown Estate, manager of the UK seabed, said: "Today's announcement for the Rampion wind farm is great news for the offshore wind industry and with nearly 12GW consented, including over 5GW in operation or under construction, this further reinforces why the UK remains one of the best places to invest in offshore wind globally."

E.ON will continue to keep the local community informed on the project's progress and will be working hard over the coming months and years to make sure they are aware of the onshore and offshore activities associated with building the wind farm.

A final timetable for construction has not yet been agreed but is likely to begin within the next 12 months, with the first sections of the onshore cabling expected to commence spring in 2015.

Ends

For more information contact:

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

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

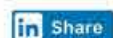
The Crown Estate: pressoffice@thecrownestate.co.uk; 020 7851 5242

Notes to editors:

- E.ON was awarded exclusivity by The Crown Estate in January 2010 to develop an offshore wind farm off the Sussex coast. Draft proposals were formulated in 2011 following early stakeholder engagement, engineering and environmental surveys and studies. An extensive consultation process followed throughout 2012. Final proposals utilising local and stakeholder feedback were submitted in March 2013 and accepted by the Secretary of State in April 2013 for examination by the Planning Inspectorate. The examination took place between July 2013 and January 2014;
- 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 11,000 people in the UK and more than 62,000 worldwide;
- 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'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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16 July 2014



Shedding light on our home entertainment viewing habits

E.ON has revealed the findings of a new survey into the nation's home viewing habits¹. On average, every Brit now has three devices on which to watch home entertainment, with over half (55%) admitting to leaving these on for an hour and a half a day while they're doing something else.

Many 18-24 year olds are now abandoning TV to watch entertainment on tablets (24%), smartphones (19%) or games consoles (13%) instead. Yet almost all older people prefer more traditional methods, with 98% of over-65s viewing home entertainment on TV.

While the heart of home entertainment still lies in the living room for most (92%), the bedroom is now also popular for over a third of people (39%) with almost half of Brits now planning their bedtime around TV viewing schedules (48%). The average turning in time is 10.56pm, with Londoners the most likely to fall asleep in front of the TV (26%).

In the North East, some people prefer tuning into their favourite TV shows outside the home, be that in the garden (8%), garden shed (5%) or garage (3%).

E.ON, which has conducted the survey into people's home entertainment habits, has so far helped over 600,000 customers find out detailed information about where and when energy is being used in their homes with its 'Saving Energy Toolkit'.

Beverley Maguire, energy efficiency expert at E.ON, said: "Watching entertainment at home is still a popular pastime - yet electricity is going to waste. Our survey found that most people leave unused devices switched on for an hour and a half each day; add that up and it's over three weeks every year.

"As well as switching items off when they're not being used, we'd also encourage people to think about energy ratings when they're buying new gadgets, and to find out more about how and where they're using energy at home. All this will help people ensure they're using no more energy than they need to."

Films are now the favourite viewing choice across the UK (27%), followed by sport (17%), documentaries (14%), comedy (11%), soaps (10%) and reality programmes (4%).

Tips for energy-efficient home entertainment:

- Almost half of us overcharge our gadgets (49%)² so try to make sure you unplug them once they're fully charged;
- If you regularly fall asleep in front of the TV, set a timer on it to avoid wasting energy;
- The larger a TV is the more energy it consumes, regardless of its energy rating, so choose a smaller TV (if you can bear it) and it'll be more efficient;
- When you're looking to buy a new TV or gadget, keep your eyes peeled for the EU energy efficiency label; A+++ is the most energy efficient.

For more advice on how to save energy, and to find out how your energy use stacks up to similar homes, visit E.ON's Saving Energy Toolkit at eonenergy.com/savingenergy.

Ends

For more information contact:

Jag Kahlon at E.ON on 024 7618 1308 or Jag.Kahlon@eonenergy.com

Notes to editors:

- 1 All data based on research carried out among 2,009 British adults by Vision Critical in June 2014 - apart from caveat 2;
- 2 Research carried out among 1,997 UK adults by <http://www.visioncritical.com/> in February 2013.

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03 July 2014

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Eight is the magic number for home hunters

- Location remains the overall top priority when making a property purchase (74%)
- Over three-quarters of first time buyers say energy efficiency is very important on their list of must-haves (76%)
- E.ON's Saving Energy Toolkit allows people to compare their household's energy efficiency to similar homes

Brits think they need to visit eight homes before choosing the right one for them, with fewer than one in 10 home hunters (8%) claiming they would be happy to buy the first house they saw, according to new research from E.ON(1).

Of those surveyed, most think it will take two to three months deciding on the right home for them (32%) but people tend to know quickly when they've found 'the one', with over half knowing during or immediately after the first viewing (59%), and 3% even saying they knew as soon as they became aware of the property being on the market.

The survey of over 2,000 adults, which has been conducted to explore people's attitudes to home buying and energy efficiency, also found that location ranks highest overall when making a property purchase (74%), followed by mortgage costs (56%), size (53%) and the amount of work needed on a property (40%).

In terms of energy efficiency, over three-quarters of first time buyers say it's very important (76%) versus just under two-thirds of existing homeowners (65%). Most people feel that a new build will be the most energy efficient type of property (85%) with Edwardian homes coming last (2%).

Beverley Maguire, energy efficiency expert at E.ON, said: "Home hunters feel confident they can judge what's out there once they've seen an average of eight properties, and most people identified new builds as being most energy efficient - but older properties can be efficient too.

"Before making a decision, buyers should make sure they know about the condition of the property's heating system and whether it's well insulated. Energy suppliers can help with free or discounted insulation and boiler replacements for people who qualify.

"There's lots of help available to ensure people use no more energy than they need once they move in too, such as our Saving Energy Toolkit which shows you how your energy use stacks up to similar homes as well as giving you advice on how to improve its energy efficiency."

According to the research, people feel the best thing about owning a property is the long-term investment potential (67%), security of knowing you won't have to move unless you want to (65%) and not having a landlord to answer to (59%). And those quizzed say the freedom of being able to decorate how they want (54%) and being able to get a pet (25%) as positive reasons to purchase.

Almost two-thirds decide they'd like to buy their first home in their 20's (62%), with an ambitious 29% setting their minds on being homeowners by the age of 19. But the reality of purchasing is less positive, as over half (53%) of non-home owning adults across Britain fear they'll never get on the property ladder, citing lack of funds (66%), ignorance about the property market (19%), and wanting to avoid getting financially tied down (13%) as the top barriers to purchase.

E.ON's **Saving Energy Toolkit**, which is available at eonenergy.com/savingenergy, has so far helped over 600,000 customers find out detailed information about where and when energy is being used in their homes. To find out more information about E.ON's boiler replacement and insulation services and to see who is eligible, visit eonenergy.com/eco.

Ends

Notes to editors:

1 All data based on research was carried out on 2009 British adults by Vision Critical in June 2014

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 11,000 people in the UK and more than 62,000 worldwide;
- 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 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:

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

E.ON celebrates official opening of Camster Wind Farm

E.ON's Camster Wind Farm has been officially opened in a day of celebrations attended by local school children from Wick High School, Community Benefit Fund recipients and senior stakeholders.

Located between Lybster and Watten, the 25 turbine 50MW site is capable of providing electricity for around 30,000 homes a year^[1], helping to ensure future security of supply for the UK and adding to E.ON's increasing mix of low-carbon generation assets, providing clean and sustainable energy.

Consent was given to build Camster Wind Farm in 2009 and following this, the energy company has worked hard to appoint local companies as much as possible throughout the construction process, helping to bring jobs and investment to the area.

Since operations started, E.ON has also contributed almost £97,000 towards projects in the area through its Community Benefit Fund^[2]. This fund provides a minimum of £150,000 a year, available for the operational lifetime of Camster Wind Farm.

The fund has already started to benefit local communities, including helping to refurbish a play area which was beyond repair in Watten; developing the work of ECO Community at Lybster School through the purchase of equipment and materials; and supporting Friends of Newton Hill Woodland, who attended the opening ceremony, convert an abandoned croft house into a community cottage.

At the event Michael Lewis, Chief Operating Officer, E.ON Renewables, said: "I'm delighted to officially open Camster Wind Farm. This site has the potential to save around 55,000 tonnes of carbon dioxide over its lifetime and will provide around £3.7 million through community funding. It has also created multiple jobs during construction, with a smaller number staying on site to provide a permanent maintenance team. These are numbers to be proud of and my thanks goes to all those involved in making Camster a reality."

Dean Guy, E.ON's Camster Wind Farm Project Manager, said: "After around 240,000 man hours and several years in planning and construction, it is fantastic to finally open Camster Wind Farm. Not only will the wind farm help supply energy to many homes across the UK, during its lifetime it will benefit many individuals from the local community in which it is situated."

Since 2001, E.ON has invested around £617 million in renewable energy in Scotland helping to reduce the impact energy generation has on the environment.

Ends

For more information contact:

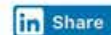
Victoria Blake (02476 181 304)

Victoria.blake@eonenergy.com

^[1] Based on an average electricity consumption of 4,229 kWh. Source DECC

^[2] The Community Benefit Fund provides a minimum of £150,000 a year, as at year 1 (2013), rising in line with the Retail Price Index. It's available for the operational lifetime of Camster Wind Farm and managed by Foundation Scotland, an independent grant making charity.

26 June 2014

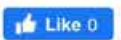
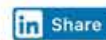


E.ON confirms support for new Home Office and Crimestoppers campaign

E.ON has today confirmed its full support for the new Home Office and Crimestoppers campaign to tackle commercial cannabis cultivation that was launched today. Commenting on the launch, Barrie Millett, Acting Director of Safety, Health and Environment at E.ON UK, said: "We are fully supportive of this campaign in both its aims and objectives. Keeping our customers safe is always our priority and we're pleased to back the Home Office and Crimestoppers in this way."

For more information about the campaign visit www.crimestoppers-uk.org/scratchandsniff

26 June 2014



E.ON Response regarding Ofgem's referral of the energy market to the Competition and Markets Authority

E.ON first called for a full market reference to the appropriate authorities (now the Competition and Market Authority) in 2011 and reinforced this often repeated call with a letter to the Prime Minister in 2013 calling for the CMA to investigate.

Commenting on the confirmation today that Ofgem has now requested the Competition and Markets Authority to investigate, Tony Cocker, Chief Executive of E.ON UK said: "In broad terms, today's announcement is potentially good news for customers, good news for the sector and good news for Great Britain. Since we first called for a full market investigation in 2011, our position on this matter has been consistent and it is hoped that with this process we can all take another step along the road towards ensuring clear outcomes and restoring confidence."

