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E.ON UK Press Releases - 2015

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21 December 2015



Residents affected by recent floods advised that the E.ON Energy Fund could help with the replacement of boilers and multiple white goods

E.ON is advising residents who've been affected by recent floods that they could receive replacement boilers or multiple white goods if they're eligible for help from the E.ON Energy Fund.

E.ON Energy Fund applicants are usually limited to claiming for one appliance per household – either a fridge, freezer, washing machine or cooker. However, E.ON is offering eligible people whose homes have been recently flooded multiple white goods in order to provide them with a little extra help.

The E.ON Energy Fund is open to all energy customers, regardless of their supplier, and people who are eligible could also receive support with the payment of energy debt.

To be eligible for support, applicants or someone in their household must meet one of the following criteria, and they must also provide evidence of meeting this criteria:

- Be in receipt of Pension Credit;
- Be in receipt of means tested Council Tax reduction;
- Be in receipt of Child Tax Credits or Universal Credit equivalent with a total gross household income of £16,190 or less;
- Be in receipt of Income Related Employment and Support Allowance;
- Be in receipt of Working Tax Credits with a total gross household income of £16,190 or less;
- Be in receipt of Income Support or Income based Jobs Seekers Allowance;
- Be in receipt of Universal Credit but not self-employed or in work;
- Have a total household of income of £16,190 or less;
- Be seriously ill or have a terminal illness which can be validated with a letter from a Doctor or Medical Practitioner.

David Bird, E.ON's Residential and Customer Operations Director, said: "We know that many people are struggling following the recent floods and that's why we want to ensure people know that there's help available for those who qualify for support through our E.ON Energy Fund.

"We set our fund up earlier this year with the sole aim of providing assistance for people who need extra support with their energy bills. We'd like to hear from anyone who thinks they're eligible so we can see how we can help."

To apply for funding:

- To access the simple application form for the E.ON Energy Fund, visit eonenergyfund.com or telephone **03303 80 10 90**.
- People who've suffered as a result of recent flooding should state '**FLOOD APPLICATION**' on the free textbox of the application form and apply **before 31st March 2016** if they want to be considered for the offer of multiple white goods.

The £6 million E.ON Energy Fund was set in April 2015; since then over £1 million has been given away. Funding is subject to availability and full details about the E.ON Energy Fund, including eligibility and how to apply, can be found at eonenergy.com/energyfund. Charis Grants independently manages the E.ON Energy Fund; from processing applications, to making decisions on funding, and issuing payments.

The E.ON Energy Fund was set up following E.ON's commitment to Ofgem in September 2014 to give back closed credits (money which E.ON has been unable to return to customers who've left) to households that meet its eligibility criteria and are therefore in need of extra support.

Ends

For more information contact:

Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com

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

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The not-so harmonious house share: the 10 things we’re most likely to fall out over around the house

- Cleaning the house, leaving the lights or heating switched on and taking the rubbish out cause the most arguments among house sharers
- Splitting the bills causes strife for one third, who are left out of pocket by housemates not paying their share
- E.ON’s Smart Pay As You Go enables people to keep track of their energy use and spend, whenever, wherever^[1]

Cleaning the house, leaving the lights or heating switched on and taking the rubbish out are among the most frustrating house share moments, according to new research from [E.ON](#)^[2].

The survey, which was conducted with 2,050 people who share a home with their partner, friends or housemates, found that the top 10 things people argue over are:

- Cleaning the house (34%)
- Leaving the lights or heating switched on (22%)
- Taking the rubbish out (21%)
- Leaving the washing up for others to do (19%)
- Wasting energy (18%)
- Letting food go off (18%)
- Not replacing household essentials when they run out (18%)
- The household temperature (15%)
- Hogging the TV (15%)
- Leaving things on standby or plugged in (12%)

The burden of bills

When asked about energy bills specifically, another common area of contention among house sharers is managing and splitting the cost (14%), and housemates who just don’t pay their way (14%).

Of all respondents surveyed, one in three (33%) people have been left out of pocket after managing their household bills, averaging a loss of £27 each when others they live with have shirked their share and never paid up. Looking at specific age categories, the results reveal that the older we get, the worse we are at paying one another back: for 18-24 year olds, the average rises to £36 and for those aged 35-44 it nearly doubles to £54.

Finding an easier way to pay

Estimating energy use is another tricky territory for house sharers – especially those who pay on receipt of energy bills rather than by Direct Debit. Respondents who pay their energy bills when they get them say they prefer the financial flexibility this offers (31%), and like to choose when to pay (35%).

Two fifths (43%) of this group say they also like the idea of knowing that they’re paying for exactly the energy they’ve used. However, almost half (49%) are unclear about how much energy they’re using and how much their next bill is likely to be. As a result, one third say they find it more difficult to budget (35%) and worry they may receive a large bill unexpectedly (46%), with over one quarter (26%) stating that being able to track their energy use would enable them to make better savings.

To help customers address these issues and have a better understanding of their energy consumption and cost, E.ON launched its Smart Pay As You Go pilot. This new way to pay will bring an end to estimated bills, allowing customers to track their energy spending in pounds and pence, and top up their account whenever, wherever by going online, by using the app or over the phone.

Smart Pay As You Go customers will also receive the same prices, previously only offered to customers paying by Direct Debit.

David Bird, E.ON’s Residential and Customer Operations Director, said: “We know that every household is different so we want to ensure that our customers have a choice when it comes to how they pay.

“Anyone who’s had to face the challenge of splitting the household bills will know that this can be difficult to keep on top of – particularly when you’re not always sure exactly how much you’ve spent until the bill arrives. Our Smart Pay As You Go pilot, which launched in May, gives house sharers increased visibility of their energy spending, helping customers to manage budgets and pay for energy as they use it.

“Smart Pay As You Go also allows customers to choose between all of E.ON’s different tariffs, ensuring they’re on a deal that’s right for their needs. This includes prepayment meter customers who are now able to access our cheapest prices, potentially saving them up to £102 per year^[3].

“Smart Pay As You Go is a simple, easy and new way to pay that we hope will make life a little easier for our customers – whatever their household dynamic.”

About Smart Pay As You Go

E.ON’s Smart Pay As You Go is a new way of paying that transforms the way in which customers manage the energy they use:

- Smart Pay As You Go offers a variety of quick and easy ways for customers to pay – by app, online or by phone;
- In addition, it offers greater control over energy use, allowing customers to view their balance online, through the E.ON app or through an in-home display at any time and keep track on what they’re spending in pounds and pence;
- With the function to receive alerts as customers’ balances approach zero, this puts an end to running out of energy unexpectedly;
- Customers who choose Smart Pay As You Go will also receive the same prices previously offered only to customers paying by fixed monthly Direct Debit.

Smart Pay As You Go is currently available to existing customers and will be offered more widely from 2016. For more information and to register interest in switching to Smart Pay As You Go, customers are asked to visit [eonenergy.com/registerpayg](#).

Ends

Notes to editors:

1. Customers will need E.ON to exchange their meter(s) for a smart meter(s), and other eligibility criteria will apply – see the Register Your Interest page for more details [eonenergy.com/registerpayg](#). During periods of regular planned maintenance, E.ON’s online services won’t be available;
2. Research conducted by OnePoll, polling adults living with their partner/family/ friends/others, conducted between 26th June and 7th July 2015.
3. £102 is the amount a typical dual fuel prepayment meter customer could save per year if switching from E.ON’s Energy Plan standard tariff to its cheapest one year fixed price tariff (E.ON Energy Fixed 1 Year V16). This amount includes payment method discounts of £70 per year (£35 per fuel through a reduction in standing charge), which is the equivalent amount received by customers who pay by fixed monthly Direct Debit. Prices valid as of 15 December 2015.

For more information contact:

Roxanne Postle: 02476 195 785 / roxanne.postle@eon-uk.com
Jag Bickham: 02476 181 308 / jag.bickham@eon-uk.com

16 December 2015

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Practical ways to help people who may need extra support during winter

Winter can be a difficult time for many people, including the elderly and those suffering from illness. So E.ON is reminding people about some of the ways they can keep themselves and those they care about warm and well this winter.

Check out NHS Advice

There are a number of illnesses which can be triggered by colder weather and are more common during winter including colds, flu, asthma, joint problems and heart attacks. The [NHS offers advice](#) on what to look for and how to prevent these during winter.

It's essential that people who have reduced mobility, are aged 65 or over, or have a health condition such as heart or lung disease keep their homes, or at least the rooms they live in, heated to [at least 18°C](#). Ensuring people who are vulnerable have a room thermometer, which are available from a number of retailers, will help provide peace of mind that this minimum temperature is being maintained.

Carry out simple checks

Next time you visit vulnerable relatives, friends or neighbours, check their home is draught-proofed. Plugging gaps around windows, pipes, doors, letterboxes and even loft hatches with supplies from DIY stores can help [save energy](#) and make a noticeable difference, as can closing curtains at dusk.

Also, check programmable heating controls to ensure the heating and hot water come on as needed. And ensure radiators aren't blocked by furniture or laundry so heat can circulate freely and warm up rooms properly. Bleeding radiators if rooms don't heat up or if radiators feel cold at the top and hot at the bottom will also help.

Consider a remote heating system

Systems like [E.ON Touch](#) allow people to remotely control their home's heating and hot water with the use of a smartphone app¹. As well as helping customers better control their energy use, these systems can also provide people with the tools to maintain a comfortable and safe home temperature for their vulnerable family members' and friends' homes.

See if there's any additional help available

Schemes are available to help those most in need. For example, the [E.ON Energy Fund](#) helps people who are eligible – regardless of their energy supplier – with support with the payment of energy debt and the provision or replacement of boilers and white goods, such as washing machines, fridges, freezers, and cookers.

ECO, which is a scheme led by the Government and funded by energy suppliers, could also help with funding for loft or cavity wall insulation or a replacement boiler if one is faulty or broken and more than five years old. To be eligible, applicants need to own their own home or rent privately from a landlord and claim certain income related benefits. Further details and full eligibility criteria can be found [here](#).

And people born on or before 5th January 1953 may be eligible for a [Winter Fuel Payment](#) of £100 – £300 tax-free to help pay for their winter heating bill.

For more information about how E.ON can help, visit [eonenergy.com](#) or [eonenergy.com/blog](#).

Ends

Notes to editors

1. E.ON Touch is available in Birmingham, Bristol, Coventry, Crewe, Derby, Doncaster, Dudley, Gloucester, Hereford, Leicester, Lincoln, Llandrindod Well, Lincoln, Luton, Oxford, Manchester, Milton Keynes, Northamptonshire, Nottingham, Peterborough, Sheffield, Stockport, Stoke on Trent, Telford, Walsall, Wolverhampton and Worcester. In order for customers to remotely control their hot water, their home must have a hot water tank and an Android or iOS smartphone. E.ON Touch must be professionally installed by an E.ON approved heating engineer. E.ON Touch costs £199.99 and customers can choose to pay with either a one off payment or via a payment plan made up of £49.99 upfront and three instalments of £50 per quarter for the next 12 months. To find out more about E.ON Touch, including Terms and Conditions, visit [eonenergy.com/touch](#).

For more information contact:

Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com

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Winter holidays and home heating habits

- One in six people are unlikely to switch off their heating before they go on holiday, and a tenth don't turn off their hot water
- A third of people say waiting for the house to warm up is one of the worst things about returning home after holiday, and one in five say waiting for hot water is also a post-holiday pain
- With millions of people planning a winter holiday, E.ON Touch could help people control their heating and hot water whether they're at home or away

With an estimated one in five (19%) Brits taking a winter holiday last year¹, research from [E.ON](#)² reveals that turning off the heating and hot water come low down on the going away to-do list for many people.

When asked about the things they're least likely to do before they go on holiday, the survey found that:

- A third of people (35%) say they're unlikely to empty the fridge before heading off on their holidays;
- A fifth (18%) don't clean or tidy the house;
- One in six (16%) are unlikely to switch off the heating;
- A tenth don't turn off the hot water (12%);
- One in ten fail to take the rubbish out (9%).

What's more, a fifth (19%) of people choose to leave their heating on for their pets when they go away, with dogs (51%) and cats (33%) being the most pampered pets.

The habit of leaving home heating and hot water on while holidaying could be due to the fact that a third (32%) of people say waiting for their house to warm up is one of the worst things about returning home, with a fifth (19%) hating the wait for hot water.

But with [E.ON Touch](#) – a new system which allows customers to remotely control both their heating and hot water anytime and anywhere with the use of a smartphone app³ – people can better control their energy use and avoid waste whether they're at home or away.

David Bird, Residential and Customer Operations Director at E.ON, said: "We all know how stressful going on holiday can be and how unwelcoming it is to come back to a cold house with no hot water. So it's perhaps unsurprising that many people choose to leave their heating and hot water on while they're away.

"The brilliant thing about E.ON Touch is that it's one less thing to worry about during the pre-holiday panic as you can choose to sort your home heating and hot water programming out while you're on your way to the airport, after you've checked in, or even on the beach. With heating and hot water accounting for over three quarters of a typical household's energy use⁴, this is a great way to help people stay in control of their energy use and spend."

E.ON Touch is available for E.ON customers in certain locations within the wider Midlands, East Anglia and the Welsh borders⁵.

E.ON Touch costs £199.99 and customers can choose to pay with either a one off payment or via a payment plan made up of £49.99 upfront and three instalments of £50 per quarter for the next 12 months.

To find out more about E.ON Touch, including Terms and Conditions, visit [eonenergy.com/touch](#).

Ends

Notes to editors

1. Source: [abta.com/news-and-views/news/abta-reveals-winter-holiday-trends-2013-14](#);
 2. Research conducted for E.ON with 1,000 UK adults in March 2015 by OnePoll;
 3. Must be an Android or iOS smartphone;
 4. Source: [E.ON](#);
 5. E.ON Touch is available in Birmingham, Bristol, Coventry, Crewe, Derby, Doncaster, Dudley, Gloucester, Hereford, Leicester, Lincoln, Llandrindod Well, Lincoln, Luton, Oxford, Manchester, Milton Keynes, Northamptonshire, Nottingham, Peterborough, Sheffield, Stockport, Stoke on Trent, Telford, Walsall, Wolverhampton and Worcester.
- In order for customers to remotely control their hot water, their home must have a hot water tank;
 - E.ON Touch must be professionally installed by an E.ON approved heating engineer.

For more information contact:

Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com

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09 December 2015



Workshops, solar panels and insulation: E.ON's Energy Action Fund fuels 17 community projects nationwide

Windows have been double glazed, school children have been inspired about energy efficiency, a café has provided drop-in energy advice sessions and a bowls club is now generating its own electricity using solar panels - all thanks to grants from the latest round of E.ON's Energy Action Fund.

These are just some of the activities completed with funds donated by E.ON to charities and community groups over the past 12 months. Projects in England, Scotland and Wales were awarded up to £2,000 each to support a range of energy-related improvements and activities. To be eligible for funding, the successful organisations' initiatives were required to meet one of three criteria: bring about a reduction in energy use, generate energy from a renewable source, or provide energy efficiency advice for local people.

The successful applicants included Blackerton Ecocentre in Devon, where volunteers laid loft insulation made from recycled bottles in its 136-year old former care home building. And the Playworks charity, set up to improve the quality and range of play in Nottingham, received new, high efficiency lighting thanks to a £2,000 grant.

Amy Cross, Senior Community Relations Executive at E.ON, said: "We know there are many charities and community groups looking to take control of their own energy use who just lack the money to implement their ideas. This could be improving the energy efficiency of their buildings, or helping other people understand the simple steps they can take to make sure they use no more energy than they need. We set up our Energy Action Fund in 2013 to help plug this gap and since then we've distributed over £75,000 to more than 40 community groups.

"We expect to have further funding available in early 2016, and interested community groups should visit eonenergy.com/community or check local press for announcements and [for further information when this funding becomes available](#)."

For more information contact:

Jane Branscombe, 02476 183 681, jane.branscombe@eon-uk.com

Naomi Troy, 02476 180 523, naomi.troy@eon-uk.com

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09 December 2015



E.ON confirms Killingholme gas-fired power station included in Supplemental Balancing Reserve (SBR) by National Grid

E.ON has today (WED) confirmed that its Killingholme gas-fired power station in North Lincolnshire has, subject to contract, been included in the Supplemental Balancing Reserve (SBR).

The SBR mechanism is designed to keep power stations that are outside the normal open market in reserve and available at times of need and National Grid has requested that Killingholme is available to provide 600MW of electricity when needed during winter 2016/17.

In March 2015 it was announced by E.ON that Killingholme would cease "normal" generation and in June a planned closure of the site was revealed. Today's announcement will see the plant made available for the SBR with a small number of staff being kept on to manage safety and operational aspects. No review of the "full" closure decision will be undertaken as market conditions still prohibit the medium to long-term future of the plant in "normal" generation mode.

Commenting on the announcement an E.ON spokesman said: "Since we made the closure announcement there have been a number of changes in the energy market that meant it became apparent there was a requirement for Killingholme's generation capability to help keep the lights on. Whilst this is limited good news, it does not detract from the overall disappointment that is still felt by us for our colleagues affected by the decision to stop normal operations earlier this year. Ultimately, and sadly, this news does not change the market realities that led to the original decision."

Killingholme was built as a Combined Cycle Gas Turbine (CCGT) comprising two 450MW modules giving a total generation capacity of 900MW. Approximately 50 people in total were employed at the North Lincolnshire site. Killingholme is now 80% decommissioned, however, small technical changes mean that 600MW can be operated to fulfil the SBR requirements. A small number of staff will now remain on site.

Ends

For more information contact:

Scott Somerville (07889 771 804)

Andrew Barrow (07515 752 759)

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08 December 2015

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E.ON to provide low carbon energy for Monkerton development

E.ON, the energy supplier behind the Cranbrook and Skypark developments, has been chosen as the district heating provider for the new Monkerton residential and commercial development on the outskirts of Exeter, it was announced today.

As part of landmark agreement with Devon County Council, East Devon District Council, and Exeter City Council, as well as property developers Persimmon Homes, Barratt Homes, Linden Homes, Bloor Homes and landowners Eagle One and Pater Salter, E.ON will develop a £30 million, 10,000 sq ft Energy Centre and district heating network which will provide a sustainable and cost-effective source of heat and hot water to homes and businesses across this major new development designed to serve the growing population of the greater Exeter area.

About 2,800 homes to the west of the M5 will be served through the first phase of residential development alongside Exeter Science Park to the east of the M5 – plus other community facilities and commercial developments. This high efficiency energy solution could provide an estimated 7,000 tonnes of CO₂ savings per year, the equivalent of removing more than 2,400 cars from the road¹.

Jeremy Bungey, Head of Community Energy at E.ON, said: "This agreement with our local authority and developer partners is a vote of confidence not only in district heating as an efficient and cost-effective method of better serving our customers and lowering carbon emissions at home and at work, but also in the success we've delivered at our Cranbrook and Skypark developments.

"Work on the new Community Energy Centre serving Monkerton is more proof of E.ON's continuing investment in cleaner energy sources across the UK. Not only will it provide local homes and businesses with a sustainable source of heating and hot water but will also continue to support Exeter and East Devon's vision of becoming one of the UK's leaders in decentralised energy."

The agreement has been made possible by the tireless work of the Exeter and East Devon Low Carbon Task Force (LCTF), which has driven the process, working with partners to reach this historic milestone. **John Rigby, chair of LCTF** said: "Today's announcement is absolute proof of the success that can be seen in bringing together councils, developers and energy companies to the benefit of all our futures. This is yet another multi-million pound investment into the green economy in the Exeter and East Devon area."

Paul Diviani, the Leader of East Devon District Council, added: "I am delighted that this second network has been secured. The fact that it will serve new development in both Exeter and East Devon exemplifies the partnership working in the area. Alongside the new homes it is particularly fitting that it will serve the Exeter Science Park which will become the home of a new environmental futures cluster, further demonstrating our credentials in terms of pioneering low carbon development.