Ends.

For further information please contact:

Scott Somerville (02476 183 438)

25 June 2014



E.ON's Blackburn Meadows Biomass Plant generates electricity for the first time

E.ON UK has announced that its Blackburn Meadows biomass facility in Sheffield generated electricity and synchronised with the local distribution network for the first time yesterday evening.

Blackburn Meadows is now the third biomass plant in E.ON UK's generation portfolio and can provide enough energy to power around 40,000 homes.^[1] E.ON's £120 million investment in Blackburn Meadows has increased the energy company's mix of generation assets, helping to ensure future security of supply for the UK.

The 30MW renewable energy plant will convert locally sourced recycled waste wood into electricity, helping to reduce the impact energy generation has on the environment. The plant will displace the emissions of around 80,000 tonnes of carbon dioxide every year^[2] - the equivalent of taking more than 20,000 cars off the UK's roads - by burning carbon neutral fuel in place of traditional fossil fuels like coal and gas.

Work commenced on Blackburn Meadows in 2011 and since then, around 3,400 people have been involved in the construction process, including local contractors, helping to bring new jobs and investment to the area.

Luke Ellis, E.ON's Blackburn Meadows Project Manager, said: "After several years of hard work by the project team and our contractors it is a great feeling to be finally generating power.

"The next and final stage of the project is the reliability and performance testing phase which is due to be completed this summer."

Blackburn Meadows will also supply hot water to a new £20 million low-carbon district heating network, which is due to be completed in early 2015, and will supply heat directly to homes and businesses in the area.

Ends

For more information contact:

Roxanne Postle - 02476 195 785

Roxanne.postle@eon-uk.com

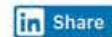
Victoria Blake - 02476 181 304

Victoria.blake@eon-uk.com

^[1] Based on an average annual household energy consumption of 4,700kWh (Source DECC)

^[2] Based on the Digest of UK Energy Statistics 2007 and an estimated availability of 90% operational capacity

24 June 2014



E.ON UK - Response to laying of the six affirmative EMR Statutory Instruments

E.ON has today welcomed the laying of the six affirmative [EMR Statutory Instruments](#), which sets out the legislation to provide a low carbon and secure energy future for Britain, but cautioned that the complexity of the charging mechanisms is likely to make the market more complicated and costly for business and domestic customers, when compared to alternative methods.

Dr. Tony Cocker, Chief Executive of E.ON UK, said: "Britain's energy market is in urgent need of a framework to bring forward tens of billions of pounds of low carbon energy investment in Britain's energy future. Throughout the passage of the legislation we always said that it needs to meet a simple two-stage test: does it provide certainty to investors whilst delivering real value for our customers - both businesses and households?

"We have supported, and continue to support, the market framework that has been put in place through Electricity Market Reform. However, we are disappointed that the Government has decided against fixing the costs which suppliers are expected to pass onto customers within each obligation year. The cost recovery mechanisms should therefore be kept under review to ensure that they work in the interests of customers and a vibrant competitive energy supply market."

Ends

For more information contact:

Andrew Barrow (02476 183 677)

andrew.barrow@eon-uk.com

Scott Somerville (02476 183 438)

scott.somerville@eon-uk.com

23 June 2014

 Share  Tweet  Like 0

Shadow Energy Minister visits E.ON in Bolton to get a glimpse of the smart metering future

E.ON's Bolton based Smart Metering Centre of Excellence has given Shadow Energy Minister Jonathan Reynolds a glimpse into the future of energy.

Mr Reynolds joined E.ON's 85-strong specialist team in Bolton to hear about how smart metering will help end estimated billing, eliminate the need for visits from meter readers and enable customers to track their energy use in real time.

During the visit, Mr Reynolds took the opportunity to don a headset and listen to customers' calls and hear for himself the positive experience E.ON's smart meter customers are receiving.

The nationwide full smart meter roll out, which is estimated to bring national benefits worth almost £7 billion(1), is due to begin in 2015.

E.ON has already begun installing smart meters in customers' homes with over 300,000 meters fitted so far. Research has shown that over 90% of customers are happy to have a smart meter in their home and more than 8 in 10 smart meter customers say they would recommend having one to family and friends(2).

Simon Duncan, Manager of E.ON's Smart Metering Centres of Excellence, said: "We're delighted to have the Shadow Energy Minister with us so he can see for himself the benefits that smart metering is bringing to our customers. We've been installing smart meters for about two years now and we can already see how they are giving customers greater visibility into where and when they use energy, enabling them to use no more than they need.

"We hope that Mr Reynolds will take this experience back to Westminster and share his learnings to help ensure the whole industry is geared up for this exciting and essential upgrade of our energy supply infrastructure next year."

Jonathan Reynolds, Shadow Energy Minister, said: "It was great to see how committed the team at E.ON are to the rollout of smart meters. Smart meters deliver important benefits to customers including accurate bills and better understanding of energy use.

"Early indications suggest that on the whole, E.ON customers with smart meters are happy with their meter and feel in greater control of their energy use."

About smart meters

Smart meters communicate with a gadget called a [smart energy display](#) which customers keep in their homes to show them how much energy they're using in real time, enabling them to manage their energy use. They also communicate remotely with customers' energy suppliers to provide meter readings, meaning no more estimated bills and fewer visits from meter readers.

To find out more about E.ON's smart meters, please visit eonenergy.com

Ends

For more information contact:

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

Notes to editor:

- 1. Department for Energy and Climate Change Impact Assessment, 'Smart meter roll-out for the domestic and small and medium non-domestic sectors (GB)', published 24th January 2013;
- 2. Based on a uSwitch.com survey of E.ON and British Gas customers with and without smart meters, published 12th December 2013.

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 11,000 people in the UK and more than 62,000 worldwide;
- 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 has partnered with Opower to launch the 'Saving Energy Toolkit'. Over 500,000 E.ON customers have so far used the online tool, which provides detailed information about where and when energy is being used in the home, including how customers' energy use compares to others in their area. For more information on E.ON's Saving Energy Toolkit, visit eonenergy.com.

18 June 2014

 Share  Tweet  Like 0

E.ON UK - Letter to Ofgem re: wholesale energy market

E.ON has provided a response to Ofgem following receipt of a letter raising the issue of the wholesale energy market . A copy of this response is provided below.

For further media information please contact:
Scott Somerville (02476 183 438)

Dear Dermot,

Wholesale Costs

Thank you for your letter of 4 June 2014.

You raise two main points in your letter; the first is a comment upon the recent falls in wholesale prices and an expression of your expectation that sustained reductions in wholesale costs would be passed on to consumers as soon as possible and the second, a point around the importance of ensuring that customers understand the impact of wholesale market changes and their potential impact on pricing policies.

You also refer to your proposal, currently under consultation, to refer the energy market to the Competition and Markets Authority for investigation. This, of course, is a move we first called for in 2011, and where we have also been supportive more recently, including in our letter of last year to the Prime Minister and in our response to your own consultation.

Falls in wholesale costs

In relation to your first point, you acknowledge that supply companies buy energy over a sustained period of time and that, as such, you not only need to look at short-term prices but those for the longer period as companies' own strategies for purchasing energy will determine the impact of falling wholesale prices on their businesses. Further, as I am sure you would also acknowledge, whilst an important factor, wholesale costs are not the only contributor to the make-up of an average bill. As you will be aware, when we announced a price change in December 2013 (effective in January 2014), we not only were (again) the last of the major suppliers but also we announced the lowest increase. In addition we explained the details behind that increase, including the changes attributable to wholesale costs as at that point in time. We also outlined the factors that, for the last couple of years, have applied significant pressure to domestic bills which are primarily 'non-energy' costs, e.g. network charges and environmental obligations.

There have been further changes too. For example, at that time, we were expecting the £5 deferment of distribution network charges announced on 2 December 2013 to be applied uniformly across the GB market, such that network charges would reduce in 2014/15. In fact, certain DNOs propose no adjustment to distribution network charges, contrary to our assumption at the time.

Looking forward from today, we also see year on year cost pressures in 2015/16, again arising predominantly not from traditional wholesale energy costs but rather from transmission, distribution and gas transportation costs, as well as environmental and social obligation costs. There also remains continued uncertainty associated with the ongoing ECO consultation, where the impact on our business and our market position is unclear. We followed the rules and tackled the work early so that customers had their homes transformed sooner than might otherwise have been the case but now we are potentially exposed by the rules being changed half-way through the game. Only a clear decision on the new rules will increase our certainty of costs in this area. There is, of course, across the whole market, also an overhanging uncertainty around companies' ability to recover any of their costs in this period.

Finally, on this point, I want to be clear that we do try to do our best for our customers. We keep our price position under review as, along with our customer service, it is a critical aspect of our relationship with our customers.

Communication with customers

In relation to your second point, around communication with our customers of the impacts of changes in the wholesale market, I would acknowledge that we and the energy industry as a whole, could have done more. As the above paragraphs make clear, this is not a straightforward issue to communicate to customers in easily understandable terms, as it involves a combination of factors, including hedging and timings, many of which are commercially sensitive and which we would not therefore wish our competitors to be able to access (a view I would expect that you share).

I believe we have made improvements in this area, for example around the price change communication I refer to above, which was designed to be very clear and simple.

To this end I would also refer you to our most recent information sheet which appears on our website (<https://www.eonenergy.com/for-your-home/help-and-support/Understanding-your-bill/where-does-customers-money-go>) which answers the question "where does our customers' money go?".

However, I would acknowledge that we could do more. In this context, I would like to extend an invitation to you, or a member of your team, to join us at a roundtable with other key customer advocate groups, to discuss how we can make this sort of information more accessible and understandable for customers. We will be in touch with you and other organisations we hope can participate, to try to find a suitable date.

Given the high interest in this matter, I wanted let you know that I would intend to share its contents with other stakeholders and make it available more widely. I trust this is acceptable to you.

Yours sincerely

Tony Cocker

Public exhibitions to be held for the repower of Wales' oldest wind farm

E.ON together with Eurus Energy UK Ltd is inviting local community members to attend public exhibition sessions, to find out more about their plans to repower the Rhyd-y-Groes Wind Farm near Amlwch on Anglesey.

Since the wind farm began operating, almost 22 years ago in 1992, wind farm technology has come a long way and it's now possible to generate more energy from fewer turbines.

The site owned by TGP Wind Limited, a joint venture between E.ON and Eurus Energy currently has a maximum power output of 7.2MW. New proposals are to replace the 24 current turbines with 13 modern turbines, capable of producing up to 11.7MW, enough energy to power 6,684 homes in the UK⁽¹⁾.

The public information sessions will be held at:

Llanfechell School Community Centre - Tuesday 17 June - 6.30pm to 8.30pm

Council Chamber, Amlwch Council Office - Wednesday 18 June - 2pm to 8pm

Cemaes Village Hall, Llanbadrig - Thursday 19 June - 2pm to 8pm

Paul Hunt, Consents Manager at E.ON, said: "This project is still in the early stages of development. These 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 views before we submit our planning application.

"We've been working closely with local renewable energy consultants, Natural Power, to understand what impact the wind farm could have on the environment. We'll also be conducting formal studies which will include assessing the visual impact, landscape, wildlife, cultural heritage and ecology. Results of which will be included in our Environmental Impact Assessment.

"We're also keen that the new proposed wind farm will play a positive role in the community and we'll setting up a Community Benefits Fund to contribute around £46,000⁽²⁾ a year to support local projects throughout the wind farm's lifetime. Decisions on how to best spend the fund would be made by local representatives."

Anyone wishing to get in touch can contact us on 0800 096 1199, or email Rhyd-y-Groes@eon.com. For latest information on the plans visit eonenergy.com/rhydygroesrepower.

Ends

For more information contact:

Victoria Blake: 02476 181 304 or victoria.blake@eonenergy.com

Roxanne Postle: 02476 195 785 or Roxanne.postle@eon-uk.com

Notes to editors:

1 =Based on an average electricity consumption of 4,229 kWh. Source DECC.

2 = Figure is based on a 13 turbine layout. Should the final number of turbines reduce from 13, then the community benefit fund will decrease as a result of fewer turbines.

- 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 11,000 people in the UK and more than 62,000 worldwide;
- 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'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.

23 May 2014



Proposed CMA investigation: Clear outcomes and confidence must be the goal

Proposed CMA investigation: Clear outcomes and confidence must be the goal

E.ON UK has called for the proposed electricity and markets investigation reference to the Competition and Markets Authority (CMA) to be composed in such a way that it ensures clear outcomes and provides an in-depth assessment of the industry to help restore confidence to the energy sector.

Tony Cocker, Chief Executive of E.ON UK commented: "We believe there are areas where the market functions well along with other areas where improvements could be made. Therefore it is essential that the CMA investigation is set-up in a way that allows the market as a whole to be properly reviewed."

E.ON UK has formally responded to the Ofgem led consultation and highlighted the extra areas of focus it believes should be included to give the CMA the opportunity it needs to review all necessary aspects of the energy supply market. It has also highlighted a number of areas of the market it believes should be a key focus such as increasing transparency for business and residential customers.

Cocker continues: "By empowering the CMA to have a strong, clear and focused remit we can take another step along the road towards ensuring clear outcomes and restoring confidence. Expanding the current reference to cover: 'the supply and acquisition of energy in Great Britain and matters ancillary to these activities', would give this investigation the chance to have the greatest possible impact on customers. This is has to be the goal we all share."

For more information contact:

Scott Somerville (02476 183 438)

23 May 2014



Ironbridge Power Station: Unit 1 Update

Following a fire in the turbine hall at Ironbridge Power Station on 4 February 2014, a detailed review of the damage has now concluded.

The findings clearly show the damage to the 370MW Unit 1 was so extensive that it is not economically viable to do the repair work required for the limited period of operation remaining under the EU's Large Combustion Plant Directive (LCPD). As a result, we have taken the decision not to return Unit 1 to service.

Like many other power stations around the country, the LCPD requires Ironbridge to close after generating for 20,000 hours from 1 January 2008 or by the end of 2015, whichever comes first.

Although Unit 1 will no longer run, Unit 2, which was not affected by the fire, will continue to operate within the LCPD limitations and market availability will be shown as appropriate.

21 May 2014

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Opportunity calling for young apprentices

E.ON has today [WED] announced it has opened the application process for the first phase of its Customer Service Apprenticeship scheme, which will give young people aged between 16-24 years of age the opportunity to embark on a career in the energy industry.

E.ON employs over 4,000 people in its contact centres and this new innovative scheme is an addition to its recruitment processes. E.ON is now looking to recruit 15 applicants onto the first stage of the programme, which is due to start on 7 July 2014 and will be based in Nottingham, and is aimed at young people who are about to leave school or college, or currently not in education, employment or training.

The successful candidates will undertake a paid pre-apprenticeship programme comprising of seven weeks sector-ready training. Ten of these young people who show potential will have the opportunity to progress onto the Customer Service Apprenticeship, which is a structured one year programme specialising in both 'on the job' and 'off the job' training, including work experience in key areas across Customer Operations.

Those who don't progress beyond the pre-apprenticeship programme will still have gained valuable skills and an E.ON Certificate of Employability, highlighting the experience gained and training undertaken. The company will also work to find other opportunities for these young people within the industry.

Dave Newborough, UK HR Director, E.ON UK, said:

"We are passionate about helping people find a career, as well as supporting the UK's youth unemployment agenda by providing real opportunities and real jobs for young people. We hope this new pilot will open up career paths for a diverse range of young people, not just as call centre team leaders or managers, but in other functions that you would associate with a large international organisation."

Commenting on today's announcement Darren Cornish, Head of Residential Operations, E.ON UK, said:

"I'm delighted that we are now in a position to open our application process for E.ON's Customer Service Apprenticeship scheme, attracting young talent into the energy sector. This is a new recruitment process for the company and is designed to support young people from the local community into training and work, as well as helping to build on the progress we have already made in improving our services for our customers."

Apprentices who show potential in the first 12 months of the Customer Service Apprenticeship programme may have the opportunity to progress onto the second year of the scheme, completing a Level 3 qualification - the equivalent of two A-Levels.

E.ON will be implementing the phased pilot in Nottingham and gradually extending the programme across other regions, with another round of applications due to open in early 2015. This programme of work will be facilitated by the newly formed Energy and Efficiency Industrial Partnership (EEIP); the EEIP has been formed as part of the Employer Ownership of Skills government initiative.

For further information and to apply, please visit the Brilliant Thinking website http://www.brilliant-thinking.co.uk/jobs/vacancies/130/eon_apprenticeships_customer_service_scheme/

Ends

For more information contact:

Roxanne Postle: 02476 195 785 or Roxanne.postle@eon-uk.com

E.ON CEO says: "We will put this right."

- Settlement agreed with Ofgem. A penalty payment of £1 and a fuel poverty package amounting to £12million across a group of about 333,000 vulnerable customers including those who received Warm Home Discount payments;
- In addition, about 465,000 customers to receive notification they may have received incorrect information when choosing their energy tariff;
- Any concerned customers can call the E.ON Sales Compensation Fund on 0800 056 8497

Following Ofgem's conclusion of its investigation into E.ON's sales, E.ON has today (FRI) apologised to customers and confirmed it is working to ensure the failings of the past cannot be repeated.

Between June 2010 and December 2013, Ofgem has identified that E.ON failed to have in place sufficient safeguards to ensure the appropriate selling of energy tariffs. This meant that consumers were potentially not given the right information to make appropriate choices. The findings make clear there was no organised attempt to mislead or misinform but E.ON acknowledges the seriousness of its failings.

In addition to other measures, E.ON has agreed with Ofgem that about 465,000 customers will receive letters highlighting that they may have been sold their energy tariff in a way that did not meet the standards expected by E.ON or the regulator.

Tony Cocker, Chief Executive of E.ON UK, said: "We are really sorry and want to make it absolutely clear that we're putting this right.

"It is completely unacceptable that we may have been unclear with customers about their tariff choices and as a result those customers may not have made the best choices for them. There was no organised attempt to mislead, and Ofgem has acknowledged this, but that does not excuse the fact we did not have in place enough rules, checks and oversight."

"We are completely overhauling our sales operations and have already ended face to face sales, outbound residential telephone cold calling, and have revised and improved controls in our telesales operations. Whilst we have already put in place a number of changes to meet our customers' and our own expectations, we can and should always be looking to improve our controls and our service.

"We can now start to make amends where mistakes have been made."

Who could be affected?

E.ON has identified customers who purchased a tariff between June 2010 and December 2013 who are most likely to have been affected (further details below) and is taking steps to contact them. Other customers can also request to have their account further investigated by contacting E.ON's dedicated team (details below).

Making amends:

- About 465,000 customers will receive a letter outlining the steps they should take to have their account investigated by the E.ON Sales Compensation Fund as they are potentially affected by the failings. Any customers identified through the investigation process as being on the Priority Services Register will automatically receive payment from E.ON and this will be made clear in the letter they receive. This means no action will be required from this customer segment.
- About 333,000 vulnerable customers, including those who received the Warm Home Discount payment from E.ON this winter (2013/14) and were a customer on the 30th April 2014, will receive an additional payment of around £35. This element totals £12m and forms part of the settlement agreed with Ofgem.
- Customers with concerns can contact the E.ON Sales Compensation Fund by calling **0800 056 8497** for more information.

Ends

Media contacts:

Scott Somerville	(02476 183 438)
Victoria Blake	(02476 181 304)
Roxanne Postle	(02476 195 785)
Andrew Barrow	(02476 183 677)
Jag Kahlon	(02476 181 308)

E.ON UK: Quarterly financial performance for the first three months of 2014

E.ON UK has today (Tues) announced details of its quarterly financial performance for the period 1st January 2014 to 31st March 2014 (Q1 2014).

E.ON UK's Supply Activities: EBITDA for first three months of 2014 falls mainly due to milder weather

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

	Q1 2014	Q1 2013
Sales (Turnover) £m	2,346	2,571
Profit (EBITDA) £m	177	213
Investment £m	20	11

E.ON UK Chief Executive, Tony Cocker said:
"Milder weather this winter has led to a fall in profits for our supply activities when compared to the same period in 2013. However, we almost doubled the amount of investment made in our supply business during the first three months of this year when compared with last which shows our determination to get on and get the job done.

"This increase in investment is predominately due to our Smart meter installation activities where we are making great progress. We have already installed around 300,000 Smart meters across the UK. Our Smart meter roll-out, coupled with services such as our 'Saving Energy Toolkit', are bringing real benefits to our customers and we are committed to helping them save money and use no more energy than they need.