Cllr Pete Edwards, Leader of Exeter City Council, said: "This is an important step in delivering on our ambition to position Exeter at the forefront of decarbonising the economy with decentralised heating and energy networks. We want to thank all partners who have come together in this endeavour to achieve this district heating solution. We are leading by example and others are now taking note of what is being achieved at the greater Exeter area."

Cllr Andrew Leadbetter, Devon County Council Cabinet Member for Economy and Growth, said: "We know that our work to move towards a low carbon economy offers the potential to drive significant business investment and we want to ensure that Devon, and the wider South West, remains at the forefront of this growth in the sector. This announcement sends out a clear signal that Devon is serious about finding innovative solutions to make this a reality."

Simon Perks, Managing Director South West at Persimmon Homes and lead for the developers welcomed the deal, adding: "We have been very pleased with the success of our sales at Cranbrook which have pioneered district heating and we are enthusiastic about rolling these facilities out to our site at Monkerton which is now getting under way. We will be able to deliver excellent quality homes with sustainability built in."

The Energy Centre, to be located within the Monkerton development next to the M5 motorway, will house a 3 megawatt combined heat and power engine as well as a 500kw biomass boiler which will provide heat and hot water 24 hours a day. It will also provide low carbon electricity to the nearby Exeter Science Park with any surplus electricity being fed back into the national grid.

Allied with the neighbouring Cranbrook and Skypark developments – also powered by an E.ON district heating scheme – East Devon will be one of the largest low carbon communities in the UK to deliver Combined Heat and Power (CHP) to all residents of these developments.

Ends

Notes to editors

¹ Figure based on carbon emissions of an [average petrol car](#) travelling 9,000 miles per year, emitting 2.89 tonnes of CO₂

For more information contact:

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

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Customers encouraged to cash in E.ON Reward Points within the next week if they want Bonusbond Multistore gift vouchers in time for Christmas

E.ON Rewards announced today as the energy industry's best rewards scheme again, according to the uSwitch.com 2015 Energy Customer Satisfaction Report

Customers are being encouraged to cash in their [E.ON Reward Points](#) by **Wednesday 9th December** if they want to receive Bonusbond Multistore gift vouchers in time for Christmas.

E.ON customers can earn 1,500 E.ON Reward Points every year, worth £15, once they sign up to E.ON Rewards. The scheme has today been announced as the energy industry's best rewards scheme by uSwitch.com in its 2015 Energy Customer Satisfaction Report, an independent report based on research with 5,300 consumers.

E.ON Reward Points can be exchanged for Bonusbond Multistore gift vouchers which can be used at over 18,000 high street outlets, including well known stores like Argos, Boots and Debenhams as well as hotel chains and restaurants. Customers who exchange their points before midnight on Wednesday 9th December should get their vouchers in the post before Christmas.

Alternatively, E.ON Rewards customers can choose to exchange their points for Tesco Clubcard points which will appear on their next Tesco Clubcard statement in February 2016. The 1,500 points per year could be worth up to £60 to spend on meals and family days out when points are used with Clubcard Boost Partners.

David Bird, E.ON's Residential and Customer Operations Director, said: "There can be little doubt that Christmas is an expensive time of year for many people. That's why we're reminding customers to exchange their E.ON Reward Points for Bonusbond Multistore vouchers now if they want a bit of extra cash to help with the cost of present-buying, a mid-shopping lunch, or even a hotel break to get away from it all. And we're reminding customers who haven't already signed up for E.ON Rewards to do so now, as they'll be able to get a bit of extra help next year.

"Almost two million customers have chosen to receive E.ON Reward Points since we launched the scheme and we've given away more than £10 million worth of benefits to them so far. We're delighted to be able to help our customers in this way and for E.ON Rewards to be named once again as the energy industry's best reward scheme, as announced today by uSwitch.com."

E.ON Rewards are offered on all available E.ON electricity and dual fuel tariffs. For more information, visit eonenergy.com/rewards.

Ends

For more information contact:

Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com

Jane Branscombe, 02476 183 681 or jane.branscombe@eon-uk.com

30 November 2015

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E.ON announces winners of its national 'Powering Poetry' primary school competition

E.ON has announced the 25 winners of its brand new 'Powering Poetry' primary schools competition to find the nation's best energy-themed poems. The 'Powering Poetry' contest forms part of E.ON's broader educational activities, developed to teach children about where energy comes from and how it is used in our everyday lives.

The winners have all seen their work in print as their poems have featured in a professionally published compilation book. As well as a copy of the book, winning pupils also received a book token for themselves and a set of energy-related books for their school.

Alison Gibson, Senior Community Relations Executive at E.ON, sat on the judging panel. She said: "Reading all of the entries we received, it was fascinating to see just what 'energy' means to these primary school children. Poems were submitted on themes ranging from appliances which rely on electricity to run, to pylons, wind turbines and even to the inventors and scientists who were responsible for the evolution of the energy industry.

"I hope the winning pupils' achievements in the Powering Poetry competition, together with the bundles of books they've won for their schools, might encourage their fellow pupils to become more inquisitive about where energy comes from and how they use it. We know that energy can sometimes be a dry topic for young people, particularly at primary school level, and that's why we wanted to take a more creative approach to the topic with this competition."

Kevan Naughton, Head Teacher at the Valley Community School in Bolton, where pupil Umayma Ahmed was a winner, said: "We gather from E.ON the standard of the poems submitted was very high, and Umayma should feel justifiably proud of her accomplishment. She worked hard to come up with the rhyming language, and to present the imagery of what energy means to her, and we're delighted that her effort has been recognised."

As well as 'Powering Poetry', E.ON also offers educational activities through its Energy Experience programme which has been created to help teachers working with young people aged 5-16 years. Energy Experience includes online and classroom activities which support the curriculum, and which have been designed to help pupils understand all stages of energy production, distribution and consumption. Full details and resources can be found at eon-uk.com/energyexperience.

The 25 winning pupils are:

- Lily Ward and Amy Loweth, Portway Junior School (Derby)
- Callum David Perratt, Anoushka Harvey and Alix Martin, Abbey Primary School (Kilwinning)
- Lauren Moody, Holly Pullen and Yasir Kindi, Priory School (Slough)
- Katie McCall, Francesca Kate Fairlie, Sadie McLaughlin, Alexander Scott and Amiya Patel, the Glasgow Academy
- Grace Kenthill, Keira Knight and Luke McDonald, Southover CE Primary School (Lewes)
- Aryan Nagpal, Oxley Park Academy (Milton Keynes)
- Umayma Ahmed, The Valley Community School (Bolton)
- Weronika Wiertel, St Elizabeth's Catholic Primary School (Coventry)
- Poppy Smith, Bethany Bradley-Wyatt, Max Eshelby and Alex Fry, Regis Manor Primary School (Sittingbourne)
- Matthew Grier, Stanton Road Primary School (Wirral)
- Emily Gardener, Gidea Park Primary School (Romford)

Ends

For more information contact:

Jane Branscombe, 02476 183 681, jane.branscombe@eon-uk.com

Naomi Troy, 02476 180 523, naomi.troy@eon-uk.com

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Brits are more aware of the cost of a TV Licence than their energy bill

- Only one in ten people know exactly when their energy bill is due
- 'Smart Pay As You Go' from E.ON allows customers to keep a close eye on their energy costs so they can see how much they're using and spending whenever, wherever¹

Research released today (TUESDAY) by [E.ON](#)² shows that Britain truly is a Gogglebox nation, with the majority of Brits knowing how much it costs to purchase a TV Licence (90%) and a monthly Netflix subscription (74%)³ but only a third (37%) aware of the cost of their monthly energy bill.

E.ON commissioned the research to gauge people's understanding of the cost of everyday purchases and services compared to their energy costs.

While two thirds (64%) of UK adults claim they have a good idea of how much their energy bill will vary month on month, only one in ten (14%) know exactly when their energy bill is due or when their payment will be taken. What's more, seven in ten people (69%) with a prepayment meter admit that they've run out of credit when they weren't expecting to.

When asked to select the correct price of items from a choice of three, the results reveal Brits are also more likely to know the cost of six free range eggs and a first class stamp than the running costs of everyday domestic appliances such as kettles, dishwashers and hairdryers and the cost of their monthly energy bill.

Awareness levels of the cost of everyday items and entertainment services:

Product/service	Actual cost ⁴	Awareness
Standard colour annual TV Licence	£145.50	90%
Monthly basic Netflix subscription	£5.99	74%
Six free range eggs	£1.40	62%
First class stamp	63p	58%
Two pints of semi-skimmed milk	75p	45%
Monthly Spotify Premium subscription	£9.99	33%

When asked which household outgoings had surprised them most in the past, energy bills come out top with a third (33%) of people failing to anticipate how much they'd cost. This is closely followed by weekly grocery shopping bills and booking fees (both 29%), phone bills (27%) and the cost of buying Christmas presents (24%).

E.ON is trying to help customers better control their energy with 'Smart Pay As You Go', a new payment option which allows people to manage their energy use and spend and top-up their balance whenever and wherever they choose – by app, online or by phone¹.

David Bird, E.ON's Residential and Customer Operations Director, said: "Not being able to anticipate how much routine household outgoings will cost can be frustrating and make it really difficult for people to manage their finances. As our research shows, many people are unaware of how much their energy actually costs. With Smart Pay As You Go, it'll be even easier for customers to keep a close eye on how much they're using and spending, whenever and wherever they want."

Julia Bradbury, Presenter and Consumer Affairs Expert, said: "Sometimes it can be difficult to keep track of what you're spending, especially when you don't know how much things cost. E.ON's research reveals there's a surprisingly low level of understanding about how much we're all paying for our energy compared to other everyday items. But with Smart Pay As You Go, people can clearly see how much energy they're using and how much they're paying day-to-day, meaning an end to bill shock and helping ensure people can make savings too."

About Smart Pay As You Go

E.ON's [Smart Pay As You Go](#)¹ is a new way of paying that transforms the way in which customers manage the energy they use:

- Smart Pay As You Go offers a variety of quick and easy ways for customers to pay – by app, online or by phone;
- In addition, it offers greater control over energy use, allowing customers to view their balance online, through the E.ON app or through an in-home display at any time and keep track on what they're spending in pounds and pence;
- With the function to receive alerts as customers' balances approach zero, this puts an end to customers with prepayment meters running out of energy unexpectedly;
- Customers who choose Smart Pay As You Go will receive the same prices previously offered only to customers paying by fixed monthly Direct Debit.

For more information and to register interest in switching to Smart Pay As You Go, customers are asked to visit [eonenergy.com/registerpayg](#).

Ends

Notes to editors:

1. Customers will need E.ON to exchange their meter(s) for a smart meter(s), and other eligibility criteria will apply – see the [Register Your Interest](#) page for more details [eonenergy.com/registerpayg](#). During periods of regular planned maintenance, E.ON's online services won't be available;
2. Research conducted in November 2015 by OnePoll with 2,050 adults;
3. Respondents were asked to select the correct price of items from a choice of three;
4. Actual cost of eggs, and milk are sourced from an average of supermarket prices for each item from the following retailers: Tesco, Asda and Sainsbury's in November 2015;
5. Energy usage costs may vary and are sourced from Navetas Energy Management:
 - Dishwasher cost based on using a dishwasher once a day at 65°C for seven days,
 - Vacuuming cost based on using a Dyson for 1.5 hours per week.

For more information contact

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

Jag Bickham: 02476 181 308 / jag.bickham@eon-uk.com

20 November 2015



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E.ON's Ironbridge Power Station to generate electricity for the last time

E.ON has today (FRI) confirmed that IronbridgePower Station¹ in Shropshire will cease commercial generation at 1430 hours, and will permanently close following 46 years of service.



Ironbridge

18 November 2015



Local primary school takes part in energy day thanks to E.ON

Pupils from Morven Park Primary School in Kirkby-in-Ashfield have had the opportunity to learn all about energy as part of a special day organised by E.ON.

During the day all 500 pupils at the school took part in E.ON's energy educational programmes. Activities included Foundation pupils learning how to generate electricity by pedalling a specially adapted bike, pupils reading energy related books with support from E.ON volunteers and the Year 4 pupils working with fictional characters 'Smart Alec' and 'Neon Bright' to solve energy challenges as part of E.ON's Smart Kids programme.

The day ended with a school sing-a-long about energy and how to save it which was performed by Year 6 pupils.

E.ON UK Chief Executive Tony Cocker attended the energy day and said: "At E.ON, we believe it's really important to help people of all ages understand more about where energy comes from, how it's used and how it can be used efficiently. Our energy education programmes offer pupils the opportunity to learn about energy in a really fun, engaging and practical hands-on way.

"So far this year, we've visited over 120 primary and secondary schools across the country with our educational programmes and by the end of the year we'll have reached over 13,000 school pupils. Having the opportunity to visit Morven Park Primary School and see how engaged and enthusiastic the pupils are in learning about energy has been a truly inspiring and uplifting experience."

Mark Watson, Head Teacher at Morven Park Primary School, said: "We've really enjoyed having E.ON coming along to our school for the day to teach us all about the different aspects of energy in a fun and interactive way. The educational programmes offered by E.ON give our pupils the chance to learn important messages about saving energy in a way that's sometimes hard to teach in a traditional classroom environment.

"We've been working with E.ON for over 10 years now and throughout this time their support has had a massive impact on our school environment and our pupils and we look forward to continuing to work with them in the future."

To find out more about how E.ON is working with local communities visit eonenergy.com/community.

Ends

Notes to editors

For more information contact:

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

Jane Branscombe, 02476 183681, Jane.branscombe@eon-uk.com

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E.ON UK supply activities: Interim III (January-September) 2015 Financial Update

- Turnover and profit fall due to competitive market environment particularly in B2B sector
- Investment increases due in part to a continued focus on smart meter installations

E.ON has today (WED) announced details of its interim financial performance for January to September 2015.

E.ON UK Supply Activities (i.e. Residential, SME and Corporate Supply):		
	Q3 (January-September) 2014	Q3 (January-September) 2015
Sales (Turnover) £m	5,378	5,078
Profit (EBITDA) £m	158	156
Investment £m	50	52

E.ON has reported a £300 million fall in turnover from January to September, due to a continuing competitive market environment in the business to business sector and the decrease in its standard gas prices in January. However, profit has remained relatively stable, decreasing by £2 million compared to the same period last year,

largely due to reduced spend from the successful delivery of energy efficiency obligations ahead of schedule.

E.ON UK Chief Executive Tony Cocker said: "Increasing competition within the energy market means we're working even harder to provide the services that our customers want, as well as ensuring our business runs as efficiently and sustainably as possible.

"As is always the case, our focus has remained on helping our customers manage their energy use and bills. We demonstrated in January that we fundamentally believe in doing the right thing for our customers and cut the price of our standard gas tariffs. More recently, we offered, for a limited period, a collective switch tariff which was one of the cheapest energy deals on the market, in conjunction with uSwitch^[1].

"Providing our customers with the tools to help them use and spend no more than they need has also remained a key priority for us. Our Saving Energy Toolkit, which allows our customers to compare their energy use to that of similar homes, has been viewed by more than a million customers to date, and by more than 380,000 so far this year. We continually encourage customers to use our Best Deal For You service to help find our best deal in just a few minutes – online or by speaking to one of our advisors.

"Investment in our supply business has increased by £2 million, with £17 million being spent on our smart metering programme from January to September. We believe that smart meters will be transformational for the UK energy industry and will help solve some of the frustrations energy customers have today.

"We've been installing smart meters for over four years now and so far we've fitted more than half a million in our customers' homes and businesses. As well as setting up a Smart Metering Centre of Excellence in Nottingham with specially trained advisors dedicated to helping customers with smart meters, we've continued to invest in our IT systems and processes to help ensure we have the capabilities we need to ensure an efficient mass rollout."

Generation, Upstream and other activities in the UK: Interim III (January-September) 2015 Financial Update

- Renewable assets in the UK contributed £182 million to overall profit
- Significant investment continues but overall figure has fallen due to the completion of Humber Gateway Offshore Wind Farm

Generation, Upstream and other activities in the UK:		
	Q3 (January-September) 2014	Q3 (January-September) 2015
Sales (Turnover) £m	1,221	1,090
Profit (EBITDA) £m	281	338
Investment £m	432	348

Commenting on the results across E.ON's other activities in the UK, **Tony Cocker** said: "Our renewable assets in the UK contributed £182 million to overall profit from January to September. We've continued to support the transition to low carbon energy generation and currently have around 1369MW of installed

capacity in the UK.

"In September our Humber Gateway Offshore Wind Farm was officially opened by the Minister of State for Energy and Climate Change, Andrea Leadsom MP. This opening marked a significant achievement for E.ON as Humber Gateway became our fifth operational offshore wind farm in the UK. At a local level, we've created 47 full-time roles based at the wind farm's Operations and Maintenance site, up to 10 apprenticeship roles over the next two years, and we'll continue to support local communities close to the wind farm through our £2 million Community Benefit Fund.

"Despite a decrease in investment compared to last year, largely due to the completion of Humber Gateway, we're continuing to invest substantially in our generation and renewable portfolios. Between January and September this year we spent £206 million on renewable assets and we've commenced work on the £1.3 billion Rampion Offshore Wind Farm which will be situated 13km off the Sussex coast.

"We'll continue to diversify our investment in new and existing plant as we firmly believe that it's important to have a broad range of generation assets as we move to lower carbon technologies. 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. The national average price was £803 per year based on Ofgem average consumption for dual fuel with payment by fixed monthly Direct Debit. The tariff was available through uSwitch between 30 September and 3 November 2015

For more information contact:

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

Scott Somerville: 02476 183 438 / scott.somerville@eon-uk.com

E.ON apologises for missing business electricity meter change deadline

- Settlement agreed with Ofgem. £7m redress payment to fund small and medium business energy efficiency campaign

E.ON has today (MON) apologised to customers for failing to meet its obligation to install [advanced electricity meters](#) to business customers. The company has agreed to provide a £7 million payment to fund a two-year programme of energy saving help for small and medium businesses, to be delivered by the Carbon Trust, by way of settlement.

The settlement follows the conclusion of an investigation by the energy regulator Ofgem into the installation of advanced electricity meters to business customers, which found that E.ON had not taken all reasonable steps to provide advanced metering technology to about 7,000 business customers by the April 2014 deadline.

Under the Government's advanced meter roll-out scheme¹ which began in 2009, energy suppliers across the UK had to take all reasonable steps to fit a total of 155,000 business customers with, and supply electricity through, advanced electricity meters by April 2014.

E.ON had installed more than 12,000 advanced electricity meters – or almost two-thirds of its total figure – by the April 2014 deadline but Ofgem has ruled that the company failed to take all reasonable steps to manage the installation process for all 20,000 meter installations within the timeframe.

A spokesman for E.ON said: "Installing advanced meters to tens of thousands of business customers across the country was always going to be a significant challenge and one that threw up a variety of hurdles for suppliers to overcome. That said, we cannot, and will not, overlook the fact that we did not do enough in time to meet the deadline and in that regard failed to provide the efficient service our business customers demand and deserve.

"In the last 18 months we have made some further progress and we have invested heavily in increasing our capability and we are taking all reasonable steps to get these meters installed. "

The £7 million redress payment will be used to fund a two-year programme of free energy efficiency advice and support for small and medium businesses across England, Scotland and Wales to be delivered by the Carbon Trust.

This will include energy audits for more energy intensive SMEs, energy efficiency training events to support groups of smaller and locally clustered businesses as well as support signposting participating organisations in order to help businesses implement cost effective energy saving opportunities. It will also deliver the installation of energy efficiency measures to help SMEs across Great Britain save energy.

Customers with advanced meters can potentially benefit from better and more detailed information about their energy use and how to better manage their consumption. The findings make clear there was no deliberate attempt to avoid completing the obligation but E.ON accepts that there were failings in its management systems which made the task all the more difficult.

Ends

1 Advanced meter rollout

In April 2009, the Government introduced a new licence condition requiring suppliers to roll-out advanced gas and electricity meters to their larger non-domestic customers by 6 April 2014.

The advanced meter obligation requires that all large non-domestic premises be supplied by advanced meters unless the supplier was unable to complete installation, despite taking all reasonable steps to do so.

For more information contact:

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

Scott Somerville on 07889 771 804 or scott.somerville@eon-uk.com

05 November 2015

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Canadian Energy company Enbridge joins E.ON and GIB in Rampion offshore wind project

E.ON has today announced that the Canadian energy company Enbridge has joined the Rampion offshore wind project by acquiring a 24.9 percent interest. Enbridge will become one of three shareholders in Rampion Offshore Wind Limited. E.ON will remain the controlling shareholder at 50.1 percent, with the UK Green Investment Bank plc (GIB) continuing to hold a 25 percent interest.

Rampion is a 400MW offshore wind farm project in the English Channel, to be located 13 kilometres off the Sussex coast south of Brighton and remains set to become the first offshore wind farm off the south coast of England. The development is expected to supply the equivalent of up to 300,000 homes⁽¹⁾ and to reduce CO₂ emissions by up to 600,000 tonnes⁽²⁾ a year. E.ON will manage construction and operation of the Rampion Offshore Wind Farm. The project received the final investment decision in May 2015, started construction in September and is expected to be fully operational in 2018.

E.ON and Enbridge are already partners in the Magic Valley wind farm located in Texas and the Wildcat wind farm in Indiana. Enbridge holds an 80 percent interest in both 200MW onshore projects; both are operated by E.ON. "Thanks to our excellent project portfolio and our capabilities there is a strong demand in the market for assets built and operated by E.ON. We are happy to strengthen our partnership with Enbridge as a reliable partner, who shares our approach of combining high class assets and safe operations", said Michael Lewis, COO of E.ON Climate & Renewables.

Ed Northam, Head of Investment Banking, UK Green Investment Bank, added: "Securing Enbridge's first investment in offshore wind is a major success for Rampion and the wider development of green infrastructure projects in the UK. The company's background in North American renewables and pipelines complements the expertise of the existing shareholder group. Our collective experience will help realise the successful construction and operation of the wind farm."

Enbridge Inc. is a North American leader in delivering energy, operating in Canada and the U.S. the world's longest crude oil and liquids transportation system. The company is also involved in natural gas gathering, transmission and midstream businesses as well as in power generation and transmission. Enbridge employs more than 10,000 people.

Ends

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.

For more information contact:

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

03 November 2015

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People struggling with their energy bills urged to find out if they're eligible for support through the £6 million E.ON Energy Fund

- E.ON has given away £1 million worth of support to more than 1,600 households since the E.ON Energy Fund launched in April 2015
- Help is available for all eligible households, regardless of their energy supplier
- Successful applicants can receive support with the payment of energy debt and the provision or replacement of boilers and white goods
- Applications are invited from anyone who thinks they may qualify to help provide peace of mind ahead of the winter months

E.ON has today (TUESDAY) announced that it has so far given away £1 million worth of support to 1,685 households since it launched the £6 million E.ON Energy Fund in April this year. With winter on its way, E.ON is urging anyone who thinks they may be eligible to get in touch now to help alleviate concerns about their energy bills during the colder months.

The E.ON Energy Fund is open to all energy customers, regardless of their supplier. People who are eligible can receive support with the payment of energy debt and the provision or replacement of boilers and white goods such as washing machines, fridges, freezers, and cookers.

Applicants or a member of their household must meet one of the following criteria to qualify, and must also provide supporting evidence of meeting this criteria:

- Be seriously ill or have a terminal illness which can be validated with a letter from a Doctor or Medical Practitioner;
- Be in receipt of Pension Credit;
- Be in receipt of means tested Council Tax reduction;
- Be in receipt of Child Tax Credits or Universal Credit equivalent with a total gross household income of £16,190 or less;
- Be in receipt of Income Related Employment and Support Allowance;
- Be in receipt of Working Tax Credits with a total gross household income of £16,190 or less;
- Be in receipt of Income Support or Income based Jobs Seekers Allowance;
- Be in receipt of Universal Credit but not self-employed or in work;
- Have a total household of income of £16,190 or less.

David Bird, E.ON's Residential and Customer Operations Director, said: "We've made a really good start with our £6 million E.ON Energy Fund since we launched it in April, so far helping more than 1,600 households with £1 million worth of support.

"But we know there are many more eligible people out there who may be worried and in need of a helping hand with their energy bills, especially with winter just around the corner. That's why we're urging anyone who thinks they could qualify for support to find out if and how we can help."

The E.ON Energy Fund is independently managed by Charis Grants which looks after all aspects of the process, from handling applications through to decision-making and issuing payments.

- For full details about the E.ON Energy Fund, including eligibility and how to apply, visit eonenergy.com/energyfund.
- To access the simple application form for the E.ON Energy Fund via Charis Grants, visit eonenergyfund.com or telephone 03303 80 10 90.

The E.ON Energy Fund was set up following E.ON's commitment to Ofgem in September 2014 to give back closed credits (money which E.ON has been unable to return to customers who've left) to households that meet its eligibility criteria and are therefore in need of extra support

Ends

For more information contact:

Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com

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

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'E.ON Touch' launched to enable customers to control their heating and hot water remotely and better manage their home energy use

- Three quarters of people leave their home heating and hot water on when they go out for a couple of hours
- One in four leave the heating on when they go away for longer periods, and almost a third leave their hot water on
- With the average home now having three mobile phones, E.ON launches 'E.ON Touch' in direct response to feedback from customers that they want to control their settings remotely with an easy to use app

E.ON has today (TUESDAY) launched 'E.ON Touch' – a new system which enables customers to remotely control their heating and hot water anytime and anywhere, with the use of a smartphone app¹.

The average home now has three mobile phones², and with heating accounting for around 60% of a household's energy use and hot water accounting for a further 15%³, the introduction of E.ON Touch is intended to help customers better manage their home energy use, conveniently and simply.

When developing the system, E.ON asked its customers what they'd find most appealing about this type of technology and E.ON Touch has been designed to meet their core needs. These are: being able to see and change heating and hot water settings when they're away from home (81%); having an app available on a smartphone (78%); and having easy to set temperatures and schedules (84%)⁴.

Customers can also benefit from helpful daily and monthly reports about their energy use and personalised information to help them manage their household energy more efficiently.

According to research conducted by E.ON with its customers⁵.

- Two thirds (62%) of people have no idea how much money they're potentially wasting by heating their homes inefficiently;
- Almost three quarters (73%) of people use heating programmes in winter and almost all (92%) of these override their programmes during the winter months;
- Three quarters (76%) of people admit to leaving their heating on when they go out for a couple of hours, and three quarters (78%) do the same with their hot water;
- One in four (44%) leave the heating on when they go away for longer periods, such as when they go on holiday, and almost a third (32%) leave their hot water on.

David Bird, Residential and Customer Operations Director at E.ON, said: "We've developed E.ON Touch after listening to our customers' feedback. Heating our homes and water make up a huge proportion of our home energy bills.

"That's why we're pleased to enable E.ON Touch customers to better control their heating and hot water, as well as offering them personalised information to help them see how they're using energy and where savings can be made."

E.ON Touch customers receive three pieces of kit which are designed to work with the E.ON Touch app:

- a room sensor which lets customers see and control their home temperature;
- a relay switch which turns the boiler on and off as desired;
- a gateway which controls heating and hot water by wirelessly connecting to both the room sensor and relay switch on the boiler.

Tomas Sorensen Boye, Vice President of Business Development and Sales in Europe for Greenwave Systems Inc. said: "We're proud to have worked with E.ON to deliver E.ON Touch. Our unique communications platform enables devices around the home to 'speak' to both E.ON's network and customers' mobile devices, allowing customers to more effectively manage their home energy usage whether they're at home or away."

E.ON Touch is available from today to E.ON customers in certain locations within the wider Midlands, East Anglia and the Welsh borders⁶.

Customers can choose to pay for E.ON Touch for a one off payment of £199.99, or through a payment plan where they'll pay £49.99 upfront and then three instalments of £50 each quarter over the next 12 months.

To find out more about E.ON Touch, including Terms and Conditions, visit eonenergy.com/touch.

Ends

Notes to editors

1. Must be an Android or IOS smartphone;
2. Research conducted for E.ON with UK 1,000 parents in February 2015 by OnePoll;
3. Source: <https://www.gov.uk/government/publications/2010-to-2015-government-policy-household-energy/2010-to-2015-government-policy-household-energy>.
4. Research with over 1,000 E.ON YourSay customer panellists in 2014;
5. SmartHeat Winter 2015 research conducted with over 3,000 E.ON customers who use programmes;
6. E.ON Touch is available in Birmingham, Bristol, Coventry, Crewe, Derby, Doncaster, Dudley, Gloucester, Hereford, Leicester, Lincoln, Llandrindod Well, Lincoln, Luton, Oxford, Manchester, Milton Keynes, Northamptonshire, Nottingham, Peterborough, Sheffield, Stockport, Stoke on Trent, Telford, Walsall, Wolverhampton and Worcester.

In order for customers to remotely control their hot water, their home must have a hot water tank

E.ON Touch must be professionally installed by an E.ON approved heating engineer.

About Greenwave Systems:

Greenwave Systems is a global Internet of Things (IoT) software and service company whose 360° integration model and scalable AXON-platform software solution enables brands to profitably implement managed services. Greenwave's mission is to increase the awareness and use of the IoT in the mass market by allowing leading companies to utilise the technology to create extensive customer connectivity. greenwavesystems.com

For more information contact:

Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com
Jane Branscombe, 02476 183 681, jane.branscombe@eon-uk.com

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Temper(ature) tantrums: four in ten people disagree over home heating in winter

Four in ten (41%) people get hot under the collar when it comes to the temperature in the home during winter, according to new research¹ from [E.ON](#).

With the clocks going back on Sunday and winter well on its way, E.ON is sharing new research and tips to help keep households harmonious while helping ensure people are using no more energy than they need.

Home heating hints

According to the new research¹:

- Just 15% of people know that heating accounts for around almost two thirds (60%) of a typical household's energy use²;
- Only one in five people know that 18°C is NHS England recommend temperature in most lived-in rooms and bedrooms (21%)³;
- A fifth of people mistakenly think leaving the heating on all day is cheaper than putting it on only when it's needed or using programmable heating controls (18%);
- One in five incorrectly assume that setting the thermostat to maximum will make their house warm up quicker than just setting the thermostat to the desired temperature and waiting (19%).

There are a number of simple steps people can take to manage their home heating effectively, without compromising on their comfort or health. For example:

- Bleed radiators if rooms don't heat up or if radiators feel cold at the top and hot at the bottom;
- Don't cover radiators or block them behind furniture – leave space for heat to flow into the room;
- Keep curtains and blinds open during the day to let in warm winter sunlight – but close them when it gets dark to help keep heat in.

Plugging the gaps

A typical home can lose around a third of its heat through uninsulated walls and up to a quarter through the roof².

- It's worth having walls professionally insulated and ensuring there's at least 270mm of loft insulation, if insulation is below the joist. Low income households may even be eligible for free insulation⁴;
- Plugging gaps under floorboards could reduce heating bills by nearly 9%². And filling gaps around windows, doors, pipes, loft hatches and even keyholes and letterboxes with draught-proofing supplies from local DIY stores will help keep heat in too.

Winter water use

The research¹ shows that only one in five (18%) people know that heating hot water for use around the home accounts for roughly a quarter of a typical household's energy use, making it the next biggest contributor, after heating. There are simple ways to help control this:

- Lowering the temperature on a water cylinder to 60°C could reduce water heating costs by 18%²;
- Insulating hot water pipes with foam insulation sleeves can save energy by cutting the need to reheat water;
- Fitting a cylinder jacket can reduce heat loss and cut a household's gas bill by 5%¹;
- Cutting down on baths can help cut energy use – baths can use twice as much water as a five-minute shower with an efficient showerhead;
- Many modern showers heat up straightaway, removing the need to leave them running before getting in

Lighting up longer nights

Lighting a home typically accounts for 8% of its total energy costs².

- According to the research¹, one in ten people (9%) incorrectly think it's cheaper to leave lights on instead of turning them off when they leave a room – regardless of how soon they'll need them again;
- Occupancy sensors automatically switch lights off when no one is in a room and timers turn lights off after a pre-set amount of time – both can help cut lighting waste, as can adding motion sensors and timers to outdoor lights;
- Switching to compact fluorescent light bulbs (CFLs) and light-emitting diode bulbs (LED) in rooms used most often, like the kitchen, living room, or outside, can help cut costs. CFLs and LEDs both use about a quarter of the energy of traditional bulbs and can pay for themselves in a year or two years respectively.

Looking after laundry

- Tumble dryers use a lot of energy so give clothes an extra spin in the washing machine before tumble drying them as this will help them dry much quicker;
- Folding clothes loosely onto racks in airing cupboards can also help dry them off too.

For more information about how to save energy in the home, and to find out how your energy use stacks up compared to similar homes, please visit eonenergy.com/savingenergy.

Ends

Notes to editors

1. Research conducted by OnePoll for E.ON with 2,000 UK adults in October 2015;
2. Source for all data and tips: [E.ON](#);
3. "Keep your home warm:
 - If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18°C. It's a good idea to keep your bedroom at this temperature all night if you can. During the day you may prefer your living room to be slightly warmer. Make sure you wear enough clothes to stay warm.
 - If you're under 65 and healthy and active you can safely have your house cooler than 18°C, if you're comfortable.
 - You can also use a hot water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed."

Source: nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx

4. E.ON is helping people who are on certain benefits and own or privately rent their home to get free loft and cavity wall insulation and funding towards a new boiler through the Affordable Warmth Scheme. This is part of ECO, a Government led scheme helping people heat their homes for less. For more information, visit eonenergy.com/for-your-home/saving-energy/need-little-extra-help/home-improvements.

For more information contact:

Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com

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09 October 2015



Where do you pay your bills?

Uncovering the new generation of 'life admin adventurers'

- **'Life admin adventurers' choose to pay their bills and complete tax forms in the dentist chair, up trees and even on The Great Wall of China**
- **A quarter of those aged 18-24 have done life admin while in the bath**
- **Smart Pay As You Go from E.ON allows customers to manage their energy whenever and wherever they choose**

As the nation is more connected than ever before, the desire and ability to manage life admin, such as paying bills and managing utilities, on the go is unsurprisingly on the rise. According to new research from E.ON¹, a generation of 'life admin adventurers' are taking to the bath, the dentist chair and even the London Eye to complete their day-to-day admin.

While the majority of us choose to do our life admin at home (82%), it seems we rarely give our full attention to the task in hand. Multi-tasking life admin-ers admit to paying bills and managing their taxes while also watching TV (58%), cooking dinner (25%), eating meals (22%) and even entertaining their children (12%).

The research, conducted with over 2,000 adults, also reveals:

- The younger generation are the biggest life admin adventurers, willing to use almost any surface, event or venue to get that bill paid or tax form completed;
- A quarter of those aged 18-24 reach for their phone over the rubber duck to take care of their admin tasks while in the bath (25% compared to 10% on average);
- One in five (19%) people do their life admin on the go to fit these chores around their daily routine with commuting (14%), shopping (12%) and waiting at the school gates (3%) all being named as opportunities to tackle admin;
- Over a third (38%) do their admin while on holiday, with two thirds of these saying they do so because their admin couldn't wait until they got home (61%) and a fifth (20%) saying it was because they forgot to do it before they went away.

To help people manage their energy whenever and wherever they like, E.ON has launched Smart Pay As You Go – a new payment option which allows customers to manage their energy use and top-up their balance when they choose and in a way that suits them – by app, online or by phone².

David Bird, E.ON's Residential and Customer Operations Director, said: "Admin is one of life's necessities and while we can't get away from managing our bills, we can help make the process easier.

"As our research shows, many people like to carry out their life admin while multi-tasking or while they're on the go. Smart Pay As You Go allows our customers to do just that – managing their energy whenever and wherever they choose. We hope that making this process simpler for our customers will leave them with more time to spend doing the things they really enjoy."

Respondents to the nationwide survey revealed some of their most extreme administration destinations. These include in the dentist chair, on the Great Wall of China, up a tree, whilst walking the dog and on the London Eye.

About Smart Pay As You Go

E.ON's Smart Pay As You Go is a new way of paying that transforms the way in which customers manage the energy they use:

- Smart Pay As You Go offers a variety of quick and easy ways for customers to pay – by app, online or by phone;
- In addition, it offers greater control over energy use, allowing customers to view their balance online, through the E.ON app or through an in-home display at any time and keep track on what they're spending in pounds and pence;
- With the function to receive alerts as customers' balances approach zero, this puts an end to running out of energy unexpectedly forever;
- Customers who choose Smart Pay As You Go will also receive the same prices previously offered only to customers paying by fixed monthly Direct Debit.

Smart Pay As You Go is being offered to up to 5,000 customers by the end of 2015 and is being offered more widely from 2016. For more information and to register interest in switching to Smart Pay As You Go, customers are asked to visit eonenergy.com/registerpayg.

Ends

Notes to Editors:

1. Based on research conducted by OnePoll in September 2015 among 2,050 adults across the UK. Further details about sample and data available on request.

2. Terms and Conditions and eligibility criteria apply. During periods of regular planned maintenance, E.ON's online services won't be available. For further information visit eonenergy.com/registerpayg

For more information contact:

Jag Bickham: 02476 181 308 / jag.bickham@eon-uk.com

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

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30 September 2015

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Humber Gateway Offshore Wind Farm officially opened by Minister of State

E.ON's Humber Gateway Offshore Wind Farm was today officially opened by Minister of State for Energy and Climate Change, Andrea Leadsom MP.

The 73 turbine wind farm, which is located 8km off the Holderness coast, went into full operation in May and will provide enough electricity for around 170,000 homes⁽¹⁾ – equivalent to around one and a half times the size of Hull⁽²⁾.

In February, a £2 million Community Benefit Fund was launched by E.ON to help make a positive difference to local communities close to the wind farm. From this fund, £100,000 has been donated to community projects across East Yorkshire, supporting sustainable projects in parishes which border the wind farm between Easington and Preston, ranging from improvements to facilities at a football club to increasing the number of rural internet connections in the area. A further £100,000 is to be made available next year.

E.ON has also committed to providing 10 apprenticeship roles over the next two years. The three year apprenticeship programme, which was launched in September, will provide learners with an Advanced Apprenticeship in Wind Turbine Operations and Maintenance. Five young people from the local area, aged between 17 and 21, have now started on the paid apprenticeship programme and will split their time between classroom learning and on the job training at the wind farm.

Energy Minister Andrea Leadsom, said: "This wind farm will give the local economy a major and sustained boost and will generate enough clean electricity to power more than 170,000 homes."

"Our priorities are to decarbonise our energy sector, keep bills down and the lights on and we need an energy mix that is built around diverse and home grown supplies. Offshore wind has a key role to play, which is why we're the best place in the world to invest in offshore wind projects."

The Minister, along with local MP Melanie Onn and Michael Lewis, Chief Operating Officer for E.ON Climate and Renewables, also officially christened the vessels serving the site. The Spirit of Hoton, the Spirit of Sunthorp and the Spirit of Turmarr, built by UK based Alicat Workboats, have been named after villages lost through coastal erosion along the Holderness coast. The vessels will be used to transport engineers, technicians and their equipment offshore to the turbines to carry out maintenance.

Michael Lewis, Chief Operating Officer for E.ON Climate and Renewables, said: "This opening marks a significant achievement for E.ON, as Humber Gateway becomes our fifth operational offshore wind farm in the UK and our eighth in total group-wide."