"We are proud of the continued progress we have made to control our costs and improve our services for both our residential and business customers. But clearly there is more to be done and where we have fallen below the standards that we expect, we are working hard to put things right.

"In our corporate, SME and commercial supply activities we continue to support Britain's businesses in transforming the way they manage and use energy. For example, at the end of this reporting period, in an industry-leading move, we became the first major energy supplier to end the process of automatic contract rollovers for all of its new and existing SME business customers, taking another step towards making energy deals simpler.

"That move was simply the latest in a series of commitments, right across our whole organisation, designed to improve fairness and transparency for all of our customers."

E.ON Q1 2014 Generation, Upstream and other activities in the UK:

EBITDA up as upstream oil and gas performance continues to grow and world's largest offshore wind farm becomes fully operational

Generation, Upstream and other activities operating in the UK:

	Q1 2014	Q1 2013
Sales (Turnover) £m	486	538
Profit (EBITDA) £m	133	83
Investment £m	67	111

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "Despite the increase in EBITDA for the first quarter following increased production in our upstream oil and gas activities and the full operation of London Array, the world's largest offshore wind farm, difficult market conditions continue to affect the profitability of our gas power stations, and our entire fossil fleet

continues to face rising costs due to factors including the Carbon Price Floor.

"Although our investment levels are down on the same period last year due to the way construction is phased for some of our renewable projects, such as the Humber Gateway offshore wind farm, it still remains a highly significant sum.

"These results make very clear the facts that we continue to invest huge sums of money in UK projects and in our operations, helping to ensure the UK's energy infrastructure is fit for purpose. For example, this year we will open our new state-of-the art biomass plant, Blackburn Meadows; the Ratcliffe Environmental Upgrade project will near completion; and the second major phase of construction to build the Humber Gateway offshore wind farm will get under way."

Ends

For more information contact:

Scott Somerville (02476 183 438)
Roxanne Postle (02476 195 785)
Victoria Blake (02476 181 304)

Bringing work home: British bosses attribute leadership success to personal performance tracking

- Almost half (48%) of business leaders track home life performance as much as workplace efficiency-monitoring sleep patterns to social media
- A fifth say personal tracking makes them better business leaders

Many business leaders are instinctive 'trackers' by nature, motivated to monitor daily activity in their personal lives as well as their workplace in order to improve business performance and hone their leadership skills, a study¹ commissioned by E.ON has found.

Some 70% of the 1,000 bosses surveyed said tracking behaviour permeates their home lives, with large numbers monitoring their performance in areas such as exercise and weight (41%), sleep patterns (17%) and social media followers (13%), as well as financial outgoings such as energy and living budgets.

The study was conducted to understand the motivations behind monitoring and how it helps business leaders to meet their goals. Participants directly linked success - both at work and at home - to their ability to stay on top of the daily details, helping them feel more in control (56%), calm (28%) and more disciplined (21%) as business leaders.

Anthony Ainsworth, Business Energy Director at E.ON, said: "What gets measured, gets managed' is a common business phrase and it's interesting to see that many business leaders take as much trouble to track key elements in their personal lives as well as their business behaviours, and see real benefits in doing so.

"Through our research we identified some key character traits when it comes to tracking business data, ranging from the obsessive to the nonchalant. We found more than three quarters of bosses are highly engaged in performance monitoring in their workplaces, either personally (37%) or by delegating to others (40%). On the flip-side, over a fifth said they were either laid-back (7%) or only interested in focusing on the finer details of company affairs when that activity could be seen to have a direct benefit on the bottom line (15%).

"Experience tells us the more engaged you are in monitoring things like energy and expenditure, the more significant are the savings which can be made."

Dr Thomas Webb is senior lecturer in social psychology at the University of Sheffield, interested in self-regulation and behaviour change and how people achieve their goals.

His research, [The Ostrich Problem](#), argues one reason people struggle to deliver long-term change is that they fail to monitor the relation between their current and desired behaviour, such as watching their weight or monitoring household energy use.

Commenting on E.ON's research, he said:

"Monitoring is an important but often under-studied, topic. We know a lot about the nature of peoples' goals but relatively little about how they keep track of their progress, and what effect this has on the likelihood these goals are achieved.

"E.ON's research suggests that business leaders monitor important outcomes like organisational performance and energy consumption, and reassuringly are less likely to get bogged down in trivialities such as the number of breaks that staff take.

"I was encouraged that E.ON's research considered *why* business leaders monitor progress, with around half reporting they do so because it helps them to improve the business or meet performance targets."

The independent survey of 1,000 business decision-makers - from SMEs to large corporations - also found that while bosses admitted keeping an eye on less important staff behaviours, such as personal calls and non-work internet browsing, the majority were more interested in key measurables such as finances and resources.

Energy is a priority for most business leaders, with almost nine out of ten (88%) ensuring this is monitored in the workplace and two thirds (65%) recording energy use at home.

E.ON's [Energy Toolkit](#) service 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.

Ends

[1] Research carried out by Vision Critical in March 2014 and questioned 1,000 business leaders from across the UK.

Notes to editors:

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- 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, 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.

17 April 2014

 Share  Tweet  Like 0

'E.ON uCreate Competition' launched to find youngsters with a creative spark

Creative youngsters are being asked to produce a 60 second broadcast advert on saving energy as part of the new nationwide 'E.ON uCreate Competition'.

The competition is open to primary and secondary schools as well as youth groups. Entrants are invited to write, produce, record and submit a minute-long TV or radio advert encouraging people to save energy at home.

Creators of the advert selected as the overall winning entry will have their submission professionally produced by major broadcasting company UTV Media. The ad will then feature on E.ON's YouTube channel, with the successful group or school also winning an iPad.

Amy Cross, Senior Community Relations Executive, at E.ON, said: "Our competition gives youngsters the chance to use their artistic skills and get a real insight into how the advertising world works, while also encouraging them and their local communities to use no more energy than they need.

"We're keen for local youngsters to get inspired, innovative and imaginative and want to get as many schools and youth groups involved as possible. There are lots of ways that people can save energy at home and we can't wait to start judging the entries."

E.ON has teamed up with uCreate to run the competition. uCreate provides youngsters with a work-related introduction to the tools of the media. The competition is part of E.ON's commitment to helping educate communities about energy and how to better control their energy use.

Adam Stebbing, Community Partnership Project Manager at uCreate, said: "Saving energy is a really important topic at the moment so it's great that we can work with E.ON to give young people this unique real world opportunity. Together we're offering kids a great chance to get involved with two of the UK's biggest industries - media and energy."

The competition is open for applications until **Friday 23rd May**. Interested schools and youth groups should visit ucreateproject.com to register and for Terms and Conditions.

Ends

For more information contact:

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

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17 April 2014

 Share  Tweet  Like 0

Delay It Yourself: Almost half of Brits don't complete home improvement projects, with one in six claiming they 'just get bored'

- E.ON's Saving Energy Toolkit offers energy efficiency home improvement advice to help customers use no more energy than they need

With DIY likely to be on many people's to-do lists for the Easter weekend, new research from E.ON¹ reveals that just under half of Brits (44%) are guilty of 'DIY delay', after failing to complete energy-saving tasks around the home.

Bleeding radiators tops the list for unfinished DIY (61%), with fitting loft insulation following close behind (52%). The findings also reveal that women (78%) are slightly more likely than men (76%) to complete DIY jobs when it comes to improving energy efficiency within the home.

The study of over 2,000 UK adults found that Londoners are the least likely to complete such DIY tasks, with just under a third admitting that they don't complete the jobs they start (32%).

The West Midlands is the region where people are the most likely to complete energy-saving DIY tasks (85%), followed by Wales (84%), the East Midlands (82%), Yorkshire (81%) and the South West (79%).

More than half of people who live in the UK's 5.6 million flats² blame their property type for their DIY delays (57%). In contrast, people who live in the 5.8 million detached homes² across the UK are the most proactive in installing energy efficiency measures themselves.

The top three reasons why energy efficiency improvements weren't completed were:

1. Not being very good at DIY (25%)
2. It taking too much time (24%)
3. Getting bored (16%)

E.ON offers customers energy efficiency advice through its online Saving Energy Toolkit which encourages customers to compare their energy use with similar homes to help them save energy. Over half a million E.ON customers have used the innovative online tool since its launch.

Beverley Maguire, energy efficiency expert at E.ON, said "There are a lot of myths around how to make different types of property energy efficient - especially when you're doing it yourself. But whether you own or rent, and whether you live in a one bedroom flat or a three storey detached house, there are changes you can make to ensure you're using no more energy than you need.

"Our Saving Energy Toolkit allows customers to compare their own energy use to other similar homes so they can see how they measure up and where they can take steps to make savings."

To find out more about E.ON's Saving Energy Toolkit, visit eonenergy.com.

Ends

For more information contact:

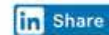
Jag Kahlon at E.ON on 02476 181 308 or Jag.Kahlon@eonenergy.com

Notes to editors:

1. All research quoted is based on research carried out amongst 2,002 UK adult respondents by www.visioncritical.com in January 2014.
2. ONS, 2010: http://neighbourhood.statistics.gov.uk/dissemination/viewFullDataset.do?JSAllowed=true&Function=%24ph=60_61_62&CurrentPageId=63&step=4&productId=2570&instanceSelection=030605&timelid=362&containerAreald=6274988&startColumn=1&revisionStatus=&numberOfColumns=12&javascriptEnabled=true&selectable=false&metadataInNewWindow=true&optionalMetadataShown=true&disclaimerShown=false&headingTruncationEnabled=true&dropdownSelectionEnabled=true&overrideCellFormat=&footnoteDisplayEnabled=true&language=English&areaChangedTitleShown=false&showTotals=false&unhide=false&paginate=off&paginateCols=6&page=1&sortId=0&sortFunction=off&sortType=0&sortOrder=0&lastCutID=&lastCutType=&tableTitle=&selectedType=&selectedID

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09 April 2014



E.ON to host final public information sessions for The Isles Wind Farm development

E.ON has announced it is to hold two final public information sessions for The Isles Wind Farm proposals and is inviting local community members to attend.

Following previous public consultations, E.ON has made amendments to its original plans which were to feature up to 45 turbines. The final proposal is for a 24 turbine wind farm, located about 1.5km to the east of Newton Aycliffe in County Durham, that would have a generation capacity of up to 48 MW and could generate enough electricity for approximately 27,000 homes.