"Humber Gateway will play an integral role in helping the UK meet its energy needs and commitment to reducing carbon emissions. At a local level, 47 full-time roles have been created following the completion of the wind farm, which will be based at the Operations and Maintenance site, and we will continue to support local communities close to the wind farm through our Community Benefit Fund."

"We've gained a huge amount of knowledge and experience in the offshore wind sector, and we're proud to be a market leader in terms of investment and capability. I'd like to take this opportunity to thank everyone that has been involved in the planning, development and construction process at Humber Gateway over the last 10 years."

Over the last seven years, E.ON has invested almost 10 billion euros in renewable generation assets worldwide, and now has over 4200 MW of installed capacity globally, of which 925 MW is in the UK – enough to power over 514,000 homes⁽¹⁾.

Ends

Notes to editors

1 = Based on an average annual domestic household electricity consumption of 4,725 kWh (DECC);

2 = Based on 2011 census data.

For more information contact:

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

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

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23 September 2015



E.ON welcomes local people to public exhibitions for its proposed Clachaig Glen Wind Farm

E.ON is inviting local people to attend public exhibition sessions, to find out more about their plans to develop the Clachaig Glen Wind Farm.

The wind farm would be located north east of the village of Muasdale and could feature up to 15 turbines with a capacity of up to 51MW of electricity.

The public exhibitions will be held on:

Monday 28th September

A'Chleit Hall, Muasdale

4pm to 9pm

Wednesday 30th September

Tayinloan Village Hall, Tarbert

4pm to 9pm

Aoife O'Keeffe, Project Developer at E.ON, said: "These sessions are being held to update the local community about our plans and to give them the opportunity to get involved and share their views.

"We'd like to thank local people for the feedback they've already provided through our Public Information Days held in May 2013 and the Community Liaison Group set up, which along with environmental studies has helped us base our proposal of a 15 turbine site.

"We'd like to invite as many people as possible to come along to A'Chleit Hall in Muasdale and Tayinloan Village Hall in Tarbert, when we'll be happy to discuss our proposals and outline how the wind farm will look."

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

Ends

For more information contact:

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

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East Yorkshire communities boosted by £100,000 funding from E.ON

More than £100,000 has been donated to community projects across East Yorkshire through E.ON's Humber Gateway Offshore Wind Farm Community Support Fund. The fund setup to support sustainable community projects in parishes which border the windfarm between Easington and Preston, will this year support 20 projects ranging from improvements to facilities at a football club to increasing the number of rural internet connections in the area.

As part of the funding process, an independent judging panel chaired by East Riding of Yorkshire Council's Cabinet Member for Economy, Investment and Inequalities, Cllr Jane Evison, was asked to score each application, against a set of criteria: impact on community, sustainability, environmental benefit, value for money and need.

Sandra Stephens, Renewables Stakeholder Manager at E.ON, said: "Providing a helping hand to organisations that are looking to deliver projects that make a real difference to local people is the core principle of the Community Support Fund and something we're incredibly proud of.

"We were amazed by the diversity and creativity of the applications received and our panel of judges found the task of selecting the projects to support extremely difficult. One application which particularly inspired us was from Ottringham Village Hall Management Committee, and we very much look forward to seeing how Ottringham Village Hall and all of the selected projects come together over the coming weeks and months."

Ottringham Village Hall, a building used regularly by the local community, has received £7,000 to fund the internal refurbishment of the hall and to provide secure cycle storage in order to facilitate greater use of the facility. Tim Haggitt, Vice-Chairman of Ottringham Village Hall Management Committee, said: "A modern facility for use by the whole community will benefit all and we are absolutely delighted to have received this funding from E.ON to help us make the necessary improvements to the village hall."

"When the improvements are complete, young people will be able to cycle to catch their school bus and leave their bike in a safe, secure area. We are confident the changes will lead to an increase in bookings and usage of the hall and, subsequently, more income to ensure Ottringham residents and those in neighbouring parishes have access to a facility they can be proud of." Work is due to start at the hall this month and is expected to be complete by the end of the year.

Easington Parish was awarded funding across a number of different initiatives. Easington United Association Football Club was another recipient of funding from E.ON, securing £6,000 for improvements to its existing facilities, including the erection of floodlights, changing room repairs and drainage installation. According to the club, the improvements will provide a more sustainable and safe venue to increase participation and community engagement.

Doug Clubley, chairman of Easington United Association Football Club, said: "On behalf of the entire club, I would like to say a huge thank you to E.ON for its support without which we would have struggled to fund these much needed improvements. We are a club with the local community at heart and these changes will benefit everyone."

Other beneficiaries of E.ON's Humber Gateway Offshore Wind Farm Community Support Fund 2015:

Association for the Conservation of Sunk Island Church	Hedfest (Hedon Festival)
Hedon Museum Society	Keyingham Parish Institute
Ottringham Village Institute	Paull Parish Council
Paull Village Hall Committee	Ryehill Village Institution
Spurn Observatory Trust Ltd.	The HUBB
The Evergreens	Thornhumbald Preschool
Welwick & Weeton In Bloom Neighbourhood Watch	Welwick Parish Council

The Community Support fund is part of E.ON's Humber Gateway £2m Benefit Fund launched in February to help make a positive difference to the local community.

Details of all successful applications to the Humber Gateway Offshore Wind Farm Community Support Fund 2015 will be published on the Humber Gateway offshore windfarm website - www.eonenergy.com/humber. The 2016 Community Support Fund will be launched in January 2016.

Ends

For more information contact:

Victoria Blake 02476 181304 / victoria.blake@eonenergy.com
Roxanne Postle 02476 195785 / roxanne.postle@eon-uk.com

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Three quarters of restaurants fail to serve up sustainability because they don't know how

- E.ON research shows implementing energy savings could increase profit margins by almost 5%

Britain's restaurant sector consumes more than £1.3 billion [1] in energy each year – and is responsible for higher carbon emissions than the state of Costa Rica [2] – but three quarters of restaurateurs admit they don't know how to implement energy saving measures, research from E.ON [3] reveals.

The survey of 150 restaurant owners, managers and chefs shows energy worries come second only to staff issues. Yet despite more than 80% of restaurateurs saying they consider sustainability when making business decisions, 75% say they do not have the tools and knowledge to make changes.

Energy costs make up almost a quarter (22.5%) of overheads for the restaurant and catering industry, with an estimated 10% of overheads lost on waste.

Working kitchens admit to leaving on gas hobs, grills, deep fryers, heat lamps and ovens throughout service so high quality food can be turned out quickly – making it one of the most energy intensive consumer industries in the UK.

The Carbon Trust estimates that the hospitality sector in the UK spends more than £1.3 billion on energy each year, generating the equivalent of about 8 million tonnes of carbon – greater than the entire carbon emissions of Costa Rica or Kosovo.

Reducing energy use by an average of 25% across the sector could save up to £325m for the restaurant and catering industry.

E.ON is launching a campaign to help small businesses save energy and save money by highlighting E.ON's [Energy Toolkit](#) which has been created to help its small business customers manage their energy use and plan greater efficiencies.

Restaurants in particular are in need of help with energy efficiency and cost reduction. Cash is considered a driving force for nearly 80% of restaurateurs when it comes to cutting energy bills, but 40% are motivated by ethical reasons too.

With the survey showing the average restaurant generates a profit margin of 8% and estimated energy savings of nearly 25% achievable in most restaurants, the business case is clear: energy savings could improve profit margins by approximately 4.6%, giving the average restaurant a margin of around 12.6%. [4]

The research also reveals that restaurant owners, managers and chefs massively underestimated how much their customers care about choosing restaurants with sustainable practices such as energy efficiency – estimating that only 25% of customers care when in fact four out of ten diners consider sustainability when choosing a restaurant. [5]

Iain Walker, Head of SME at E.ON, said: "The restaurant business is incredibly energy intensive and the desire to cut energy use is clear. The industry clearly understands the impact of energy efficiency on the bottom line, but our survey suggests there is a real need for greater awareness and help when it comes to how to tackle that.

"That's why we've created our Energy Toolkit for our small business customers, which provides analysis of energy use based on real consumption data to help firms manage their energy use more effectively."

While many of the chefs and restaurants polled took simple steps such as turning off lights and encouraging staff to take part in energy efficient behaviour, only around a third have installed energy efficient light bulbs and just a quarter had insulated dining areas, managed their air conditioning better or regularly maintained refrigerators.

Refrigeration alone accounts for an estimated 20% of energy costs and regular maintenance or switching to newer fridges could save 20% on that energy consumption [6]. Lighting too can account for up to 25% of restaurant energy costs, making it an obvious place to look for efficiencies.

Top 10 Energy Saving Tips

1. **When investing in new equipment, don't just think of the upfront cost**, think in terms of the lifespan of a use including factors such as preheat energy consumption, idle energy rate usage, production capacity, operating hours and maintenance and disposal costs.
2. **Retrofit old equipment with high efficiency parts and accessories**. Consider installing control technology, which automatically switches off or turns down unused cooking equipment. Automatic pan sensors are available for gas and electric hobs, which turn the hob off or down. Install a door closer on refrigerators, hang strip curtains on coolers to maintain moisture levels or use programmable thermostats to automatically adjust ventilation and air conditioning.
3. **Consult an energy consultant** or a commercial kitchen designer and installation team.
4. **Locating refrigerators and freezers away from the hot kitchen** will work far more efficiently and use less energy, and it will reduce unwanted heat gain in the kitchen. Install door closers or alarms to prevent employees from accidentally leaving fridge/freezer doors open.
5. **Use energy efficient light bulbs or LEDs**.
6. **Don't keep frozen food at temperatures colder than needed** – increase the temperature of frozen food and product stores from -25°C to -20°C and save 10% of the refrigeration energy [7]
7. **An induction hob is up to 50% more efficient** than a traditional electric hob [8] and can power up quickly, reducing the need for them to be on all the time. They generate less heat which means less cooling in the cooking areas is needed. **Consider switching from gas permanently** and make the change to induction when you do. They are also easier to clean, which can save extra money and time.
8. **A combi oven**, which offers convection, steam and combination cooking, **can reduce energy costs by around 50% [9]** because they offer faster cooking times.
9. Pass-through dishwashers are the energy-hogging workhorses of many professional kitchens but the new generation has lots of energy-saving features. **Choose a dishwasher model with a heat recovery condenser device** to reuse waste hot water to heat the incoming supply of water.
10. **New grill designs** can detect something placed underneath them and **heat up in seconds**. Good designs will respond in less than ten seconds, **offering energy savings of 75% [10]**

E.ON customers can access energy efficiency advice via their online account, including the Energy Toolkit, a [new online tool](#) to help them track energy use and show where they could save energy as well as significant discounts on energy efficient products.

Ends

¹ http://www.carbontrust.com/media/39220/ctv013_hospitality.pdf
² <http://www.eia.gov/cfapps/jpdbrproject/jedindex3.cfm?tid=90&pid=44&aid=8>
³ Based on poll of 150 restaurant owners, managers and chefs by OnePoll in July 2015
⁴ http://www.carbontrust.com/media/39220/ctv013_hospitality.pdf
⁵ Based on research with 2,050 adults carried out for E.ON by OnePoll between 26th June and 7th July 2015.
⁶ http://www.carbontrust.com/media/13055/ctg046_refrigeration_systems.pdf
⁷ http://www.carbontrust.com/media/138492/j7895_ctv066_food_prep_and_catering_03.pdf
⁸ http://www.carbontrust.com/media/138492/j7895_ctv066_food_prep_and_catering_03.pdf
⁹ <http://www.greenhotelier.org/our-themes/energy-efficiency-in-the-kitchen/>

Notes to Editors

For further information, please contact:
Andrew Barrow on 02476 183677 or andrew.barrow@eon-uk.com

Work commences at Rampion Offshore Wind Farm

Work will begin this week at the Rampion Offshore Wind Farm, in readiness for the first foundation installation in January. This will include clearing boulders on the seabed along the cable route and around each of the 116 foundation positions to allow safe and effective installation.

Chris Tomlinson, E.ON Development Manager for the Rampion Offshore Wind Farm, said: "After five years in development, following successful consultation, consent and contracting, we're delighted to be able to confirm that work will commence this week to prepare the seabed for turbine installation.

"Assessment of the number of boulders is still underway but is likely to be in the thousands and up to six vessels will be onsite to undertake the work over the next many months. Great efforts will be made to replicate the seabed as it is now and all boulders moved will be weighed and the new position recorded. Details of the new positions of the boulders will be made freely available to sea users. We will continue to issue Notices to Mariners to keep sea users informed of these works."

This coincides with work commencing onshore, with the first of 12 stages of the onshore project which started in early September to the south of the Upper Brighton Road, Worthing. Access points will be constructed first to allow construction of a haul road along the cable route. This will be followed by trenching works to lay the ducting for the cables, and finally, the reinstatement of the ground. Work will start on building the onshore substation in Twineham towards the end of September. "Throughout the Rampion project's progress we've worked hard to keep the local community informed of our activities and over the last three months community events have been held at locations along the cable route in Lancing, Steyning, Henfield and Twineham, where we were pleased to be able to update over 500 local people of our construction plans" added Chris.

When the turbines are fully complete in early 2018 the electricity cables will come ashore at the Brooklands Pleasure Park in Worthing and will transport power along 27km of underground onshore cable to the new substation at Twineham where it will be connected to the grid.

During the planned 3 year offshore reconstruction period it is estimated that around 250 to 300 jobs will be created. A workforce of up to 100 will be employed for the onshore cable route and around a further 40 to 60 people at the onshore substation during construction. Once the wind farm is commissioned and fully operational, it is envisaged that up to 65 full time permanent jobs will be created at the operations and maintenance base which will be advertised locally and will include two apprenticeship roles per year for at least three years.

Approval has also been received from Lewes District Council Planning Committee for the wind farms operations and maintenance base at Newhaven Port. The design is expected to be finalised over the winter period with construction planned to commence later next year.

The 400MW 116 turbine project being built by E.ON and the UK Green Investment Bank plc⁽¹⁾ 13km off the Sussex coast will, when complete, provide enough electricity to supply the equivalent of around 300,000 homes⁽²⁾ and reduce CO2 emissions of up to 600,000 tonnes⁽³⁾ a year.

The Rampion project remains set to become the first offshore wind farm off the south coast of England and is believed to be the first UK Round 3 project to enter construction. Anyone wishing to get in touch can contact us on 0800 2800886, or email rampion@eon.com or visit www.eonenergy.com/rampion.

Ends

Notes to editors

1 = The UK Green Investment Bank plc (GIB) was launched in November 2012. With £3.8bn of funding from the UK Government, it is the first bank of its kind in the world. Its mission is to accelerate the UK's transition to a greener economy, and to create an enduring institution, operating independently of Government. GIB is wholly owned by HM Government. The Company is not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority. A wholly owned subsidiary UK Green Investment Bank Financial Services Limited, is authorised and regulated by the Financial Conduct Authority.

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

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

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

For more information contact:

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

11 September 2015



E.ON extends 'E.ON Energy Fund' criteria: support now available for people with serious illness

E.ON has extended the eligibility criteria of its £6 million 'E.ON Energy Fund' to enable people who have a serious illness¹ to receive support with their energy bills.

The fund is open to all energy customers, regardless of their supplier. Eligible families, pensioners, people with disabilities and those on low incomes are also invited to apply.

E.ON set up its independently run fund in April to help people struggling with their energy bills. Successful applicants can receive assistance in the form of financial support for the payment of energy debt and/or the replacement of white goods and gas boilers.

David Bird, E.ON's Residential and Customer Operations Director, said: "Supporting people who are in financial hardship is the key objective of our E.ON Energy Fund and we've already provided help to almost a thousand people since we launched the scheme in April.

"For some people, help with energy bills is needed due to medical reasons, such as having to keep the heating on for longer than usual. This can cause additional stress during what is often already a tremendously difficult time.

"We've already been offering support for people who are terminally ill and believe that extending this support to include people with a serious illness is the right thing to do – for seriously ill people and for those they live with."

To be eligible, applicants or their partner must meet one of the following criteria, and provide evidence of meeting this criteria:

- Be seriously ill or have a terminal illness which can be validated with a letter from a Doctor or Medical Practitioner;
- Be in receipt of Pension Credit;
- Be in receipt of means tested Council Tax reduction;
- Be in receipt of Child Tax Credits with a total gross household income of £16,190 or less;
- Be in receipt of Income Related Employment and Support Allowance;
- Be in receipt of Working Tax Credits with a total gross household income of £16,190 or less;
- Be in receipt of Income Support or Income based Jobs Seekers Allowance;
- Be in receipt of Universal Credit but not self-employed or in work;
- Have a total household of income of £16,190 or less.

The E.ON Energy Fund was set up following E.ON's commitment to Ofgem in September 2014 to give back closed credits (money which E.ON has been unable to return to customers who've left) to vulnerable people who meet its eligibility criteria.

The scheme is independently managed by Charis Grants which looks after all aspects of the process, from handling applications through to decision-making and issuing payments.

- For full details about the E.ON Energy Fund, including eligibility and how to apply, visit eonenergy.com/energyfund.
- To access the simple application form for the E.ON Energy Fund via Charis Grants, visit eonenergyfund.com or telephone **0330 380 10 90**.

Ends

Notes to editors

¹ Applicants' medical status must be validated with a letter from a Doctor or Medical Practitioner.

For more information contact:

Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com

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

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Stepping up to STEM: Inspiring the bright sparks of tomorrow

- Science, Technology and Maths are among pupils’ favourite school subjects, but girls remain less switched on to STEM subjects than boys
- One in six pupils don’t know which subjects to take at GCSE, A Level or university to enhance their future career prospects
- Two thirds of parents describe their understanding of STEM subjects as ‘average’ or ‘poor’
- E.ON teams up with technology journalist and TV presenter Maggie Philbin to provide hands-on STEM activities and boost interest among children

New research from E.ON⁽¹⁾ shows that, contrary to common perceptions, STEM subjects (Science, Technology, Engineering and Maths) are among pupils’ favourites at school, but there’s a clear gap between subjects pupils enjoy themselves, and the ones that they think are most popular among their classmates:

Pupils’ favourite subjects

1. Maths (40%)
2. English (35%)
3. ICT/Computing (32%)
4. Science (32%)
5. Art & Design (23%)

Subjects pupils think are popular with classmates

1. PE (20%)
2. ICT/Computing (19%)
3. Drama (10%)
4. Science (7%)
5. Music (7%)

The research, which polled 2,000 children aged between 8 and 15, finds that whilst Maths is the most popular overall, it’s still a more popular subject for boys than girls (46% compared to 34%). It’s a similar story for ICT/Computing which is almost twice as popular with boys as it is girls (40% compared to 24%). English was girls’ favourite subject (42% compared to 28% of boys), indicating a gender imbalance when it comes to more technical subjects.

E.ON has teamed up with technology journalist and TV presenter, **Maggie Philbin**, to help make STEM subjects more engaging for young people and to improve their employability for the future.

Maggie Philbin says: “It’s fantastic that pupils are enjoying Maths and Science, but it seems there could be an element of stigma associated with STEM subjects as many pupils seem to think more physical lessons, like PE and Drama, come top of the list their school friends most enjoy. It’s also worrying that girls don’t rate STEM subjects as highly as boys do, and that’s why we need to ensure that schools, parents and businesses all work together to inspire pupils to become the engineers, scientists and innovators of the future”.

A steer on careers

Further research by E.ON amongst children aged between 16 and 18 shows the importance of keeping STEM subjects enjoyable for both boys and girls in order to encourage them to choose these options at GCSE, A Level and university stage.

That’s because according to the research, pupils in this age group are most likely to progress their studies in subjects that they either enjoy (71%) or are best at (57%), rather than choosing subjects they think will support their future career paths (29%).