E.ON is now taking the opportunity to inform the community of the proposed development and is encouraging local people to attend the next public information sessions to view the plans in more detail and share their opinions with the project team.

The public information sessions will be held at:

Newton Aycliffe Leisure Centre

Wednesday 23 April

5pm-8pm

Mordon Village Hall

Thursday 24 April

5pm-8pm

Paul Hunt, Consents Manager at E.ON, said: *"We've been working hard to ensure that the local community have had their views considered throughout the development process. We have worked to address concerns over the initial plans and, subsequently, have reduced the size of the project and refined the layout for the turbines.*

"The upcoming public information sessions provide local people with the opportunity to view the final plans in more detail and share their opinions with us before we submit final planning proposals."

Anyone unable to attend an event, but interested in discussing the site should call 0800 096 1199 or email theisles@eon-uk.com. Updates on the proposals are also available on the E.ON website at eonenergy.com/theisles

Ends

For more information contact:

Victoria Blake (02476 181 304) or victoria.blake@eonenergy.com

E.ON expands testing of ground breaking smart home technologies in Thinking Energy trial

- E.ON and Milton Keynes Council announce one year extension to Thinking Energy trial
- Pioneering technology connects mobile and 'Internet of Things' with energy management in the home

E.ON and Milton Keynes Council are set to continue their testing of ground breaking smart home technologies, representing a significant innovation and development for the energy industry. This follows E.ON's announcement that it has extended its European partnership with GreenWave Reality for smart home solutions.¹

Thinking Energy, a joint interactive trial between E.ON and Milton Keynes Council, launched in 2011 and involves 75 family homes in Milton Keynes. It aims to develop and test innovative ways to manage energy use in the home, bringing improved comfort, convenience and cost savings to the homeowners.

By making it easier for people to understand and take control of their energy use, trial participants are currently able to view their energy data via a web browser, tablet or smartphone app on the go.

Now, participants are being supported to explore the benefits mobile technologies can bring to managing energy in new areas; homes are being fitted with the following internet-connected technologies and E.ON will investigate the potential benefits from:

Connected lighting

Participants will be able to control lighting throughout their homes at the touch of a button via a mobile device and simply activate an 'out' smart control to turn off all the lights in their home when they go out, rather than having to go from room to room. Smart controls will also allow people to customise their lighting so they can set lights to come on automatically at dusk and go off at dawn. All these features are delivered through controllable, dimmable LED lamps which typically use about 80% less energy than equivalent incandescent or halogen lamps.

Intelligent boiler controls

Participants will be able to save energy by using intelligent heating controls which can set different temperatures at different times of day - maximising comfort whilst reducing gas bills. At the same time, a remote control allows them to adjust their settings to avoid waste when their plans for the day change. The intelligent controller will also put an end to coming back from holiday to a cold house with no hot water for that much-needed shower.

Room-by-room heating

The Thinking Energy trial will also explore room-by-room heating controls, to allow participants to ensure that each room is heated according to need. Bedrooms can be heated early in the morning and late at night, lounge and living rooms maintained at a constant comfort level, and heating in the spare bedroom turned off when no-one's visiting.

The addition of the above smart home technologies provide greater visibility and build on the technologies already installed in the participants' homes, based on Greenwave Reality's 'Home2Cloud' platform. 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.

Simon Church, Delivery Manager for E.ON's Thinking Energy project, said: "We're dedicated to driving innovation to help our customers control their energy use and use no more energy than they need and ground breaking technology is playing a key role in achieving this.

"Nearly two-thirds of people in our trial view their Home Energy Management technologies as a necessary part of their life and this is just the beginning. With the advancements around the 'Internet of Things,' we'll continue to develop technology which is focused on what our customers want and need to gain greater visibility into and control of their energy use."

Cllr David Hopkins, Milton Keynes Council's Deputy Leader and Cabinet Member responsible for Economic Development and Enterprise, said: "This project is crucial in enabling people in Milton Keynes to use their energy smartly and significantly cut their associated costs. In times where people are managing on tight budgets and reducing the carbon footprint is a priority, this is clearly a 'win-win' situation."

Greg Memo, Greenwave's CEO, added: "E.ON has an acute understanding that people have a strong desire to increase their home comfort and energy efficiency, but in an easy and convenient fashion. GreenWave is proud to be the underlying smart home technology platform to support this broader roll-out of innovative energy management solutions throughout Europe."

The Thinking Energy trial will now run until summer 2015. To find out more about E.ON's smart home and smart meter activities, visit eonenergy.com.

Ends

For more information contact:

Jag Kahlon, 02476 181 308, Jag.Kahlon@eonenergy.com

Notes to editors:

1. [E.ON SE - E.ON extends partnership with GreenWave Reality for smart home solutions](#)

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01 April 2014



Demolition started at E.ON's Grain and Kingsnorth power stations

E.ON has today (TUES) announced that initial demolition work has started at Grain-A (1350 MW oil fired station) and Kingsnorth (2000 MW coal fired station), following the closure of both plants.

Like many other power stations around the country, the EU's Large Combustion Plant Directive (LCPD) legislation required the plants to close after generating for 20,000 hours from 1 January 2008 or before the end of 2015, whichever came first. Grain-A was closed in 2012 due to not being economically viable in the current market, and Kingsnorth in March 2013 after completing its 20,000 hours generation under the LCPD regulation.

Neil Wright, Civil Team Leader at E.ON, said: "We have been working with our contractors to ensure that the initial demolition process is conducted safely, efficiently and with minimum disruption to the local community and wildlife in the surrounding areas."

The principal contractor on the project is Brown and Mason. Further updates regarding demolition will be provided as appropriate as work advances.

Ends

For more information contact:

Roxanne Postle - 02476 195 785

Roxanne.postle@eon-uk.com

28 March 2014

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E.ON ends rollover contracts for SME business customers

In an industry-leading move, E.ON is the first major energy supplier to end the process of automatic contract rollovers for all of its new and existing SME business customers, taking another step towards making energy deals simpler and fairer.

The move is the latest in a series of commitments designed to improve fairness and transparency for E.ON's micro business customers and will benefit customers joining E.ON or renewing on to a new product.

Research among E.ON's small business customers revealed that 86 per cent¹ 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 price deal.

E.ON already has provisions in contracts allowing small business customers to opt out of auto-rollovers but from 31st March 2014 both existing and new customers will only be offered products without an auto-rollover option.

SME customers who choose not to take a new product once their existing deal runs out will be moved on to E.ON's **cheapest** variable rate tariff, with a 30-day notice period and **no exit fee**. In response to customer feedback the window for negotiating a new deal has been extended to 30 days ahead of their product end date, giving customers more time to ensure they can find the best deal for them.

Alongside these changes, E.ON now publishes all variable SME tariff rates on its website, allowing customers to easily compare the rates available to them.

Anthony Ainsworth, Director of Business Energy at E.ON, said: "Late last year we announced a series of promises to guide our continued work to strengthen customer trust. That included an end to selling auto-rollover contracts for new and existing SME business customers from 31st March 2014.

"So far, we are the first major supplier in the market to offer this reassurance both to our valued customers and also to those thinking of joining us. Alongside that, we are making it clear for our customers that, at the end of their fixed price product they can either renegotiate a new deal or we will move them on to our cheapest variable rate tariff with no exit fee.

"We believe that is the fairest way of working with small businesses, providing greater consistency and transparency across pricing and contracts and giving them the confidence that we are listening to their feedback."

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 fixed price product end dates on customer bills and helping to set up an independent code of practice for business energy sales.

In April 2013, E.ON also became the first major provider to commit to a maximum one-year period for backdated bills for micro business customers.

In a recent survey of UK small business decision-makers commissioned by E.ON², 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%).

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

Ends

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

² Independent research carried out amongst 750 decision makers at UK small-to-medium sized enterprises by Vision Critical, in April 2013.

For more information contact:

Andrew Barrow on 02476 183677 or andrew.barrow@eon-uk.com

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E.ON leading the way in youth recruitment programmes and customer service in the energy sector

E.ON has today [TUES] announced it is to pilot a Customer Service Apprenticeship scheme, helping to support the UK's youth unemployment agenda and nurturing talent of the future, with up to 50 apprenticeships on offer.

This new innovative programme, announced during this year's National Apprenticeship Week, will provide 16-24 year olds with the opportunity to undertake a pre-apprenticeship programme comprising of seven weeks sector-ready training. The second stage is a structured one year apprenticeship, specialising in both 'on the job' and 'off the job' training, including work experience in key areas across Customer Operations.

E.ON will be implementing the phased pilot in Nottingham and gradually extending the programme across other regions. This initiative will not only help towards tackling the growing concern around youth unemployment by providing real opportunities and real jobs for young people, but it further highlights E.ON's drive to continually improve services for its customers.

Dave Newborough, Director of Human Resources at E.ON said:

"At E.ON we are passionate about helping people find a career and we are always looking for new and innovative ways to make this happen. I'm delighted that we are leading the way in the energy sector on youth entrant programmes and skills training. We hope by attracting new talent into the sector we can build on the progress we have already made in improving our services for our customers."

Commenting on today's announcement Neil Robertson, Chief Executive of EU Skills said:

"E.ON is leading the way by creating new ways of helping young people into a career in the energy industry. These training opportunities will lead to new jobs in a major company"

Apprentices who show potential in the first 12 months of the Customer Service Apprenticeship programme will have the opportunity to progress onto the second year of the scheme, completing a Level 3 qualification - the equivalent of two A-Levels.

This programme of work will be facilitated by the newly formed Energy and Efficiency Industrial Partnership (EEIP); the EEIP has been formed as part of the Employer Ownership of Skills government initiative.

Ends

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For more information contact:

Roxanne Postle: 02476 195 785 or Roxanne.postle@eon-uk.com

27 March 2014

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E.ON comment regarding "Ofgem proposes a reference to the CMA to investigate the energy market"

Commenting on the publication of the State of the Market Report, E.ON UK Chief Executive Tony Cocker said:

"We will review the detail set out in today's report.

"A full market investigation by the Competition and Markets Authority is the only way to restore full public confidence to the energy sector and depoliticise the whole issue. Whilst we have already made a large number of changes such as running our businesses separately, simpler tariffs, simpler bills and further investment in levels of service, a full investigation will once and for all get to the heart of any structural issues that exist or are perceived to exist and help us to all deal with many of the myths and misinformation that surround the energy market."

Ends.

For further information please contact:

Scott Somerville (07540 817 936)

Roxanne Postle (02476 195 785)

19 March 2014



Local schoolchildren learn about the future of energy with E.ON

Schoolchildren from Stoke Minster School in Stoke on Trent have teamed up with pupils from Derbyshire and Nottinghamshire to help shape energy for the future at the E.ON Children's Conference.

The E.ON Children's Conference, which took place at the National College of Schools Leadership in Nottingham, enabled 150 pupils to work together to investigate how energy is used and where it can be saved. The conference was run by the E.ON Energy Squad with a range of exciting hands-on workshops designed to educate the children and bring energy to life.

The children were also rewarded with an energy party for successfully completing the workshops and demonstrating that they are the energy savers of the future.

The E.ON Children's Conference is designed to fit directly with the current school curriculum and enable the E.ON Energy Squad to offer complementary learning in a fun and dynamic way.

Alison Gibson, Senior Community Relations Officer at E.ON, said: "The E.ON Children's Conference is a great way to educate children on energy and how they can make a difference.

"Everyone clearly had a great time and it was lovely to see them so excited learning how their own actions can shape the future of energy and help them to use no more energy than they need."

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

Ends

For more information contact:

Jag Kahlon on 02476 181 308

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E.ON UK: Costs kept down in supply business again as upstream / generation investment outstrips profit once more

E.ON UK has today (WED) announced details of its financial performance for 2013. E.ON operates its supply businesses in the UK separately from its upstream and generation activities and does not cross-subsidise between different parts of the business.

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

	FY 2013	FY 2012
Sales (Turnover) £m	8,042	7,608
Profit (EBITDA) £m	296	235
Investment £m	66	64

E.ON UK Chief Executive, Tony Cocker said: "A prolonged period of cold weather at the beginning of 2013 coupled with a continued drive to keep down the costs we control have contributed to an increase in the money we earned along with a slight increase in our investment levels during the same period.

"Our levels of service have increased year on year and we are proud of the improvements we continue to make including simplifying our tariffs and training huge numbers of our customer facing colleagues in energy efficiency advice, although clearly we will continue to strive to get even better in every area. Our own metrics show improving service as does the fact uswitch.com named us winners of the Overall Customer Satisfaction award for the second year in a row.

"So what does this mean in practice? We deliver real help for families and businesses across Britain every single day. For example, in the last few months 400,000 people have now visited our 'Saving Energy Toolkit' which 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. This kind of information, coupled with our commitment to the Government's Smart meter roll-out, will positively change the way we all use energy in our homes.

"The Government has also recently published its consultation regarding changes to the ECO scheme and we will contribute fully to the consultation whilst continuing to lead the field in terms of delivering the ECO obligation and keeping costs down - evidenced by the fact we have installed energy saving measures in more than 100,000 homes in the last 15 months.

"The scheme is a vital part of efforts to improve homes across Britain and reduce the amount of energy our customers need to use, but we need to do this 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.

"We are also helping Britain's businesses play their part in building the economic recovery by transforming the way they manage and use energy. From SMEs to large organisations we are offering insight and advice that can help boost their bottom line. For example, in October 2013 the E.ON Group acquired Matrix, the UK's market leader in management and energy efficiency services for retail and commercial buildings which puts us in an unrivalled position of being able to have a positive impact."

UK market environment:

Tony Cocker continued: "Looking back at 2013, it is clear that even by the recent standards of the energy sector it was a challenging time. From the continued political debate, to the modifications we made to meet the new requirements of the RMR (Retail Market Review) programme outlined by Ofgem, which are designed to simplify the market for customers, there was always some change.

"There is much debate still to be had, which is right, but the questions that still hang over the sector show more than ever that now is the time for a full Competition Commission Investigation. We were the first energy supplier to make this call and it is pleasing to see Consumer Futures and Which? agree that it would be in customers' best interests.

"We would also hope that the Chancellor will take immediate action to reassess the Carbon Price Floor (CPF). Our latest analysis suggests that, over the period 2014-2020, the average cost of the CPF to customers is around £3bn each year. For every £1 raised from customers through this inefficient tax, just two thirds is recovered by HM Treasury. The remaining third is effectively a subsidy for existing old nuclear and hydro power stations."

**E.ON FY 2013 Generation, Upstream and other activities in the UK:
Profits down by 34.3% but investment remains significantly more than amount earned**

Generation, Upstream and other activities operating in the UK:

	FY 2013	FY 2012
Sales (Turnover) £m	1,851	2,355
Profit (EBITDA) £m	388	591
Investment £m	682	1,194

Commenting on the results across E.ON's Generation, Upstream and other activities operating in the UK, Tony Cocker said: "Our lower EBITDA for the year reflects the fact that gas power stations are barely profitable and the considerable impact of the closure at the end of 2012 of Kingsnorth. It ultimately reveals the new reality of running upstream and generation activities in Britain.

"Often the need for new development dominates the headlines and, whilst we continue to play our part in bringing new power generation online, the capital intensive nature of running existing plant should not and must not be ignored.

"We will continue to invest in Britain and in our operations through projects such as the construction of our new state-of-the-art biomass power station, Blackburn Meadows, the environmental upgrades being put in place at Ratcliffe, our on and offshore wind farm developments as well as continuing to work to secure energy supplies for the future by exploring and developing the North Sea. Most notably, in the last quarter we, along with our partners Dana Petroleum, have given details of a significant gas discovery in the Tolmount field."

Ends

For more information contact:

Scott Somerville (02476 183 438)
Victoria Blake (02476 181 304)
Roxanne Postle (02746 195 785)

06 March 2014



E.ON proposes changes to face to face venue energy sales

Up to 450 sales and sales support jobs potentially affected

E.ON has today (Thursday) announced it aims to streamline its sales operations, in response to the changing way customers want to interact with their energy company when buying electricity and gas.

As part of this process, it has outlined plans to end sales through the venue and events sales channel, for example selling to customers in shopping centres, with the potential loss of up to 450 roles.

Tony Cocker, Chief Executive of E.ON UK, said: "This is not a move we have taken lightly and we are fully aware this will be a difficult time for our colleagues potentially impacted by these changes. We can assure everyone affected that we will be providing as much support as we can.

"Our industry is changing and we need to look at how we deliver the best possible experience to our customers in the most effective and efficient way. It's become increasingly clear that many of our customers want to contact us either online or over the phone, when seeking a new energy supplier. We need to respond to what our customers want and where we can we will."

Ends

For more information contact:

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

Scott Somerville 02476 183438 or scott.somerville@eon-uk.com

Ice and fire: Sheffield organisations commit to connect to new lower carbon heating network

E.ON today announced three leading Sheffield organisations have agreed to connect to its new £20 million low carbon district heating network to be built in the Lower Don valley.

Powered by the heat from E.ON's soon-to-be-completed Blackburn Meadows renewable energy plant, the additional investment will see an 8km district heating pipe network supplying low carbon heat to South Yorkshire Police, Sheffield Forgemasters' quarter mile long South Machine Shop as well as world class sports and leisure facilities operated by Sheffield International Venues.



Luke Ellis, plant manager, and Jenna Graseley from Sheffield Forgemasters at the site of the

Blackburn Meadows Renewable Energy Plant

More major customers are due to announce soon and hundreds, if not thousands, of residential customers could follow, for newly built homes along the pipe route.

The energy plant, currently nearing completion in the north-west of the city on the site of the former Tinsley Power Station and cooling towers, will produce 29MW of electricity - enough power for around 40,000 homes. By capturing a further 25MW of heat energy which would otherwise be lost in traditional energy generation, this green energy plant is more efficient and effective.

Already agreed to connect are Sheffield Forgemasters, iceSheffield, the English Institute of Sport Sheffield and the Motorpoint Arena (all part of Sheffield International Venues) as well as Attercliffe Police Station. It is expected the five buildings will see an average carbon saving of 70%¹ compared to other sources of heating such as gas boilers, saving an estimated 1,820 tonnes of Co2 per year.

Don Leiper, Director of New Business at E.ON, said: "Building on the construction of our renewable energy plant at Blackburn Meadows, this is a substantial investment in Sheffield's energy future and I'm delighted we've already been able to secure customers to our network, organisations looking to reduce their carbon footprints and benefit from a secure and locally-produced heat energy supply.

"Blackburn Meadows is already designed to be an efficient and sustainable power generation source, fuelled by waste wood and providing carbon savings the equivalent of taking 20,000 cars off the road each year. By capturing the heat and providing it for use by nearby businesses we are effectively almost doubling the efficiency of the plant and the environmental benefits to customers."

Councillor Jack Scott, Sheffield City Council's Cabinet Member for Environment, Recycling and Streetscene, said: "We are determined to build on Sheffield's reputation as one of the greenest cities, so this development is excellent news for our great city. It will enable the Lower Don Valley to access environmentally friendly energy and help to improve Sheffield's unique District Energy System and ensure it works effectively all across the city.

"I'm delighted with this project, which will show to everyone that Sheffield is one of the leading cities in the country in bringing 'green' energy into local businesses, sporting facilities and homes."

Victoria Hinchcliffe, Group Environment Director at Sheffield Forgemasters, said: "As an energy intensive user, Forgemasters is very pleased to be part of the Lower Don Valley heat network. We are always seeking new ways to reduce our carbon emissions and improve our environmental performance. We look forward to supporting this local project as well as exploring how we may potentially capture some of our own waste heat to feed back in to the network in the future."

Sheffield International Venues Deputy Chief Executive, Andrew Snelling, said: "We are delighted that our three world class venues in the lower Don Valley will be connecting to the E.ON biomass district heating system. The Motorpoint Arena, iceSheffield and the English Institute of Sport Sheffield will all benefit from this exciting new development which plays a major part in our strategy to reduce our carbon footprint. It helps fulfil our objective of utilising renewable energy sources wherever we can across our portfolio. We congratulate E.ON and look forward to a successful and mutually beneficial long term partnership."

South Yorkshire Police and Crime Commissioner Shaun Wright welcomed the new facility in Sheffield. He said: "In these current times of austerity, it is important that we all work together to save money and improve efficiencies. I am very keen to take advantage of this unique opportunity, allowing South Yorkshire Police to benefit from a local and low carbon heat source whilst reducing carbon emissions and the Force's energy bills."