This indicates a lack of clarity among young people when it comes to planning for their future careers:

- one in six (15%) pupils say that they don’t know which subjects they need to choose at GCSE or A Level to support their future career path, with girls being more likely than boys to be unsure (17% of girls compared with 12% of boys);
- pupils voted STEM related careers, including vet (10%), doctor/nurse (6%), scientist (6%), teacher or academic (6%) among their dream jobs, but a failure to choose these subjects at GCSE or A Level could limit their career options further down the line;
- one in ten (10%) say that they don’t think they need to consider future career choices yet;
- a similar proportion (11%) say they haven’t yet received careers advice or support to help them plan their next steps.

“Planning a career can be a daunting prospect for anyone,” continues **Maggie Philbin**. “That’s why it’s crucial we offer pupils advice early on, so they can make the right choices now to pave the way for later. E.ON’s research shows that pupils, especially girls, may not be considering STEM subjects at GCSE or A Level without realising that this could limit their career opportunities further down the line.”

The stats from E.ON come after a recent survey by the CBI⁽²⁾ revealed that around two in five employers (43%) have difficulty recruiting staff with expertise in STEM subjects, with over half (52%) expecting this to become an issue in the next three years.

A helping hand with homework

A separate new survey by E.ON of 1,000 parents to children aged 8-15 reveals that:

- almost half (48%) of parents say their children ask for help with homework at least once a week, especially when it comes to Maths (53%) and Science (20%);
- three in four (71%) parents say they’ve felt out of their depth when helping their children with homework;
- almost two thirds of parents describe their understanding of Science, Technology, Engineering and Maths as ‘average’ or ‘poor’ (63%), with just 7% saying they feel confident helping their children with all subjects, and around a quarter worrying they’re giving their children the wrong advice (22%).

Fiona Stark, Director of Corporate Affairs at E.ON, said: “Our research shows that a good proportion of pupils are really engaged with Science, Maths and Technology which is hugely encouraging. However, the data also tells us that there’s more we can do to help bring STEM subjects to life for pupils and get them really excited about the doors this can open for their future careers.

“Our ‘E.ON Energy Experience’ educational programme offers online learning which anyone can access, as well as drama sessions and hands-on workshops to really help bring STEM subjects to life for pupils for all ages. Through programmes like this, we believe that businesses can really help pupils develop the STEM skills they need to flourish in the classroom now and later on in their working lives too.”

To find out more about E.ON’s Energy Experience visit eonenergy.com/about-eon/community

Ends

Notes to editors

1. Stats based on the following research which was conducted for E.ON by OnePoll amongst three audience groups:
 - 2,000 pupils aged 8-15 (23rd–29th July 2015);
 - 500 pupils aged 16-18 (23rd–28th July 2015);
 - 1,000 parents of children aged 8-15 (between 23rd – 28th July 2015);
2. Source: cbi.org.uk/business-issues/education-and-skills/in-focus/education-and-skills-survey/

About E.ON’s Energy Experience

The Energy Experience aims to:

- Enhance pupils’ learning in STEM subjects by creating workshops that cultivate a passion for these areas. Since October 2014 1,700 pupils have taken part in a variety of STEM related activities.
- Help teachers and parents to teach young people about energy through online resources for 5-16 year olds, teaching handbooks, volunteering and live events.
- Help prepare young people for the world of work through the E.ON Youth Pathway - a hub to develop employability skills such as personal brand, confidence building, team work, communication and working with others. E.ON plans to deliver Youth Pathway training to almost 100 young people aged 14-18 in 2015.

For more information contact:

Naomi Troy: 02476 180523 / naomi.troy@eon-uk.com

Jag Bickham: 02476 181 308 / jag.bickham@eon-uk.com

E.ON UK supply activities: Half Year (January-June) 2015 Financial Update

- **3.5% reduction in standard gas prices contributed to £182 million fall in turnover**
- **Focus remains on improving services for customers and reducing operational costs**

E.ON has today (WED) announced details of its interim financial performance for January to June 2015.

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

	H1 (January-June) 2014	H1 (January-June) 2015
Sales (Turnover) £m	3,946	3,764
Profit (EBITDA) £m	188	196
Investment £m	33	29

E.ON has reported a £182 million fall in turnover in the first half of the year, partly attributable to its decision to decrease its standard gas prices in January. However, by delivering its energy efficiency obligations ahead of schedule, profit has increased slightly compared to the same period last year.

E.ON UK Chief Executive Tony Cocker said: “As well as cutting the prices of our standard gas tariffs in the middle of winter, we currently have the cheapest standard dual fuel tariff^[1] amongst the larger suppliers^[2], and we’re continuing to work hard to help our customers by ensuring our business runs as efficiently as possible.

“This covers everything from delivering energy efficiency schemes which bring benefits to those customers who need help most, to training our colleagues in providing the best service possible. This helps us to continually improve the services we offer and control our costs, which is where our focus will remain as we move into the second half of the year.

“We invested £29 million in our supply business in the first six months of this year, with £11 million spent on installing smart meters in our customers’ properties which will help provide more awareness and control of the amount of energy they’re using. As part of this investment, and as yet another example of how we’re striving to be our customers’ trusted energy partner, we launched our [Smart Pay As You Go pilot](#)^[3] in May – a new, simple way of paying that will transform how customers manage the energy they use.

“Smart Pay As You Go will take the existing benefits of smart meters to the next level, offering a number of additional advantages such as allowing customers to top-up their account anywhere and at any time – by app, online and phone. This pilot meant we were the first of the larger suppliers to level the playing field for prepayment meter customers, giving them access to our cheapest prices which were previously offered only to customers who choose to pay by fixed monthly Direct Debit^[4].

“We want to ensure that our customers feel like they’re treated fairly and as well as offering competitive tariffs and encouraging customers to check they’re on the best deal for their needs, we also offer E.ON Rewards. We recently announced that we’ve given away over £5 million worth of benefits to customers who’ve chosen to claim [E.ON Rewards](#)^[5].

“By offering the very best opportunities for our people, we’re ensuring they’re equipped with the necessary skills to provide the services our customers expect. That’s why we’re continuing to offer high quality training to colleagues as well as recruiting skilled professionals, graduates and apprentices in customer-facing, engineering and field roles – supporting the Government’s employment agenda and helping to ensure the energy industry has the skilled people it needs for the future.”

Commenting on the continuing Competition and Markets Authority investigation, Dr Cocker added: “An important milestone will be reached later this year when the Competition and Markets Authority publishes its final report on the UK’s energy market. As we’ve done throughout this process, and since we first called for a full market investigation in 2011, we’ll continue to provide all necessary and relevant information as we move towards the final report in December. And, as is always the case, our customers will remain at the heart of our business strategy and we’ll continue to review and improve the services we offer as we look to the second half of the year and beyond.”

Generation, Upstream and other activities in the UK: Half Year (January-June) 2015 Financial Update

- **Significant investment across E.ON’s generation portfolio continues**
- **£12 million increase in profit partly due to the return to service of Ironbridge Power Station**

Generation, Upstream and other activities in the UK:

	H1 (January-June) 2014	H1 (January-June) 2015
Sales (Turnover) £m	862	770
Profit (EBITDA) £m	208	220
Investment £m	226	206

Commenting on the results across E.ON’s other activities in the UK, Tony Cocker said: “We continue to invest significantly in our generation business, not only in developing and building new plant, but in upgrading and maintaining our existing fleet. This investment means that each individual plant runs as efficiently as possible, helping to produce the amount of electricity needed to power homes and businesses in the UK.

“We believe that conventional plant still has a role to play in the UK’s energy mix but, as has been the case for a number of years, we’re continuing to invest substantially in our renewable generation portfolio. Between January and June this year we spent £121 million on renewable assets, including our 219MW [Humber Gateway Offshore Wind Farm](#) which saw all 73 turbines generating two months ahead of schedule earlier this year.

“In May we also made the decision, along with our co-investor, UK Green Investment Bank, to invest in and build the £1.3 billion [Rampion Offshore Wind Farm](#) which will be situated 13km off the Sussex coast. Once fully commissioned, it will provide enough electricity to supply the equivalent of around 300,000 homes. We’re also continuing to develop low cost onshore wind schemes that will help the country decarbonise the power sector in the most cost effective way, and should remain a key part of the future generation mix.

“We also continue to focus on community energy projects which have the capability to provide low carbon heating as well as reducing costs and improving energy efficiency. This year we’ve invested £15 million in a number of projects, for example upgrading our Citigen combined heat and power plant in the City of London and continuing our work at Cranbrook, near Exeter, which is one of the largest district heating systems outside the capital. Cranbrook will supply low carbon heat through a network of super-insulated underground pipes to thousands of new-build homes and businesses.

“The Cranbrook scheme is also hosting an [innovation project](#) funded by the Department of Energy and Climate Change using a large scale solar thermal and heat pump system to further reduce carbon emissions. This demonstrates the benefits of local authorities being empowered to take active decisions to help tackle climate change.”

Ends

Notes to Editors:

- [1] Based on a dual fuel customer, paying by fixed monthly Direct Debit, averaged across all regions using Ofgem average consumptions of 3200kWh for electricity and 13500kWh for gas. This excludes collective switches;
- [2] Larger suppliers are defined as E.ON, British Gas, EDF, npower, SSE and ScottishPower;
- [3] E.ON has started contacting existing eligible customers with the aim of bringing up to 30,000 customers onto the Smart Pay As You Go pilot during 2015. Any other E.ON customers who aren’t contacted but think they could benefit can check the eligibility criteria and register their interest at [eonenergy.com/registerpayg](#);
- [4] £70 per year (£35 per fuel through a reduction in standing charge), which is the equivalent amount received by customers who pay by fixed monthly Direct Debit;
- [5] Customers who sign up can earn up to 1,500 E.ON Reward Points every year (worth £15), which they can exchange for Tesco Clubcard points or Bonusbond gift vouchers to spend on the high street.

For more information contact:

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

Jag Bickham: 02476 181308 / jag.bickham@eon-uk.com

Andrew Barrow: 02476 183 677 / andrew.barrow@eon-uk.com

06 August 2015



#iLookLikeAnEngineer

<https://twitter.com/eonenergyuk>

An E.ON spokesperson said: "We've a long and proud track record of developing our teams and promoting engineering and all STEM subjects in schools and this week we've been more than happy to help promote the social media campaign that Isis Wenger kicked-off. Just as it should be, right across our company and in all different roles, there's women and men from all different backgrounds contributing

to our business day in and day out."

Ends

For more information about E.ONSTEM activities contact:

Naomi Troy, 02476 180523, Naomi.troy@eon-uk.com

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

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05 August 2015



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

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

The windfarm would be located south-west of Sanquhar and south of New Cumnock in East Ayrshire and could feature up to 15 turbines with a capacity to produce around 49.5MW of electricity.

The public exhibitions will be held on:

Monday 10th August

Lagwyne Hall, Carsphairn

4pm-8pm

Tuesday 11th August

New Cumnock Community Centre

4pm-8pm

Helen Amos, 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 the Community Liaison Group we set up.

"Since then we've reviewed our original proposals and having done further environmental studies and design work, we have made the decision to submit the project to Dumfries and Galloway Council and East Ayrshire Council as a local application, rather than to the Scottish Government as an over 50MW application.

"We'd like to invite as many of the community as possible to come along to Lagwyne Hall in Carsphairn and to New Cumnock community centres next week, when we'll be happy to discuss our proposals and outline how the wind farm will look following the completion of the proposed project."

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

Ends

For more information contact:

Victoria Blake on 02476 181303 or victoria.blake@eonenergy.com

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30 July 2015



Pupils become 'Smart Scientists' for a day to learn about energy with E.ON

Primary school pupils from across the country have had the chance to become 'Smart Scientists' for a day and learn how to save energy as part of E.ON's Smart Kids education programme.

Over 3,200 pupils, from Years 3 to 6 at the schools, have taken part in the interactive workshops to understand more about energy, where it comes from and how to use it efficiently in the home. The pupils completed a series of hands-on games and activities with the support of Professor Smart Alec and his assistant Neon Bright.

During the sessions pupils donned their white lab coats and worked against the clock to help Professor Smart Alec regain his smartness by the end of the lesson.

Victoria Cousins, Head Teacher at Wessington Primary School in Derbyshire, one of the schools who have taken part in the activity, said: "The Smart Kids workshop is a great way for children to learn all about energy and how to use it wisely in the home in a fun and interactive way. The session was pitched at the right level and the children were really engaged with the activities from the beginning.

"Professor Smart Alec and his sidekick Neon Bright were very entertaining and both the children and teachers thoroughly enjoyed the session. The children have learned some useful tips which they can take home and use around the house to help them and their families to save energy."

Alison Gibson, Senior Community Relations Officer at E.ON, said: "To be able to reach so many primary school pupils with this activity is really great. E.ON's Smart Kids programme complements the national science curricula, with practical elements enabling young children to learn about energy in a fun and informative setting."

To find out more about E.ON's Energy Experience education programmes visit eon-uk.com/energyexperience

Ends

Notes to editors

For more information contact:

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

Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com

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30 July 2015



E.ON volunteers visit Nottingham classrooms to help inspire pupils and raise their career aspirations

E.ON volunteers visit Nottingham classrooms to help inspire pupils and raise their career aspirations

Some 550 pupils from secondary schools across Nottingham have met with volunteers from E.ON to discuss their career paths and experience of working in the energy industry, as part of the nationwide schools programme 'Careers Lab'.

The E.ON volunteers spent time with Year 9 and 10 pupils from four local schools, sharing their personal experiences and knowledge of the world of work to help to inspire and encourage them to think about their own career paths. The pupils were also encouraged to think about their own skills and personal qualities to help them see the link between the classroom and the workplace.

Careers Lab is a national initiative from Business in the Community, aiming to address the nation's skills gap and to link schools with business partners to help make a real difference to careers education in schools.

Alison Gibson, Senior Community Relations Executive at E.ON, said: "Careers Lab is special because it's a collaboration between schools and businesses. The workshops encourage pupils to make the link between what they learn in the classroom and their possible career paths early on in their education so they're better prepared for when the time comes to make choices about their future.

"A lot of our activity in schools is linked to STEM (Science Technology Engineering and Maths) subjects as we know these areas aren't always attractive for young people but offer a huge variety of career choices. It's vital for businesses like E.ON to ensure young people know how exciting this area is as a career choice and the Careers Lab programme allows us to do this."

David Tungate, Principal at the Nottingham Academy, said: "Our pupils thoroughly enjoyed the Careers Lab workshops and I am confident that the experience helped them to think about their lives after they leave the Academy. The workshops are effective because they are interactive and engage pupils by fully immersing them in a conversation about their hopes and dreams.

"We're committed to ensuring that our pupils become purposeful citizens who are well qualified, confident and highly employable. We highly value the support of E.ON in helping us achieve this and look forward to continuing to work with them in the future."

Steve Little, Project Manager at Business in The Community, said: "The aim of Careers Lab is to encourage the future generations to think about the world of work and is all about getting business ambassadors into the classroom to give real life insights into their career. To have the E.ON volunteers in the classroom talking about their personal careers paths is hugely motivating for these young people."

Careers Lab is just one of the ways E.ON is working with schools across the UK. To find out more about E.ON's energy education programmes visit eon-uk.com/energyexperience

Ends

Notes to editors

The schools involved were: Bluecoat Academy, Bulwell Academy, Emmanuel School and the Nottingham Academy.

Business in the Community is the Prince's Responsible Business Network. It's members work together to tackle a wide range of issues that are essential to building a fairer society and a more sustainable future. It is a business-led, issue focused charity with more than 30 years' experience of mobilising business. It engages thousands of businesses through its programmes driven by its core membership of over 800 organisations from small enterprises to global corporations.

For more information contact:

Naomi Troy, 02476 180523, Naomi.troy@eon-uk.com

Jane Branscombe, 02476 183681, Jane.Branscombe@eon-uk.com

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E.ON and Sungevity join forces to offer residential solar panel systems with 20 year 'SunSure' guarantee

E.ON UK and global solar energy provider, Sungevity, have today (WEDNESDAY) announced they have joined forces to launch Go Solar which offers customers a 20-year Sungevity 'SunSure' guarantee.

The SunSure guarantee from Sungevity reassures customers that if their solar panel system doesn't produce at least 95% of the electricity quoted, they'll receive a payment to help cover the shortfall over the 20 years.

With the singular aim of making decisions clearer and simpler than ever before for people considering residential solar panel systems, Go Solar utilises the very latest in digital technology. Right from the start, Go Solar provides customers with the highest standard of design using Sungevity's bespoke and specialist software, all completed remotely without any initial home visits.

Once the solar panel system has been installed, customers can access information about how their system is performing online, 24 hours a day.

David Bird, E.ON's Residential and Customer Operations Director, said: "Many people worry that solar panels won't prove to be a good investment because of the inclemency of the British weather, but the truth is those fears are misplaced. So, together with Sungevity, this offer will give customers complete confidence and clarity as to what they can expect from their solar panel systems. We're confident GoSolar will help make solar technology more accessible, more understandable, easier to use, and a more solid investment choice than ever before."

Jan Slaghekke, Sungevity's Chief Global Officer, said: "At Sungevity, we're keen to bring our experiences from other countries to the UK, by offering customers solar solutions for their homes which take all the guesswork out of the equation. Extending our relationship with E.ON to the UK, a developing solar market, is another key step toward enabling a more sustainable global future for generations to come."

Through E.ON's collaboration with Sungevity, Go Solar customers can benefit from:

- **Remote assessments:** the latest online technology is used to assess whether a customer can benefit from having residential solar panel systems installed using satellite and aerial imagery to remotely assess the customer's property, without the need for an initial on-site assessment;
- **Remote design service:** customers are offered a remote design service which allows them to see how the panels will look on their homes prior to installation, as well as a quote tailored to their individual energy and property requirements;
- **Online tools:** customers will have access to free online tools to help them effectively monitor the performance of their system, anytime and anywhere;
- **Single online point of contact:** customers will have a dedicated Online Account Manager throughout the assessment, installation and post-installation process.

Go Solar is currently available to consumers in the Midlands and the North of England. To find out more about Go Solar and to apply visit: eonenergy.com/solarpanels.

Ends

Notes to editors:

About the SunSure guarantee:

If a customer's solar panels underperform, Sungevity will make a SunSure payment for each kWh not generated, up to 95% of the customer's quoted generation for that year. Any generation over 95% in previous years will be used against this shortfall. Payments will be based on an assumption that half of the customer's generated electricity is exported to the grid and will use the average standard overall UK electricity price, the deemed Export, and Generation Tariffs all set by DECC that year. See full terms and conditions at eonenergy.com/Sunsure.

Go Solar – A collaboration between E.ON and Sungevity:

In 2014 E.ON made a strategic investment in Sungevity as part of a group of businesses which invested a total of \$70 million in the US based company. E.ON announced a collaboration with Sungevity in the Netherlands in June 2014 and earlier this year announced it is to begin working with the solar company in Germany to expand its solar energy footprint within Europe.

About Sungevity:

Sungevity is a technology-driven solar energy company focused on making it easy and affordable for homeowners and business owners in the US and Europe to benefit from solar power. Leveraging proprietary remote solar design technology, Sungevity can deliver a quote without a site visit and provide prospective customers with visibility to potential savings on their electricity bills. The company continues to grow its customer base and now services 12 US states, the District of Columbia, the Netherlands, the UK and Germany. Sungevity is also the residential solar partner to Lowe's, and was recognised in 2015 by B Corp as one of the "Best for the World 2014" companies for environmental impact. For more information, visit sungevity.com.

For more information contact:

E.ON: Jag Bickham, 02476 181 308, jag.bickham@eon-uk.com
Sungevity: John Ordon, (510) 496 5673, jordona@sungevity.com

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22 July 2015



Three 55m high boiler houses to be demolished at Grain Power Station in Kent

- **Three boilerhouses at the heart of Grain Power Station to be demolished**
- **Each structure is approximately 55m high with a combined length of 205m**
- **Controlled explosion to take place at 0800hrs on Sunday 2 August**

E.ON has today (WED) announced that a controlled explosive demolition of the boilerhouses and accompanying boilers will take place at Grain Power Station on Sunday 2 August at 0800hrs¹.