Richard Wright, Executive Director of Sheffield Chamber, added: "Energy costs and availability are a massive issue for business. I cannot stress enough how important the E.ON investment and its extension into a district heating scheme is to the future. I know the plans include connecting this to the existing scheme in the centre of Sheffield and will position us very much at the forefront in energy efficiency. We applaud the move."

The heat energy will be transported to customers along a network of super-insulated pipes running from the plant into the Lower Don Valley. Much of the pipeline will be underground or on private land keeping disruption to a minimum during the construction phase.

Blackburn Meadows will use UK sourced recycled waste wood to power the plant and, as far as is possible, has used local companies throughout the construction. It is expected the site will create up to 30 full-time jobs within the local area once operational.

At Blackburn Meadows, E.ON will put in place a community benefits fund worth up to £25,000 a year to support local projects throughout the lifetime of the plant, enhance the appearance and biodiversity of the area through landscaping and construct an onsite visitor centre, which will show how energy is produced as well as highlighting the industrial heritage of the site.

E.ON has formed energy collaboration projects with local authorities throughout the UK, including Sheffield to explore renewable energy technologies and improve energy efficiency. In February 2011, Sheffield City Council and E.ON launched a project to help the city's long term plans to produce enough renewable energy to become self-sufficient.

Ends

¹ Based on E.ON estimates around carbon content of heat from the Blackburn Meadows Renewable Energy Plant allowing for electrical energy needed to pump the hot water around the system. The four buildings (Forgemasters, iceSheffield, English Institute of Sport Sheffield and the Motorpoint Arena) are estimated to save approx. 1,700 tonnes of Co2 per year when combined in displaced gas consumption.

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;
- 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;
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28 February 2014



E.ON UK Response to Ofgem statement re: closed accounts

We will always do everything we can to refund any money owed to our customers, there are no exceptions to this rule, and we are pleased Ofgem has highlighted this issue.

We already have processes in place to refund any credit balances proactively but would urge anyone with questions or concerns to get in touch with us. At the end of January 2014 we had circa. £4.7m in current closed credit balances across approximately 50,000 residential accounts and circa. £18m in current closed credit balances across approximately 25,000 business accounts waiting to be returned to customers in accordance with our normal processes. This contrasts with a debit figure of circa. £176m owed to us by customers who have left unpaid debts behind.

While we routinely refund and credit customer accounts every single day, in 2013 we reviewed a number of our processes and as result took the decision to put in place extra steps to make sure we could refund money that belonged to some customers who either changed supplier or moved house since 2009.

Those customers, around 105,000, had a credit balance when their account was closed, which we should have automatically refunded, but due to process faults didn't do so. In 2013, we carried out a programme to return this money, which had been held aside waiting to be claimed, plus 8% interest. Where possible payments were made by Direct Debit, although the majority were made by cheque as we don't hold customer bank details once an account has closed. This was the right thing to do and our teams have done a great job in making sure we have identified the customers that were eligible for a refund.

Where we receive a meter read refunds are generated automatically so there are no unnecessary delays in returning any credit to customers. We would also stress that any money owed to customers will remain available to those customers, even when time has passed, should they contact us. In addition, our policy ensures we are proactive in making sure we automatically refund credit balances when accounts are closed.

Any customer that has concerns with this issue and who thinks they may be owed a balance on their account should contact us directly on 0333 202 4856.

ENDS.

For further information please contact:

Victoria Blake (02476 181 304)

Roxanne Postle (02476 195 785)

Scott Somerville (02476 183 438)

19 February 2014



LONDON ARRAY TO STAY AT 630MW

The consortium behind London Array has today (19 February) announced it will not proceed with the development of Phase 2 of the offshore wind farm.

The decision follows a review by the consortium members of their respective portfolios, the technical challenges and the environmental uncertainties surrounding the site, which require a wait of at least three years until Phase 2's potential impact on birds could be completely assessed.

London Array has formally requested The Crown Estate to terminate the agreement for lease for the Phase 2 area and has cancelled the remaining grid capacity it had reserved at the National Grid substation at Cleve Hill, Graveney, Kent.

General Manager Mike O'Hare said: "Phase 2 has always been subject to a Grampian condition requiring London Array to demonstrate that any change caused by the additional turbines to the habitat of the Red Throated Divers that overwinter in this part of the Thames Estuary would not compromise its status as a designated environmental Special Protection Area.

"We believe it will take until at least January 2017 for that data to be collected and although initial findings from the existing Phase 1 site look positive, there is no guarantee at the end of three years that we will be able to satisfy the authorities that any impact on the birds would be acceptable.

"In the absence of any certainty that Phase 2 would be able to go ahead, our shareholders have decided to surrender The Crown Estate agreement for lease on the site, terminate the grid connection option, and concentrate on other development projects in their individual portfolios. Our existing operations at Ramsgate and staffing levels are unaffected."

The original consent for London Array was for a wind farm of up to 1000MW, with 630MW in Phase 1 - which is complete, fully operational and the world's largest offshore wind farm. Phase 2 had the potential to provide capacity for a further 370MW although known constraints on site resulted in plans for just 240MW being drawn up with an expectation that the final capacity would be closer to 200MW.

Mike O'Hare added: "The Phase 2 site is technically more challenging than Phase 1 with a large area in very shallow water. Additional issues include a difficult and longer route for the export cables and an exclusion zone for aggregates operations.

"Phase 1 is performing very well with January 2014 London Array's second successive record month for the amount of electricity generated. Our shareholders remain committed to offshore wind in the UK, however the combination of environmental uncertainties, technical challenges and the option to develop other sites has resulted in their decision not to proceed with Phase 2."

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

For further information about London Array, visit www.londonarray.com.

ENDS

E.ON's Humber Gateway Offshore Wind Farm reaches key milestones

E.ON's £700 million Humber Gateway offshore wind farm has reached key milestone in its construction programme, including the successful completion of the first phase foundations.

Twenty four foundations consisting of a tubular steel monopile have been driven into the seabed, creating the foundation bases for the turbines. The next major phase of work is set to commence in April, consisting of the installation of a further forty nine foundations. Due to the scale of the development and upcoming work, E.ON will soon be recruiting an additional 13 people to join the Operations team.

Matt Swanwick, Project Manager at E.ON, said: *"We've hit significant milestones in the successful development of the Humber Gateway Wind Farm and hope to continue this trend until its proposed completion in 2015. So far, this has proved to be an important project for the area, creating a number of job opportunities and business for locally based companies during the construction process."*

"The wind farm will be one of the UK's largest offshore sites, generating enough clean, green electricity to power up to 170,000 homes in the area, further highlighting the UK's continued investment in renewable energy sources."

The site's £3 million onshore facility has also been completed in Grimsby Fish Dock, which will accommodate the Operations and Maintenance Team with offices, stores, a workshop and wind farm control room. The building has its own solar array, roof top wind turbines and charging points for electric vehicles - helping to boost the project's green credentials.

Two vessels, the Spirit of Hoton and Spirit of Sunthorp, have recently been delivered to the site and will shortly be deployed for operations. These are two of three vessels being built by UK based Alicat Workboats, and will be used for transporting personnel and goods to the wind farm during construction and into operations. The third vessel, the Spirit of Turmarr, will be delivered in March. Each vessel has been named after old villages lost through coastal erosion along the Holderness Coast, giving them a local connection.

UK Based North Sea Services who manage E.ON's fleet of vessels have recruited seven people from the local area to crew and maintain the vessels, with three more skippers needed in the next few weeks.

The Humber Gateway Wind Farm is located 8km off the Holderness coast, East Riding of Yorkshire. The wind farm will have 73 turbines and an installed capacity of up to 219MW.

Ends

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For more information contact:

Victoria Blake: 02476 181 304 or victoria.blake@eonenergy.com

Roxanne Postle: 02476 195 785 or roxanne.postle@eon-uk.com

E.ON to change name of local wind farm and host final public exhibition

E.ON has today (WED) announced it is to change the name of Inverneill Wind Farm and is inviting local community members to attend a final public exhibition.

The energy company has taken on board feedback from the local community during previous public exhibitions and has made amendments to its proposals, including changing the name of the wind farm to Allt Rubha, named after a watercourse on the site.

E.ON is now taking the opportunity to further consult on the proposed development and is encouraging local people to attend the next public exhibition to view the plans in more detail and share their opinions with the project team. Any feedback given will be taken into consideration before final planning proposals are submitted.

The public exhibition will be held at:

Ardrishaig Public Hall, Chalmers Street, Ardrishaig, Argyll, PA30 8EY

Monday 17 February from 4pm-8pm

The wind farm would be located south of Ardrishaig in Mid Argyll and could feature up to 19 turbines that together could produce up to 49MW of electricity.

Emma Clark, Senior Project Developer at E.ON, said: *"Since we introduced proposals in February 2013, we've been working hard to ensure that the local community have had their views considered throughout the development process, which includes taking on feedback from our last public exhibitions."*

"The upcoming public exhibition will be a great opportunity for local people to view the plans in more detail and share their opinions with us before we submit final planning proposals. As responsible developers, we want to allow the views of residents to be considered fully throughout the development process of this wind farm."

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

Updates on the proposals are also available on the E.ON website at eonenergy.com/alltrubha

Ends

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For more information contact:

Victoria Blake: 02476 181 304 or victoria.blake@eonenergy.com

Roxanne Postle: 02476 195 785 or Roxanne.postle@eon-uk.com

31 January 2014

 Share  Tweet  Like 0

Energy efficiency project guarantees multi-million pound savings for Nottingham University Hospitals

E.ON and Nottingham University Hospitals NHS Trust have announced a 15-year agreement to upgrade and manage the Queen's Medical Centre's (QMC) on-site power plant, as well as introduce an energy efficiency programme that will guarantee dramatic reductions in energy use and make guaranteed savings in the region of £2.8 million.

The project will see E.ON working with the hospital's support services and construction partner, Interserve, to upgrade the QMC campus's combined heat and power plant - which generates heat and hot water as well as electricity for use across the site - as well as install energy saving measures including boiler optimisation technology, low energy LED lighting and building energy management controls.

The improvements will be delivered through the NHS SBS Carbon and Energy Fund (CEF) procurement framework under an Energy Performance Contract (EPC) which means the investment in new technologies can be carried out with no upfront cost to the hospital and will be paid back through the savings which have been guaranteed by E.ON.

The energy saving and conservation measures are guaranteed to bring savings in the region of £2.8 million a year by reducing energy costs and carbon emissions.

Nottingham University Hospitals NHS Trust (NUH) assistant head of estates Andrew Camina said: "At NUH we are committed to doing all we can to save energy and reduce our carbon emissions. We are delighted to be working with E.ON and Interserve to do what we can to reduce energy costs and emissions and look at more innovative ways of reducing energy use."

Paul Baan, head of energy efficiency at E.ON Connecting Energies, said: "We have enjoyed a strong working relationship with NUH for nearly two decades and this new agreement is a much-welcomed vote of confidence in our abilities to work with NHS Trust management and to help them meet their business and financial objectives.

"Winning this large and complex contract means that we will not only be able to update E.ON's long-standing involvement with NUH but we'll also be installing new technologies to dramatically reduce energy costs and carbon emissions for the hospital.

"Across the country the NHS faces huge challenges in terms of budgets and Government-mandated environmental targets. No two hospital buildings are the same and the savings on offer will vary across different NHS operations but EPCs effectively offer an energy efficiency service which guarantees savings and a return on investment to Trusts across the country."

The measures are expected to deliver carbon reduction of 16,000 tonnes and cost savings of £2.8 million a year across the Trust, based on current pricing levels. An EPC allows an organisation to improve the energy efficiency of its buildings without having to raise the upfront capital itself, instead paying back the initial investment through the cost savings guaranteed in the agreement.

The upgraded equipment, combined with the new energy saving measures, will help the QMC Trust comply with new EU environmental regulations regarding greenhouse gas emissions and go towards nationwide NHS targets of reducing carbon emissions by 80% by 2050.

Combined heat and power (CHP) plants generate useable heat and hot water at the same time as electricity. E.ON has owned and operated the CHP system at the hospital for more than 15 years. The existing plant generates 4.9MW of electricity from a single gas turbine and the waste heat recovery boiler produces 12 tonnes of steam per hour. This is used for heating, cooling (via absorption chillers) and equipment sterilisation. Standby power supplies come from the local electrical grid into which the plant can also export, and steam backup comes from other boilers.

Nottingham University Hospitals NHS Trust is one of the biggest and busiest in England providing care to over 2.5 million residents of Nottingham and surrounding communities and specialist services to a further 3-4 million people from neighbouring counties. The Trust has three main sites with the QMC as the emergency care site.

Ends

Notes to editors:

About E.ON

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About Interserve

- Interserve's vision is to redefine the future for people and places. It is one of the world's foremost support services and construction companies, operating in the public and private sectors in the UK and internationally, offering advice, design, construction, equipment, facilities management and front-line services. Interserve is based in the UK and is listed in the FTSE 250 index. The Group employs some 50,000 people worldwide and in 2012 generated gross revenue of £2.3 billion.
- <http://www.interserve.com/>

Tech trepidation: Over 39 million Brits too nervous to try new technology

- Fewer than one in 10 UK adults rush to try new technology as soon as it's released, with over half 'waiting until it's been out for a while'
- Almost a third say online shopping is the most significant tech development of our time
- E.ON teams up with Philippa Forrester to discuss attitudes to new technologies and the benefits of smart metering

Over 39 million Brits¹ avoid trying new technology when it's first released, according to new research from E.ON². While 95% of UK adults claim that technology makes their lives easier, fewer than one in 10 rushes to get their hands on new gadgets when they're first launched (8%).

Over half of people like to wait until new tech has proved itself in the market (56%), while almost one in five wait until their nearest and dearest have tested emerging technologies before getting their hands on it themselves (19%).

But although many people are apprehensive about using the latest gadgets, three-quarters are now banking online (75%) - despite almost half being cautious at first (43%). Meanwhile, over two-thirds are regularly choosing the web to shop (67%) - despite almost half hesitating before making those first purchases (46%).

The top five tech developments of our time were stated as:

1. Being able to shop online (29%)
2. Online banking (24%)
3. Mobile internet devices (22%)
4. Recording live TV (17%)
5. Streaming films and TV online (3%)

E.ON, which is installing new smart meter technology in its customers' homes, commissioned the research to assess people's attitudes to new technologies. The findings show that the biggest advantages of new technology are how much time it can save people (59%) and the help it can provide with managing finances (40%).

Technological advances can impact the way people monitor their bills too, with over three-quarters of adults recognising that innovations like smart meters can help them monitor their energy use (76%).

Half of the respondents who already own a smart meter listed the main benefit as receiving accurate rather than estimated energy bills (50%), while almost half also enjoy the feeling of being able to actively reduce their bills by monitoring their energy use in the home (49%).

Jean Fiddes, from E.ON's Smart Metering programme, said: "Our research shows that consumers are increasingly using technology to make their lives easier, while also saving money on everyday costs. Smart meters are an excellent example of how new technology can help bring big energy savings in the home, ensuring our customers use no more energy than they need to.

"Over 71% of respondents said that they'd be more likely to reduce their usage if they could see how much energy they're using, and now smart meters can allow them to do just that."

Broadcaster, keen environmentalist and former Tomorrow's World Presenter **Philippa Forrester** said: "New technologies are often met with scepticism when they're first introduced. But when later adopted, many of us wonder what we ever did without them. Online shopping and banking and on-the-go entertainment were all at one time considered 'new' technologies but are now very much part of our day-to-day lives. And although we may get nostalgic about the good old days, many of us appreciate the convenience and control technology can offer."

For more information on E.ON's smart metering programme, visit www.eonenergy.com/smart

Ends

Notes to editors:

- 1. Based on 87% of those questioned and the total number of UK adults (44.9 million UK adults in 2011, ONS). 87% of 44.9 million = 39, 063, 000.
- 2. Research carried out amongst 2,002 UK adult respondents by www.visioncritical.com in January 2014

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;
- 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 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 180523 or Naomi.troy@eon-uk.com

27 January 2014

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E.ON supports Age UK in helping Derby residents use no more energy than they need this winter

E.ON has donated £1,000 worth of support and energy efficiency gifts to Age UK so it can help educate Derby residents about saving energy ahead of the colder winter months.

More than 100 people attended the events which were held at The Chaddesden Park Centre and St. Peter's Church in the city centre. Some of the most isolated and vulnerable older people from the local community were treated to lunch as well as receiving free and practical gifts including energy-saving plugs and information to help them use no more energy than they need to this winter.

Katy Pugh, Chief Executive at Age UK Derby & Derbyshire, said "We'd like to say a big thank you to E.ON for their support at our events. A little support can go a long way and thanks to E.ON's funding and gifts, we've been able to make sure everyone who joined our events not only had a lovely time, but also took away products and advice that can really help them save energy when they get home."

Billie-Jean Poole, Senior Community Relations Executive at E.ON, said: "We're committed to supporting people in our local communities and it's great to be able to provide funding for these events. Winter can be a difficult time for many people and we're pleased to have been able to offer advice and gifts that could really help people take action to keep warm and well this winter and beyond."

For more information about E.ON and how it supports local communities, and for energy-saving advice and support, please visit eonenergy.com.

Ends

Notes to editors:

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For more information contact:

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

Planning application submitted for proposed Quantans Hill Wind Farm

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

The wind farm, located near Carsphairn in Dumfries and Galloway, 15km South of Dalmellington could feature up to 19 turbines which could generate up to 57 megawatts of electricity - enough to power around 36,800 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.

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 £285,000 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.

Nick Taylor, Project Developer at E.ON, said: "We're grateful for the interest and patience 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 the visual impact of the project on the surrounding area."

A copy of the application will be available online, at eonenergy.com/quantanshill. For further information, please call us on 0800 096 1199 or email swscotland@eon-uk.com.

Ends

Notes to editors:

1 This is based on an estimated load factor of 31.5% using wind speeds at the Quantans Hill Wind Farm site. According to DECC, the average domestic household uses 4.266MWh of electricity a year.

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- 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.

For more information contact:

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

22 January 2014



E.ON proposes changes at Stoke, Sandbach, Thornhill and Castleford CCGT sites

E.ON has today (WED) announced that it plans to close its Stoke CCGT facility therefore removing 56MWe of UK generating capacity due to the lack of viable commercial options for the plant. In addition the company has announced that operations structures at Sandbach, Castleford and Thornhill CCGT facilities will also be altered to further reduce costs reflecting the new realities of running generation CCGT sites in the current economic climate. These facilities can provide up to 162MWe to the grid when required.

E.ON is working closely with employees and contractors across the four sites to discuss potential options during and beyond the restructuring process.

Commenting on the announcement Richard Pennells, E.ON's UK Country Director Steam and CCGT, said:

"Our absolute priorities are working to support our colleagues and contractors through this change.

"Over the last five years E.ON has invested over £6bn in the UK's energy infrastructure but there is no doubt that the operational environment remains very challenging, particularly for CCGT power stations which in many areas are continuing to fight for survival in the current market, providing increasing uncertainty around future generating capacity planning."

Ends

For more information contact:

Victoria Blake (02476 181 304)

10 January 2014



Primary school pupils learn about saving energy through an interactive 'play in a day'

Primary school pupils across North Devon have been learning how to save energy by creating their own interactive 'play in a day', thanks to energy company E.ON.

By taking part in a variety of activities and games, the pupils have learnt how to write and act out their very own play based on the energy-saving theme and featuring a team of energy-saving superheroes whose mission is to help save energy, money and ultimately the planet.

Some of the pupils also had the opportunity to take part in E.ON's interactive energy-themed play, 'Town of Total Darkness', featuring Sherlock Holmes, his sidekick Dr Watts-On and their four-legged companion, Gizmo, who are all transported to the present day by a time traveller to find out why the town has no electricity.

Both of the activities are 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 and renewable energy sources and the merits of each.

Elizabeth Brewington, teacher at Pyworthy CE Primary School, Holsworthy said "The 'play in a day' activity was great and really helped the children to develop confidence and an increased awareness of energy. All the children were engaged and learnt a great deal about saving energy in an interactive, fun way!"

Billie-Jean Poole, Senior Community Relations Officer at E.ON said "This is the first time we've taken our play in a day activity to Devon schools and it's proved popular with both pupils and teachers alike, encouraging the next generation to become responsible energy users and learn how to use no more energy than they need to.

"The way the children have engaged in the activity and created a play about the importance of saving energy in the short amount of time is just brilliant!"

Schools which took part in the activity included Yeo Valley Primary in Barnstable, Kingsacre Primary School in Braunton and Pyworthy CE Primary School in Holsworthy.

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

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

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