The boilerhouses contain three of the five oil-fired boilers that were once integral to generating electricity at the plant, which was capable of producing around 1,320MW at the time of closure. During the controlled explosion approximately 20,000 tonnes of steel will be brought to the ground, which will be one of three demolition milestones at Grain before the 244m chimney is demolished during 2016.

Mike Cooper, Head of Demolition at E.ON, said: "This demolition will be quite significant in scale due to the size of the buildings involved, so we're informing the local community in advance of the controlled explosion and working with the local police and council to ensure there's minimal disruption.

"Following this demolition we'll be working to safely remove the debris and prepare the site for future works which will include the demolition of the remaining boiler houses and the plant's chimney. The material from the chimney will then be used to resurface the site and we hope to have completed the whole demolition project by the end of 2016."

Grain was officially closed in December 2012 due to not being economically viable in the current market. However, like many other power stations around the country, the EU's Large Combustion Plant Directive (LCPD) would have required it to close after generating for 20,000 hours from 1 January 2008 or before the end of 2015, whichever came first.

Ends

NOTES TO EDITORS

[1] Timings are dependent on local light conditions and other health and safety considerations

For more information contact:

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

Scott Somerville: 02476 183 438 / scott.somerville@eon-uk.com

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UK-first renewable heat network demonstration wins DECC funding

A low carbon heating project led by E.ON working with technology providers SK Solar and Star Renewable Energy and the University of Exeter has been awarded the second tranche of a [Government research grant](#) to create an innovative energy system supplying one of the country's largest district heating systems with low carbon heat directly from sunshine.

The project, one of nine innovation projects sharing the second stage, £6 million funding from the Department of Energy and Climate Change (DECC), will design and build an innovative large scale solar thermal and heat pump system that will supply E.ON's community energy centre in Cranbrook to the east of Exeter.

After initial feasibility studies the project is now in advance planning stages and hopes to start installing technology in late summer. The aim is to improve the performance of heat networks, demonstrating how the combined technologies can replace or work alongside the existing combined heat and power (CHP) district heating scheme to provide lower cost and significantly lower carbon heating and hot water.

The existing Cranbrook network takes a central source of heat from the CHP energy centre through a network of super-insulated underground pipes to homes in the village and the nearby Skypark commercial complex. Eventually the network will connect to more than 3,500 new homes in Cranbrook as well as 1.4 million sq ft of industrial space at Skypark.

The demonstrator project will see the installation of approximately 2,000 sq m solar thermal array on land near to the energy centre as well as a high temperature (>80°C) heat pump.

The Cranbrook energy centre is already fitted with rooftop solar PV panels and the project will seek to incorporate the electricity generated by those panels and the CHP to power the heat pump, providing another low or zero carbon energy source to replace mains power.

The ground-mounted panels will collect solar heat to supply the heat pump which will increase the water temperature ready for use in the heating system. Hot water which is not needed immediately can be stored in a dedicated thermal storage tank which will be installed alongside existing equipment attached to the district heating system.

A critical challenge with renewable energy sources such as solar or wind is that supply doesn't always match demand. This demonstration project will harness the solar thermal energy in the daytime and store it before boosting to 80C overnight, using off peak electricity for release onto the network at early morning peak demand.

Tim Rook, Head of Design for Community Energy at E.ON, said: "It is fantastic to see the Government supporting innovative engineering that has the potential to change the low carbon heat landscape so dramatically. By combining these technologies and an advanced control system to select and manage multiple energy sources we have the potential to create a viable heat source that is truly renewable and independent of a fuel source.

"In years to come the integrated technology we are pioneering here could be replicated in existing and new-build district heating schemes across the country and would make a significant contribution to easing the impact on the environment which comes from domestic heating."

Tony Norton, Director for Energy and the Environment at the University of Exeter said: "We're delighted this innovative research project is progressing to implementation and are looking forward to working with partners in the project which will utilise the Centre for Energy and Environment's measurement, monitoring and data analysis expertise."

Cllr Andrew Moulding, Deputy Leader of East Devon District Council and Cabinet Member for strategic development and partnerships, added: "This is a groundbreaking project which will be of enormous benefit to our Cranbrook residents and businesses at Skypark and the Government award is further recognition that the new town is leading the way in how we use renewable energy.

"It's also encouraging to see that the hard work we have all put in towards working together is paying dividends and leading to such innovative technology."

The Heat Networks Demonstration SBRI competition was created by DECC to stimulate innovation that will help address cost and performance efficiency challenges related to heat networks, supporting the growth of low carbon heat networks across the country as well as providing real world evidence on reducing costs and improving energy efficiencies.

End

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 employs around 10,500 people in the UK and more than 62,000 worldwide. E.ON has been voted Britain's best large energy supplier for the third 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.

www.eonenergy.com/heat

SK Solar are the UK & Irish partner for ARCON Solar, Denmark's market leading manufacturer of solar thermal collectors specifically developed for the district heating and process heat sectors. Over the past few years ARCON Solar has supplied 19 of the largest 25 solar district heating plants in Europe. The partnership between SK Solar and ARCON offers a perfect solution for large scale solar heating projects. For further information see: <http://www.sksolar.co.uk/>

Star Renewable Energy, part of the UKs largest industrial refrigeration contractor, Star Refrigeration, has delivered several ground breaking high temperature heat pump projects. The largest of these at Drammen in Norway harvests heat from the fjord and delivers it at 90C for district heating; delivering around 85% of the networks thermal requirements. Gas is only used for peak top-up. The project, commissioned in 2010 has to date delivered around 200 million kWh. With a near zero carbon and zero emission outcome, this is a similar carbon saving to that required for one million laps of the M25 in a family car. Star was founded in Glasgow in 1970 and employs over 300 staff across 10 UK sites. The team won the prestigious Peter Ritter Von Rittinger award in 2014 for the advancement of heat pump technology.

The University of Exeter is a Russell Group university and in the top one percent of institutions globally. It combines world-class research with very high levels of student satisfaction. Exeter has over 19,000 students and is ranked 7th in *The Times and The Sunday Times Good University Guide* league table, 10th in *The Complete University Guide* and 12th in the *Guardian University Guide 2014*. In the 2014 Research Excellence Framework (REF), the University ranked 16th nationally, with 98% of its research rated as being of international quality. Exeter was *The Sunday Times* University of the Year 2012-13.

The University has invested strategically to deliver more than £350 million worth of new facilities across its campuses in the last few years; including landmark new student services centres - the Forum in Exeter and The Exchange on the Penryn Campus in Cornwall, together with world-class new facilities for Biosciences, the Business School and the Environment and Sustainability Institute. There are plans for another £330 million of investment between now and 2016. <http://www.exeter.ac.uk/>

For more information contact:

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

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13 July 2015



E.ON customers have received 'E.ON Rewards' worth £5 million

E.ON has today (MONDAY) announced that it has so far given away over £5 million worth of benefits to customers who've chosen to claim 'E.ON Rewards'.

Customers who sign up can earn up to 1,500 E.ON Reward Points every year (worth £15), which they can exchange for Tesco Clubcard points or Bonusbond gift vouchers to spend on the high street.

Since launching the scheme in December 2013, some 1.6 million E.ON customers have chosen to receive E.ON Rewards. Around a quarter of E.ON Rewards customers have so far exchanged their points for benefits including high street treats, money off grocery shopping, and up to £60 to spend on meals and family days out when points are used with Clubcard Boost.

David Bird, E.ON's Residential and Customer Operations Director, said: "We're delighted that over one and a half million customers have so far chosen to be part of our E.ON Rewards scheme, and that our customers have so far claimed £5 million worth of benefits."

E.ON Rewards are offered on all available E.ON electricity and dual fuel tariffs. For more information, visit eonenergy.com/rewards

Ends

For more information contact:

Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com

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07 July 2015



E.ON comment in relation to the publication of provisional findings by the Competition and Markets Authority

E.ON has today (TUES) taken note of the notice and summary of provisional findings and notice of possible remedies published by the Competition and Markets Authority (CMA).

Commenting on the publication of the material an E.ON spokesman said: "The publication of the provisional findings, together with the notice of possible remedies, is a major milestone of the CMA's investigation and as is right, we will now review the material in advance of responding in detail. Throughout this process and since we first called for a full market investigation in 2011, we have been open and fully supportive of the detailed and thoughtful investigative work undertaken by the CMA and we will continue to provide all necessary and relevant information as we move towards the final report in December."

Ends

For more information contact:

Scott Somerville (07889 771 804)

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18 June 2015



E.ON confirms closure of Killingholme power station following a review triggered by confirmation the site will not be included in National Grid's Supplemental Balancing Reserve (SBR) service

E.ON has today (THURS) announced it is to close the Killingholme gas-fired power station.

This decision follows a review undertaken after the company confirmed in March it was to stop 'normal' generation at the site by releasing Killingholme's 900MW of Transmission Entry Capacity (TEC) and more recently, National Grid confirmed it will not include the site in the Supplemental Balancing Reserve (SBR) service.

E.ON's priority is to support colleagues affected by today's announcement and it will continue to work with the team at Killingholme, who have been kept fully informed about the potential risk of closure in recent months.

Commenting on the disappointment felt at the site and across the company, Tony Cocker, Chief Executive of E.ON UK, said:

"My main priority is our colleagues at Killingholme and we will continue to do all we can to help them through this difficult and uncertain time. I would also like to thank everyone who has made a contribution to Killingholme throughout its lifetime – from the time the power station was a plan on a drawing board through to the team that will continue at the site in the months ahead to ensure it remains safe and secure.

"Ultimately, the decision to close the power station is not one we have taken lightly and, as our actions have shown, we have exhausted every possible option to try to keep the plant viable. The reality, however, is that market conditions for both gas-fired electricity generation and coal-fired are very challenging and in this particular case too big to overcome which has resulted in 900MW of generation capacity being permanently removed from the UK's power network."

Killingholme, which in addition to the recent SBR tender was also entered into the recent UK Capacity Market Auction but was unsuccessful, is a Combined Cycle Gas Turbine (CCGT) comprising two 450MW modules giving a total generation capacity of 900MW. Approximately 50 people in total are employed at the North Lincolnshire site.

Ends

For more information contact:

Scott Somerville (07889 771 804)

Victoria Blake (02476 181 304)

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E.ON hosts Rampion Offshore Wind Farm Community event in Lancing

E.ON is encouraging local people to come along to a drop-in exhibition that the company is holding next Tuesday in Lancing, to share details of the final design and construction plans for the 400MW 116 turbine⁽¹⁾ Rampion Offshore Wind Farm.

Last month the project was given the green light by E.ON and partners the Green Investment Bank plc⁽²⁾ to start construction and preparatory work for the onshore cable route, required to take power from landfall at Brooklands Pleasure Park in Lancing to the onshore substation at Twineham. Initial work will include ecological mitigation work later this month, prior to construction beginning on the underground cable route from late July.

The event will be held at:

Jubilee Hall, Lancing Parish Hall, 96 South Street, Lancing BN15 8AJ

Tuesday 16 June 2015

2pm to 8pm

Parking is available behind the hall, accessible via Chester Avenue.

Chris Tomlinson, E.ON Development Manager for the Rampion Offshore Wind Farm, said: "We're delighted to be able to announce our construction plans with our event in Lancing. This is one of four community events we will be holding to keep the community informed along the length of the cable route when we'll have members of the project team available to answer questions.

"We look forward to seeing many local people at the exhibition where we'll be able to share our plans for the offshore wind farm, the cable route and onshore substation."

It is expected that a workforce of up to 100 will be needed for the onshore cable route and around a further 40 to 60 people at the onshore substation during onshore construction. When complete the wind farm could provide enough electricity to supply the equivalent of around 300,000 homes⁽³⁾ and reduce CO2 emissions by up to 600,000 tonnes⁽⁴⁾ a year.

The Rampion project remains set to become the first offshore wind farm off the south coast of England and is believed to be the first UK Round 3 project to enter construction. Construction of the foundations to support the turbines out at sea is expected to start towards the end of this year.

To find out more about the project, please visit eonenergy.com/rampion, email rampion@eon.com or call 01273 603 721.

Ends

Notes to editors

1 = MHI Vestas V112-3.45MW;

2 = The UK Green Investment Bank plc (GIB) was launched in November 2012. With £3.8bn of funding from the UK Government, it is the first bank of its kind in the world. Its mission is to accelerate the UK's transition to a greener economy, and to create an enduring institution, operating independently of Government. GIB is wholly owned by HM Government. The Company is not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority. A wholly owned subsidiary UK Green Investment Bank Financial Services Limited, is authorised and regulated by the Financial Conduct Authority;

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

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

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

For more information contact:

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

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E.ON reaches landmark achievement as Humber Gateway is fully energised

The Humber Gateway Offshore Wind Farm, due to be fully operational this summer, last week reached a landmark achievement with all 73 turbines generating two months ahead of schedule.

The 219MW project located 8km off the Holderness coast, generated electricity for the first time in February and the final turbine was installed in April. When complete it will provide enough electricity for around 170,000 homes⁽¹⁾ - equivalent to around one and a half times the size of Hull⁽²⁾.

Matthew Swanwick, Humber Gateway Project Manager at E.ON, said: "This is the last stage of the major construction phase and the culmination of more than 3 years' offshore construction work which began in early 2012 starting with work at the onshore substation. Reaching this milestone two months early is immensely satisfying for the project team and something which we are all very proud of.

"Throughout construction we've had to overcome more than our fair share of challenges, including particularly difficult weather conditions, which the team rose to and successfully overcome. We still have some secondary works to complete but I'd like to thank everyone involved in the success achieved so far."

The construction phase alone has helped bring significant investment to the area and has created a number of local jobs. E.ON invested £4m in transforming a neglected derelict site at Grimsby Fish Docks into the wind farm's Operations and Maintenance base and in improving the surrounding quayside for our vessels.

Melanie Onn, Labour MP for Great Grimsby, said: "Wind and other renewable energy is where the future lies for Grimsby, and the Humber Gateway project has already provided permanent jobs for local people, as well as work for local contractors. Offshore wind is a crucial part of the UK energy supply, helping us to secure a home-grown energy future and providing clean power to homes and businesses in Grimsby and beyond. I look forward to working with E.ON on reaching out to young people in the constituency to link renewable jobs to local training and skills."

Martin Vickers, Conservative MP for Cleethorpes, said: "I welcome the news that the Humber Gateway Offshore Wind Farm is soon to be fully operational - ahead of schedule. E.ON's investment on the site of the former Grimsby Fish Dock has been a major contributor to the regeneration of the Dock Estate and is one of the many investments in the off-shore sector that is proving to be the renaissance of the local economy, providing a wide-range of jobs."

The Humber Gateway Offshore Wind Farm is one of several major renewable energy sites in E.ON's portfolio which includes, London Array, the world's largest offshore wind farm, Blackburn Meadows Biomass Plant, due to officially open in Sheffield in the coming months and the Rampion Offshore Wind Farm to be situated off the Sussex coast for which construction is due to commence this month.

Humber Gateway further highlights E.ON's continued commitment and ongoing investment in low-carbon generation, as well as Britain's energy infrastructure as a whole.

Ends

Notes to editors

1 = Based on an average annual domestic household electricity consumption of 4,725kWh (DECC);

2 = Based on 2011 census data.

For more information contact:

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

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Standing empty but switched on: homes left powered up over the holidays

- Eight in ten Brits leave appliances on while they head off on holiday
- More than a third leave the power on for their pets
- Pampered pooches are the most likely to benefit from left-on lights or heating
- Fear of milk drought and facing the pile of post are the worst things about coming home

With many holidaymakers leaving their homes for the half term break, new figures from [E.ON](#)¹ suggest that many could be using more energy than they need by leaving appliances switched on while they're away.

The survey found that eight in ten leave electrical items switched on in their homes when they go on holiday (79%). Almost a third admits to doing so intentionally (30%) and one in ten blame forgetfulness (12%).

A further one in three leaves items on standby (37%) - with televisions (15%), DVD players (13%) and alarm clocks (11%) topping the list. Just one in five (22%) say they always switch off all electrical items before they go away.

Pampered pets

For others, it's the love of their pets that encourages them to leave the household appliances switched on. More than a third (35%) leave items like the lights (20%), heating (19%), television (7%) and radio (6%) powered up for their furry friends.

The pampered pets we're most likely to leave the power on for are dogs (51%), cats (33%), hamsters and guinea pigs (10%), birds (6%) and reptiles (5%).

Things that out-do the holiday blues

The research also shows that it's not just post-holiday blues which can make the return home more difficult for holidaymakers.

Not having any milk for a cup of tea and having to sift through a huge pile of post stack up as the two worst things about coming back from a holiday (both 38%).

A third of people complain about a stale smell in the home when they return (33%), which is unsurprising given the high numbers who admit to being unlikely to clear out the fridge (35%) or take the rubbish out (9%) before heading off on their jaunts.

Remembering to turn off appliances before leaving on future breaks will be a priority for the one in ten respondents who revealed that they hate returning home to find they've left something switched on that they hadn't meant to (10%).

David Bird, E.ON's Residential and Customer Operations Director, said: "When it comes to holidays, there's a lot to think about - and in the rush to get away we can overlook some of the simpler things that can help you to keep energy use low while you're not in your home.

"In our research, just one in ten told us they'd be unlikely to switch off the heating when they go away (12%), and over a quarter don't switch their fridge to a more economical setting (27%).

"Being careful about only leaving things on when we need them is a good habit to get into all year round, not just when we go on holiday, and this can really play a part in helping keep your household energy use under control."

Top tips from E.ON to get your home holiday-ready:

- Be prepared: If you want to leave lights on to make a property look inhabited, invest in a timer switch and programme it before you leave so that lamps aren't left on unnecessarily during the day;
- Check your temperatures: Adjust the thermostat and timings for your heating system and hot water tank so that they don't come on when you don't need them to;
- Always unplug: Allow five minutes before you leave to go round your home, room-by-room, and switch off or unplug the items you need to.

E.ON's online [Saving Energy Toolkit](#) allows customers to monitor how much energy they're using and see 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. More than a million customers have signed up to E.ON's Saving Energy Toolkit.

For more information, visit [eonenergy.com](#).

Ends

Notes to editors

1. Based on research with 1,000 people who have been on holiday, carried out by OnePoll in March 2015.

For more information contact:

Jag Kahlon, 02476 181308, jag.kahlon@eonenergy.com

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21 May 2015



One million Brits sign up for E.ON's Saving Energy Toolkit

Digital tools give customers better control over home energy use

More than one million customers have now signed up for [E.ON](#)'s Saving Energy Toolkit, an online tool launched with [Opower](#), the leader in cloud-based software for the utility industry.

The Saving Energy Toolkit was created to help customers gain better insight into their home energy use, as part of E.ON's commitment to helping its customers use and pay for no more energy than they need.

"By delivering tailored advice and enabling customers to see how their energy use stacks up compared to similar homes in their area, we're helping customers save energy and money, which in turn is helping us to improve customer satisfaction," said **Anthony Ainsworth, Marketing Director at E.ON UK**. "Helping customers understand and control their energy use is key to building customer trust and our collaboration with Opower is enabling us to create a better experience for our customers."

The [Saving Energy Toolkit](#) provides customers with personalised insights and tips on the actions they can take to save energy such as unplugging unused devices, setting thermostats more wisely and turning off unused lights. Of those that have signed up for the toolkit, more than 500,000 customers have completed a simple 'What Uses Most' online audit to help them understand what drives up energy costs the most.

"Across Europe, utility providers are facing a new set of challenges, including flat energy demand, increased churn, and rising energy costs," said **Daniel Yates, CEO of Opower**. "In order to address these challenges, innovative companies such as E.ON are taking advantage of new customer engagement technologies and are looking for additional ways to turn their customers into advocates."

Recent research from Opower indicated an opportunity for utility providers: while reliable service and value remain important, nearly one third (30%) of British respondents said that improvements in customer service would actually have the biggest impact on satisfaction levels with their energy provider.

Ends

Notes to Editors:

About E.ON

E.ON is one of the UK's leading power and gas companies - generating electricity, and retailing power and gas. E.ON is part of the E.ON group, one of the world's largest investor-owned power and gas companies. E.ON employs around 10,500 people in the UK and more than 58,000 worldwide. E.ON supplies electricity and gas to around 5 million residential and business customers and is committed to helping its customers use and pay for no more energy than they need. For more information, please visit eonenergy.com.

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About Opower

Opower (NYSE:OPWR) is an enterprise software company that is transforming the way utilities engage with their customers. Opower's customer engagement platform enables utilities to reach their customers at moments that matter through proactive and digitized communications that drive energy savings, increase customer engagement and satisfaction, and lower customer operation costs. Opower's software has been deployed to more than 95 utility partners around the world and reaches more than 50 million households and businesses. For more information, please visit www.opower.com and follow us on Twitter at [@Opower](https://twitter.com/Opower).

Forward-looking statements

This release contains forward-looking statements, including statements regarding benefits from the use of Opower's solutions. Any statements in this press release about future expectations, plans and prospects for Opower represent the Company's views as of the date of this press release. These forward-looking statements are subject to a number of risks, uncertainties and assumptions. While the Company may elect to update these statements at some point in the future, the Company specifically disclaims any obligation to do so.

For more information contact:

Jag Kahlon: 02476 181 308 / Jag.kahlon@eonenergy.com

E.ON becomes the first of the larger energy suppliers to level the playing field for prepayment meter customers by launching Smart Pay As You Go pilot

- By switching to Smart Pay As You Go, E.ON's prepayment meter customers are for the first time offered the same prices as Direct Debit customers^[1]
- Smart Pay As You Go pilot means E.ON has become the first of the larger suppliers^[2] to offer prepayment meter customers access to its cheapest prices^[3], potentially saving them up to £104 per year^[1]
- E.ON's pilot will give prepayment meter customers the opportunity to access the cheapest Smart Pay As You Go prices on the market - £67 less than its closest competitor^[4]
- During the pilot phase, Smart Pay As You Go is being made available to 30,000 eligible E.ON customers in 2015. It will be more widely available for new and existing customers from 2016^[3]
- Secretary of State for Energy and Climate Change, the Rt Hon Amber Rudd MP, says the Pay As You Go scheme will help consumers *"have greater control over their energy use and to keep their bills low"*

E.ON has today (THURS) announced the launch of its Smart Pay As You Go pilot - a new way of paying that will transform how customers manage the energy they use.

As part of this, E.ON is introducing a discount, set at the same level as Direct Debit, for Smart Pay As You Go customers who currently either have prepayment meters or pay for their energy on receipt of their bill.

By continually listening to its customers, adapting to the changing energy landscape and improving the services it offers, this pilot enables E.ON to take the existing benefits of smart meters, such as increased visibility and control of individuals' energy use, to the next level. Smart Pay As You Go responds to the wishes of customers, offering a number of additional benefits such as allowing customers to top-up their account anywhere and at any time^[5].

Crucially, this new technology also means that Smart Pay As You Go customers will be offered the choice of all E.ON's tariffs and access to the same prices previously offered only to customers who choose to pay by fixed monthly Direct Debit.

Taking on board feedback gleaned from extensive research, including surveys conducted with E.ON's 28,000-strong YourSay customer panel, E.ON has designed Smart Pay As You Go to ensure its features cover a diverse range of consumer preferences, including:

- A variety of quick and easy ways to pay: customers can top-up their meter(s) when they choose and in a way that suits them - by app, online and phone^[5];
- Greater control of energy use: customers can view their balance online, through the E.ON app or on an in-home display at any time and keep track of what they're spending in pounds and pence;
- For the first time, customers will be offered the same prices seen by customers who pay by fixed monthly Direct Debit: a £70 discount for a dual fuel customer as part of the £104 potential saving ^[1];
- An end to running out of energy unexpectedly at inconvenient times: customers can receive alerts when their balance is approaching zero;
- Increased emergency credit: customers can receive up to £30 worth of emergency credit to help alleviate the inconvenience of running out of energy^[6];
- Transfer of credit between meters: customers can transfer balances between their gas and electricity meters using their app and online;
- An end to bill shock: customers who currently pay on receipt of their bill can see what they're using and spending in pounds and pence, preventing the shock of a large bill^[7].

Customers will require a meter exchange if they choose Smart Pay As You Go and will have a smart meter installed in their home.

Secretary of State for Energy and Climate Change, the Rt Hon Amber Rudd MP, said: "The pay as you go scheme will help those consumers on prepayment meters to have greater control over their energy use and to keep their bills low. We will continue to work with energy suppliers' to ensure they are listening to their customers and are constantly reviewing the services they offer meet the needs of households and businesses across Britain."

David Bird, E.ON's Residential and Customer Operations Director, said: "We understand that for our customers there's no 'one size fits all' when it comes to managing and paying for the energy they use. That's why we want to provide a range of services that cater for all our customers' needs - and the launch of Smart Pay As You Go does just that, addressing some of the key issues raised by people with prepayment meters and those who currently pay their energy bills when they receive them.

"We're pleased to be one of the leaders in providing the services that we know our customers want, as well as strengthening our commitment to those customers who may need additional support."

- The Smart Pay As You Go pilot is currently available to existing eligible E.ON customers^[3] and will be available for customers new to E.ON from early 2016;
- E.ON will today start contacting existing eligible customers with the aim of bringing 30,000 onto the Smart Pay As You Go pilot during 2015. Any other E.ON customers who aren't contacted but think they could benefit can register their interest at eonenergy.com/registerpayg

Ends

Notes to editors:

^[1] £104 is the amount a typical dual fuel prepayment meter customer could save per year if switching from E.ON's EnergyPlan standard tariff to its cheapest one year fixed price tariff (E.ON Energy Fixed 1 Year V16). This amount includes payment method discounts of £70 per year (£35 per fuel through a reduction in standing charge), which is the equivalent amount received by customers who pay by fixed monthly Direct Debit. Prices valid as of 20 May 2015;

^[2] Larger suppliers are defined as; E.ON, British Gas, EDF, npower, SSE and Scottish Power;

^[3] Customers will need E.ON to exchange their meter(s) for a smart meter(s), and other eligibility criteria will apply - see the Register Your Interest page for more details eonenergy.com/registerpayg;

^[4] £67 less than its closest competitor (OVO's Smart PAYG Energy Plan), based on a typical dual fuel prepayment meter customer with Ofgem average annual consumption of 3,200 kWh for single rate electricity meters and 13,500 kWh for gas averaged across all regions. Prices valid as of 20 May 2015;

^[5] Subject to phone coverage. Smart Pay As You Go customers will not be able to pay by cash;

^[6] Emergency credit is available to single electricity customers (£20) or dual fuel customers (£30). Customers will need to manually activate this emergency credit option;

^[7] By choosing Smart Pay As You Go, customers who currently pay on receipt of their bill will no longer pay for their energy use in arrears.

For more information contact:

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

Jag Kahlon: 02476 181 308 / jag.kahlon@eonenergy.com

Scott Somerville: 07889 771 804 / scott.somerville@eon-uk.com

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18 May 2015

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Rampion Offshore Wind Farm receives £1.3bn green light from E.ON and UK Green Investment Bank

- A partnership between E.ON and the UK Green Investment Bank plc (GIB) means the project, 13km off the Sussex coast, will now enter construction;
- Construction could power around 350 to 450 jobs during the main building phase;
- The completed wind farm could provide enough electricity for around 300,000 homes;
- Secretary of State for Energy and Climate Change, the Rt Hon Amber Rudd MP, says: "This huge investment is a vote of confidence in the UK"

E.ON has today (Monday) confirmed that it will invest in and build the £1.3bn, Rampion Offshore Wind Farm, which will be situated 13km off the Sussex coast, alongside partners in the project, the GIB⁽¹⁾.

The partnering approach taken by E.ON and GIB, an organisation which has a mission to accelerate the UK's transition to a greener economy, means the green light has been given for full construction to begin on the 400MW capacity, 116 turbine⁽²⁾, 72km² wind farm. When complete the wind farm could provide enough electricity to supply the equivalent of around 300,000 homes⁽³⁾ and reduce CO2 emissions by up to 600,000 tonnes⁽⁴⁾ a year.

Secretary of State for Energy and Climate Change, the Rt Hon Amber Rudd MP, said: "This huge investment is a vote of confidence in the UK, creating local jobs, bringing business opportunities and providing clean, home-grown energy.

"The UK is the best place in the world to invest in offshore wind, thanks to the certainty the Government is able to provide to attract private finance in partnership with the Green Investment Bank."

E.ON UK Chief Executive, Tony Cocker, said: "This is an important milestone for what is a strategically important project for the UK. At around £1.3bn this investment by E.ON and our partners at the Green Investment Bank could be one of the biggest capital projects confirmed in Britain this year and we are proud of the leading role we are continuing to take in helping to transform the UK's energy infrastructure."

Shaun Kingsbury, Chief Executive of the UK Green Investment Bank plc, said: "Our investment gives the developer the confidence to begin construction on this important offshore wind project, boosting UK energy supply and generating enough power annually for around three hundred thousand homes."

Construction of the onshore substation in Twineham is planned to start in June, closely followed by preparation works for the onshore cable route. Offshore construction will commence in early 2016 with planned completion in 2018.

To update local people of the work involved, E.ON will be holding community information events over the forthcoming weeks and months. These will be publicised locally and will be aimed at keeping communities local to the construction site informed.

Chris Tomlinson, E.ON Development Manager for the Rampion Wind Farm, said: "We're delighted to be able to announce our construction plans and we'll continue to keep the local community informed over the coming months and years as our onshore and offshore activities progress."

During the planned 3 year offshore construction period it is estimated that around 250 to 300 jobs will be created and local vessels utilised, with 40 roles being based at the project management facility in Newhaven Port. It is expected that a workforce of up to 100 will be needed for the onshore cable route and around a further 40 to 60 people at the onshore substation during onshore construction. Once the wind farm is commissioned and fully operational, it is envisaged that up to 65 full time permanent jobs will be created at the operations and maintenance base.

The Rampion project remains set to become the first offshore wind farm off the south coast of England and is believed to be the first UK Round 3 project to enter construction.

Ends

Notes to editors

1 = The UK Green Investment Bank plc (GIB) was launched in November 2012. With £3.8bn of funding from the UK Government, it is the first bank of its kind in the world. Its mission is to accelerate the UK's transition to a greener economy, and to create an enduring institution, operating independently of Government. GIB is wholly owned by HM Government. The Company is not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority. A wholly owned subsidiary UK Green Investment Bank Financial Services Limited, is authorised and regulated by the Financial Conduct Authority.

2 = MHI Vestas V112-3.45MW. For more information contact Stewart Mullin at MHI Vestas Offshore Wind stmin@mhivestasoffshore.com.

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

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

4 = 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.

For more information contact:

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

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

Scott Somerville (07889 771 804 or scott.somerville@eon-uk.com)

For further information concerning the UK Green Investment Bank plc contact:

Ross Nisbet (0330 123 2153 or ross.nisbet@greeninvestmentbank.com)

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E.ON UK supply activities: Q1 2015 Financial Update

- Focus remains on controlling costs and service improvements

E.ON has today (THURS) announced details of its interim financial performance for January to March 2015.

E.ON UK Supply Activities (i.e. Residential, SME and Corporate Supply):		
	Q1 2014	Q1 2015
Sales (Turnover) £m	2,346	2,266
Profit (EBITDA) £m	177	191
Investment £m	20	14

Following a 3.5% decrease in its standard gas prices in January, E.ON has reported a fall in turnover for the first quarter of 2015. The successful delivery of its Government energy efficiency obligations enabled E.ON to reduce spend which contributed to a rise in profits when compared to the same period last year.

E.ON UK Chief Executive Tony Cocker said: "The profit we make helps us maintain a sustainable business and deliver the services and products our customers want, ensuring they use and pay for no more energy than they need.

"As well as offering market leading fixed tariffs at different points during this quarter, we were also the first of the larger suppliers to reflect the movements in the wholesale gas market. We delivered an immediate 3.5% decrease in our standard gas price at the start of the year, while winter still had months to run, allowing our customers to benefit the most.

"We're also helping our customers become more engaged with their energy use and continue to do this in many ways, including installing more than 440,000 smart meters and offering free access to our Saving Energy Toolkit which has now been visited by over a million customers. We've also done this directly by improving energy efficiency in homes through the Energy Company Obligation (ECO). Since the start of ECO we've delivered more than 326,000^[1] energy saving measures in more than a quarter of a million homes and, by successfully completing all of our ECO targets ahead of the March 2015 deadline, we reduced our overall spend in the first quarter contributing to an increase in our profit margins.

"It is also important to us that we help some of the most vulnerable people in our society. To assist with that goal, we recently launched the E.ON Energy Fund^[2] - a £6 million independently-run fund which is open to all energy customers, regardless of their supplier. Through this fund we hope to provide real help to those who need our support the most when paying for the energy they use.

"Looking ahead to the rest of the year and beyond, we can promise that our customers will remain at the heart of everything we do and we will continue towards our goal to be our customers trusted energy partner."

Generation, Upstream and other activities in the UK: Q1 2015 Financial Update

- Challenging market conditions continue to impact performance
- Significant investment to help improve UK's energy infrastructure continues

Generation, Upstream and other activities in the UK:		
	Q1 2014	Q1 2015
Sales (Turnover) £m	486	433
Profit (EBITDA) £m	133	135
Investment £m	67	76

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "Our performance is in line with expectations as challenging market conditions continue to impact our generation and upstream activities.

"We're committed to investing in the UK's energy infrastructure as well as improving and transforming the way we generate and provide the energy required to power our customers' homes and businesses. In the first quarter of this year alone we invested around £43 million in new and existing renewable energy projects, and a further £8 million on community energy projects. For example, our Blackburn Meadows Renewable Energy Plant which, as well producing enough electricity to power around 40,000 homes, will soon supply low-carbon heat through a new £20 million pipe network to a number of local businesses in the Lower Don Valley.

"We've also been working to upgrade our Citigen combined heat and power plant in the City of London which, once commissioned, will be capable of providing around 33MW of heat and chilled water, serving numerous [historic](#) buildings including the [Guildhall](#), the [Museum of London](#) and London Central Markets (Smithfield), as well as 8MW of electrical output to the national grid. We will continue to invest in our existing sites and exciting new projects, such as the Elephant & Castle redevelopment where E.ON has been contracted to design, build and operate a lower carbon heating system for one of the largest and most sustainable redevelopment projects in the centre of London."

Ends

Notes to Editors

[1] Subject to Ofgem approval. 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.

[2] The E.ON Energy Fund has been set-up following E.ON's commitment to Ofgem in September 2014 to give back closed credits (money which E.ON has been unable to return to customers who've left) to vulnerable people who meet its eligibility criteria.

For more information contact:

Scott Somerville: 02476 183 438 / scott.somerville@eon-uk.com

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

Moving home more stressful than heartbreak

- On average, Brits endure over three months of stress with every home move
- E.ON teams up with life hacker [Dave Hax](#) to help make move day stress-free

The average Brit moves five times in a lifetime according to new research from energy company [E.ON](#), enduring three months and three days of move-day stresses and strains on each occasion.

The new research has been carried out with 2,000 adults who've moved home in the last three years. It reveals that moving home is so tough that it actually tops the list of life's most stressful moments. Six in ten people (62%) voted moving home as their most stressful life event, beating a romantic relationship break up/divorce (43%) and starting a new job (43%).

And whilst Brits are spending more than a quarter of a year on every home move, many people are never completely 'moved in' - with a quarter of Brits (24%) admit that some boxes still remain unpacked.

Misplacing possessions (32%), not being able to find essential items right away (30%) and realising furniture doesn't fit (20%) topped the list of most stressful move day moments.

To help make move day as stress free and time efficient as possible, E.ON has teamed up with renowned life hacker Dave Hax to create [Moving Day Hacks](#). The video shows a range of innovative tips using only household essentials to help people move home quickly.

Dave's Move Day Hacks

Stressful moment	% of home movers who felt the stress	Dave Hax says:
Remembering to re-direct post and change addresses	25%	Don't fret about forgotten post - leave some stamped envelopes with your new address on it so the new homeowners can forward you your post easily
Lifting and moving heavy boxes	20%	Carefully cut handles into the sides of cardboard boxes to help make lifting and moving boxes easier
Not remembering how furniture you've taken apart goes back together	14%	Fill clear sandwich bags with loose screws then tape the bag to the furniture item it came from - don't forget to label the contents
Remembering to take gas/electricity/water readings	13%	Use your phone to snap a photo of your meter readings in an instant
Being unable to wire up the electrics	11%	Take a photo of your electric wires to see how they are set up and plug together

Borrowing a brew on move day

In an age where we're glued to our gadgets, it may come as little surprise that for one in 10 Brits (9%), our first conversation with our new neighbour on move day is to ask to borrow their Wi-Fi code.

However, a decent brew is still the UK's move day essential; one in three respondents (29%) confessed to counting on their brand new neighbours to borrow milk, sugar and teabags for a good cuppa to ease their move day stress.

Half of respondents (50%) said having a takeaway lined up for the night they move in would help make move day more manageable, whilst almost a third (31%) said having a chilled bottle of wine/beer in the fridge would ease the moving day strain.

David Bird, Residential and Customer Operations Director at E.ON, said: "It's no shock that moving home is one of life's most stressful moments. There's pressure to remember a huge amount of things - from carefully organising and packing up your home, to notifying your energy provider of your move and providing accurate meter readings. That's why we've teamed up with life hacker Dave Hax to help our customers plan a quick and efficient move into their brand new home."

Life Hacker, Dave Hax, said: "Moving home is undoubtedly a stressful experience, but there are plenty of hacks that can make the entire moving process that much simpler. Applying just a few of these tips will help to take the stress out of move-day, and enable you to have a smooth and efficient move into your new home."

Tips from E.ON to ensure you have a smooth transition with your energy provider when moving:

- 1. Let your energy provider know that you're moving and your move date;
- 2. Take your meter readings on the day of moving to ensure you're billed accurately for any final charges;
- 3. Take your new meter readings in your new home and let your supplier know what these are, along with your moving in date, as soon as you can.

To see Moving Day Hacks, visit <https://www.youtube.com/watch?v=Ka86KgxASsQ>

For information and advice on moving home from E.ON, visit eonenergy.com/moving-home.

Ends

Notes to editors:

- 1. Based on research with 2,000 adults who moved home in the last three years, carried out by OnePoll in March 2015.

For more information please contact:

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

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15 April 2015

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£6 million 'E.ON Energy Fund' launched to help pensioners, families, people with disabilities and those on low incomes

E.ON has today (WED) launched the 'E.ON Energy Fund' - a £6 million independently-run fund to help people struggling with their energy bills.

Eligible pensioners, families, people with disabilities and those on low incomes are invited to apply for help with the payment of energy debt and the provision or replacement of white goods and gas boilers. The E.ON Energy Fund is open to all energy customers - regardless of their energy supplier.

The fund is being independently managed by Charis Grants which will own all aspects of the process, from handling applications through to decision-making and issuing payments.

E.ON UK Chief Executive Tony Cocker said: "Our £6 million E.ON Energy Fund has been established to ensure that the people who need the most help can benefit from real support.

"We're speaking to a number of organisations, such as Citizens Advice and Age UK, to spread the word about our new fund and to help drive referrals and applications. Successful applicants could receive help with settling debts on their energy bills and support in the form of a new energy efficient boiler, washing machine, or fridge/freezer. We urge anyone who's eligible to get in touch so our independent partner, Charis Grants, can advise them on the support available."

The E.ON Energy Fund has been set-up following E.ON's commitment to Ofgem in September 2014 to give back closed credits (money which E.ON has been unable to return to customers who've left) to vulnerable people who meet its eligibility criteria.

Eligibility

To be eligible, applicants - and in some circumstances someone in their household - must be in receipt of one of the following:

- Pension Credit;
- A means tested Council Tax reduction;
- Child Tax Credits (or the Universal Credit Equivalent) with a total household income of £16,190 or less;
- Working Tax Credits with a household income of £16,190 or less;
- Universal Credit, so long as they're not in work or self-employed;
- Income Related Employment and Support Allowance, Income Support, or Income Based Jobseekers Allowance.

Alternatively applicants may be eligible if they or someone in their household is confirmed as being terminally ill by a doctor or consultant.

Helping customers

Tony continued: "It's important to remember that as well as this new fund, we offer a range of other services to help our customers. This includes working to ensure our customers use no more energy than they need, and thereby pay less too. Anyone who's concerned about their energy bills should get in touch with us, their supplier, or, if they're eligible, Charis Grants to see what help is available."

As well as specific support for those most in need, E.ON offers a range of additional services for its customers including:

- Best Deal For You: so customers can check they're on the best E.ON tariff quickly and easily, either online or by speaking to an advisor;
- Price Alerts: available for customers who manage their accounts online and are on an eligible tariff, Price Alerts allow customers to receive email alerts when E.ON launches a new version of their fixed price tariff;
- Direct Debit Manager: which can help customers who manage their accounts online understand their fixed monthly payments and control their budgets over the year;
- Savings and discounts: up to £100 a year for customers who pay monthly by fixed Direct Debit (£35 per fuel), take dual fuel (£20), and choose paperless billing (£5 per fuel). Customers can also receive 1,500 E.ON Rewards Points (worth £15) a year which can be exchanged for Bonusbond vouchers to spend on the high street or Tesco Clubcard points;
- Saving Energy Toolkit: an online tool which allows customers to see how their energy use stacks up compared to similar homes, and where savings can be made.

For more information

- For full details about the E.ON Energy Fund, including eligibility and how to apply, visit eonenergy.com/energyfund.
- To access the simple application form for the E.ON Energy Fund via Charis Grants, visit eonenergyfund.com/ or telephone 03303 80 10 90.

Ends

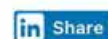
For more information contact:

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

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

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09 April 2015



E.ON submits response to CMA's updated Issues Statement

E.ON UK has today submitted a response to the updated Issues Statement produced by the Competition and Markets Authority (CMA) on the 18th February 2015.

The response can be viewed at: <https://assets.digital.cabinet-office.gov.uk/media/55264612e5274a141800000a/E.ON.pdf>

Ends

For more media information contact:

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

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

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

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E.ON says sorry for systems and process failure

- Company agrees to make a £7.75m payment to Citizens Advice following charging error;
- All money continues to be fully repaid to customers and no action is needed on their part;
- Around 48,000⁽¹⁾ potentially affected customers have either received or are due to receive a redress payment. In the majority of cases this payment is less than £10.

E.ON has today (THURS) provided a £7.75m payment to Citizens Advice after incorrectly applying increases in price and termination fees to some former customers who expressed their wish to leave the company after price rise announcements in 2013 and 2014⁽²⁾.

As set out in the penalty notice published today it has been made clear that Ofgem issued an open letter in March 2014 setting out its intention to place a greater emphasis on deterrence when imposing penalties for future breaches and that this is likely to mean a substantial increase in the level of penalties imposed. This applies where evidence of rule breaking comes to Ofgem's attention on or after 1 June 2014 and Ofgem took this into account when examining the January 2014 breach.

Following reports from E.ON, Ofgem opened an investigation into the errors in June 2014 and has agreed today's penalty package in recognition of the company's errors. These errors meant that some customers were overcharged although in the majority of cases this was by less than £10.

E.ON has identified potentially affected customers and is continuing to automatically provide redress payments to ensure no-one loses out financially.

Although the underlying reasons are different, this is not the first time that E.ON has made this error⁽³⁾ and the company sincerely apologises to those affected. E.ON has agreed with Ofgem to carry out an independent external audit relating to the specific breaches and to implement any appropriate recommendations.

E.ON has been open and transparent about this failure to Ofgem and has agreed to make a payment to Citizens Advice which will be used to support its Energy Best Deal Extra engagement programme, which provides face to face energy advice.

E.ON is committed to ensuring that no one will lose out financially and is pleased that the payment is going to a worthwhile cause that will provide support to those in need.

Ends

For more media information contact:

Scott Somerville (07889 771 804)

Victoria Blake (02476 181 304)

Roxanne Postle (02476 195 785)

Notes to Editors

1 = E.ON has identified customers potentially affected by the systems error and to ensure no delays or that any customer misses out it has or will provide a redress payment to those potentially affected. i.e. the number actually affected by this error will be less.

2 = If a customer switches to another supplier following a price rise announcement, no increase in price should be applied to their accounts if the switch is fully completed. E.ON's processes resulted in this rule not being applied consistently and many leaving customers were charged the new, higher price, on the days that the switch was still passing through the system.

3 = 27/11/14 - "E.ON says sorry to 94,000 former customers"

On the 27th November 2012 it was announced by E.ON that following mistakes made in 2008 and 2011, when applying price increases, it would make a donation of approximately £300,000 to the Age UK Engage Fund to ensure that once redress payments of an average £14.83 were made to 94,000 former customers the overall programme totalled at least £1.7m.

Full media statement: <https://pressreleases.eon-uk.com/blogs/eonukpressreleases/archive/2012/11/27/1893.aspx>

01 April 2015



E.ON responds to the Which? 'Turning up the heat' district heating report

Commenting on the Which? 'Turning up the heat' report regarding district heating Don Leiper, New Business Director at E.ON, said: "Today's Which? report echoes much of what we've been saying for a number of years; community energy schemes deliver real benefits in terms of lower costs and reduced carbon emissions but there needs to be a guaranteed set of standards across the industry to reassure customers that they are getting the service they deserve at a price that compares well with traditional heating options.

"We've consistently said there should be a uniform set of standards across the entire district heating market - in schemes served by the public or private sector - which is why we helped develop, and were the first energy company to commit to, the new **Heat Trust scheme** which seeks to replicate the guarantees provided to gas and electricity customers.

"E.ON customers benefit from guaranteed [standards of service](#) and we're proud that our projects around the country have already proved successful in reducing carbon emissions from homes whilst delivering greater consistency and affordability in energy bills for customers."

Ends

Notes to editors

About Heat Trust

Heat Trust protection is aimed at heat energy suppliers who contract with metered or unmetered domestic and micro business properties where the heat customer pays their supplier directly for their heat energy. Although voluntary, the Scheme is supported by government, industry and consumer groups as an industry led, self-regulation initiative that recognises best practice.

Where appropriate, the level of protection afforded under the Scheme seeks to replicate that of gas and electricity customers. The proposals contain two key components:

- Assessment criteria by which to evaluate the level of protection a Heat Supplier's Heat Supply Agreement provides to the heat network's customers;
- Independent adjudication, a low cost form of customer dispute resolution once heat supplier's complaint procedure is exhausted.

The Scheme has already attracted significant interest from heat suppliers, and expects to provide protection to over 20,000 heat customers in its first year.

For more information contact:

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

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01 April 2015



E.ON's Humber Gateway Wind Farm launches Community Support Fund

E.ON has today (Wednesday) launched a Community Support Fund to benefit sustainable projects in the parishes that border the wind farm and is part of a broader Community Fund set to benefit local communities in the East Riding of Yorkshire and Grimsby

Local community groups, voluntary organisations and registered charities are invited to apply for funding of up to £10,000 to make environmental improvements or to provide services and activities that will either make a real difference to local people's lives or the economic regeneration of the area.

Sandra Stephens, Renewable Stakeholder Manager at E.ON, said: "E.ON works to support the communities in which we operate. We're delighted to be able launch this Community Support Fund and hope many worthwhile projects and organisations in the parishes' local to our Humber Gateway Offshore Wind Farm will apply.

"We're interested in hearing from amenity projects that aim to make a difference to local life and community projects keen to make environmental improvements as well as those that will contribute to the economic regeneration of the area."

The Community Support Fund is available to support projects within the parishes of Easington, Skeffling, Welwick, Weeton, Winestead, Patrington, Ottingham, Keyingham, Thorngumbald, Sunk Island, Paull, Hedon and Preston.

Applications forms can be obtained from the local parish council, by visiting E.ON's website eonenergy.com/humber or through Mercury Marketing on 07881 816369 or simon.taylor@mercury-marketing.co.uk.

E.ON will work closely with local councils and all applications will be reviewed by a committee made up of representatives from each of the parishes. The closing date for entries in the first phase is Sunday 31st May 2015.

Ends

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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25 March 2015

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New heat customer protection scheme gets green light

Thousands of heat customers can soon expect to be protected by a new industry initiative, marking an important step forward for the maturing district heating sector.

At a meeting of key stakeholders, Heat Trust was approved for launch following over two years of industry, Government and consumer group collaboration.

Dr Tim Rotheray, Director of the Association for Decentralised Energy, welcomed the announcement: "We are delighted that the scheme has cleared the final hurdle in bringing consumer protection to thousands of homes and businesses connected to district heating.

"As the role of district heating continues to grow in the UK, Heat Trust will be a vital tool to give peace of mind to heat customers. Consumers protected by the Scheme will be afforded a new level of confidence in the quality of service they can expect and a free and independent arbitration service to rely on should there be a problem.

This scheme shows an industry that takes the initiative and works to ensure that it is able to deliver for consumers. We welcome the creation of Heat Trust and its ambitions to expand to cover more of this growing sector over time."

Welcoming the announcement, Energy and Climate Change Secretary Ed Davey confirmed Government's ongoing support for the scheme: "Heat networks play a pivotal role in our transition to a low-carbon energy system, which is why we're backing this new scheme that will give people access to the right help and protection."

Reiterating Government policy, the Secretary for State added: "We are on the side of the consumer and have been clear that we will introduce tougher regulations if needed to ensure people are getting a fair deal."

The Scottish Government Minister for Business, Energy and Tourism Minister Fergus Ewing also welcomed the scheme: "District heating is a key part of the Scottish Government aim to deliver affordable low carbon heat, and in February I announced £2.7 million in loans for district heating projects that will deliver significant fuel bill reductions to customers.

"The Scottish Government recognises the need to develop appropriate regulation, commensurate with the scale of the heat market. I invited the ADE to be part of the Special Working Group of Expert Commission on District Heating to advise Government on this issue and I welcome the launch of the Heat Trust as a significant step forward."

E.ON's Community Energy business is the first energy supplier to commit to Heat Trust. Jeremy Bungey, Head of Community Energy at E.ON, said: "District heating schemes already bring secure, lower carbon and affordable energy to tens of thousands of customers across the country - and the numbers will continue to grow significantly in the coming years.

"At E.ON we are developing schemes from the West Country to Norfolk and from London to Yorkshire and this fantastic industry-led initiative will show that suppliers are committed to a high standard of service to heat customers. We've been on board from the start and I look forward to UK heat suppliers joining us to share in this commitment."

UK District Energy Association Chairman Simon Woodward said: "For district heating to work it must deliver for its customers. Today's announcement is an important step forward for a growing and maturing industry."

End

Notes to editors:

For further information or to request an interview, please contact
Claire Wych, Communications Officer, ADE on behalf of Heat Trust on 020 3031 8740 or claire.wych@theade.co.uk
Andrew Barrow at E.ON on 02476 183677 or andrew.barrow@eon-uk.com

About Heat Trust

The district heating industry has worked with consumer representatives since 2012 to develop the proposals for Heat Trust. The Association for Decentralised Energy announced in March that it was formally backing Heat Trust. The Scheme is expected to launch later in 2015, applications will begin to be taken soon, but for now expressions of interest in joining the Scheme can be made toinfo@heattrust.org.

Heat Trust protection is aimed at heat energy suppliers who contract with metered or unmetered domestic and micro business properties where the heat customer pays their supplier directly for their heat energy. Although voluntary, the Scheme is supported by government, industry and consumer groups as an industry led, self-regulation initiative that recognises best practice.

Where appropriate, the level of protection afforded under the Scheme seeks to replicate that of gas and electricity customers. The proposals contain two key components:

- 1) Assessment criteria by which to evaluate the level of protection a Heat Supplier's Heat Supply Agreement provides to the heat network's customers; and
- 2) Independent adjudication, a low cost form of customer dispute resolution once heat supplier's complaint procedure is exhausted.

The Scheme has already attracted significant interest from heat suppliers, and expects to provide protection to over 20,000 heat customers in its first year.

As members of the Scheme, suppliers agree to abide by the Scheme Rules and Bye-Laws. The Scheme includes rules on the following

- * Heat customer obligations
- * Support for vulnerable heat customers
- * Heat supplier obligations
- * Heat customer service and reporting a fault or emergency
- * Joining and leaving procedures
- * Heat meters
- * Heat Interface Units
- * Heat bill and heat charge calculations
- * Heat bill payment arrangements and the management of arrears
- * Suspension and resumptions of service processes
- * Complaint handling and independent complaint handling
- * Privacy policy and data protection

E.ON encourages nation's bright sparks to enter its new 'Powering Poetry' competition

Energy company E.ON is today (MON) announcing the launch of its brand new schools competition to find the nation's best energy-themed poems. The 'Powering Poetry' competition forms part of E.ON's broader educational activities, developed to educate children about where energy comes from and how it's used in our everyday lives.

Poems can be about anything related to energy and the competition is open to pupils aged 5-11 years. Up to 20 empowered winners will have their poems professionally published in a compilation book, also entitled 'Powering Poetry'. And as well as receiving a copy of the book of winning entries, successful pupils will receive a book token for themselves and a set of energy-related books for their school.

Entries are invited until **Tuesday, 5th May 2015** and schools are asked to collate and submit 'power-try' entries on behalf of their pupils.

Alison Gibson, Senior Community Relations Executive at E.ON, said: "We're really excited to launch our Powering Poetry competition and are keen for any bright young sparks who are interested in energy to get their creative caps on for the chance to have their work professionally published.

"As well as having their work in print and getting a book voucher, each winner's school will also get a set of fiction and non-fiction energy-themed books which we've carefully selected with help from a panel of expert Key Stage 1 and 2 teachers."

The competition is launched as new research from E.ON finds that more than three quarters (77%) of children are read a bedtime story. And more than half (55%) of the 1,000 parents surveyed say that they read from a traditional storybook, rather than turning to technology such as e-readers, tablets or laptops.¹

The competition is open for entries until Tuesday, 5th May 2015 and interested schools should visit eonenergy.com/campaigns/powerful-poetry for full details and for Terms and Conditions.

As well as 'Powering Poetry', E.ON also offers educational activities through its Energy Experience programme which has been created to help teachers working with young people aged 5-16 years. Energy Experience includes online and classroom activities which support the curriculum, and which have been designed to help pupils understand all stages of energy production, distribution and consumption. Full details and resources can be found at eon-uk.com/energyexperience.

Ends

Notes to editors

¹ Based on consumer polling by OnePoll of 1,000 parents of 4-18 year olds, carried out in February 2015.

For more information contact:

Jane Branscombe, 02476 183 681, jane.branscombe@eon-uk.com

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

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20 March 2015

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Tuning out of family time: A quarter of parents say gadgets get in the way

- Over half of parents want to spend more quality time together as a family
- Over a third say that gadgets have the biggest impact on the amount of time they spend together as a family
- Almost one in five say their children couldn't go more than two hours without technology

The time that we spend with our families may be suffering as a result of an ever-increasing reliance on technology and gadgets, according to new research from energy company [E.ON](#)¹.

The research, which surveyed 1,000 parents about their attitudes towards technology use in the home, found that more than half (53%) of parents would like to spend more quality time with their children and partner. But over a third (37%) believes the increasing prevalence of gadgets in the home is their biggest barrier to quality family time.

One in five (19%) parents don't believe that their children could go tech-free for more than two hours before complaining. And over a quarter (28%) say their kids prefer playing on their tablets and phones or watching TV, rather than spending time with mum and dad.

Parents' peeves

The findings also show that it's not just children's use of technology which is having an impact on the time we spend together in our homes. When asked about their own personal technology peeves, parents cited receiving calls or messages late at night (43%), family members using phones at the dinner table (37%), children using their phones during family time (34%) and having the TV on during mealtimes (22%) in their list of most annoying habits.

Using a phone to text or browse the internet while talking to your loved one is a source of annoyance for one in five couples (17%), with women twice as likely as men to be irritated by their partner using a phone during a conversation (23% of women compared to 11% of men).

Anti-social screen time

UK adults are spending around one sixth of their day watching screens² but E.ON's research indicates that the credits may be starting to roll on the days of watching television together as a family:

- Over two thirds (67%) of parents say their families tend to watch the same television programmes on different screens;
- While four in ten (39%) opt to watch the same programmes as one another in different rooms around the house.

Beverley Maguire, Energy Efficiency Expert at E.ON, said: "In a world where we're busier than ever, technology can make life easier. But there's often a fine line, and a bleeping phone or a glowing tablet screen can hinder the time we spend together as a family.

"Our research shows that switching off completely for anything longer than a day or two can be challenging, but over half of the parents we surveyed said they'd like to spend more quality time together with their family. So it seems there's definitely an argument for getting away from gadgets - not least because reducing the amount of time we spend plugged in can also have benefits for our households' energy consumption.

"Whether it's going back to basics with a board game or just using fewer devices around the home, there are lots of small steps you can take towards more tech-free time. If you're looking for inspiration, our [Saving Energy Toolkit](#) is a great place to start - log on to see how your household's energy use compares to similar homes nearby and to better understand where savings can be made."

For more information on E.ON's Saving Energy Toolkit and for detailed advice on how to use no more energy than you need, visit eonenergy.com

Ends

Notes to editors:

- 1. Based on research with 1,000 parents of 4-18 year olds, carried out by OnePoll in February 2015.
- 2. Ofcom's 2014 Digital Day report found UK adults spend an average four hours 17 minutes viewing audio visual content through a variety of media, including live, recorded and on-demand television, plus DVD and Blu-Ray:
http://stakeholders.ofcom.org.uk/binaries/research/cmr/cmr14/2014_UK_CMR.pdf (page 128)

For more information please contact:

Naomi Troy, 02476 180 523, naomi-troy@eon-uk.com

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19 March 2015



E.ON to withdraw Killingholme gas-fired power station's 900MW of capacity from UK market but tenders for SBR contract which would see the station continue to be available to National Grid if successful

E.ON has today (THURS) announced it is to release Killingholme's 900MW of Transmission Entry Capacity (TEC) to National Grid meaning that the power station will no longer be available to generate in the UK energy market. It has also been made clear that the power station is at serious risk of permanent closure, subject to the outcome of an ongoing tender for National Grid's Supplemental Balancing Reserve (SBR) service.

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

"First and foremost we are focused on supporting our colleagues who are potentially affected by this change and will work closely with them in the coming weeks and months to ensure the best possible options are available on an individual level.

"The reality, however, is that the market conditions for gas-fired power stations are extremely difficult and without support from the SBR contract, permanent closure is a real and present risk to Killingholme. Over the last few years we have invested billions in the UK's energy infrastructure but there is no doubt that the challenging operational environment continues to provide uncertainty and risk that must be addressed.

Killingholme, which was entered into the recent UK Capacity Market Auction but was unsuccessful, is a Combined Cycle Gas Turbine (CCGT) comprising two 450MW modules giving a total generation capacity of 900MW. Approximately 50 people in total are employed at the North Lincolnshire site.

Ends

For more media information contact:

Scott Somerville (07889 771 804)

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E.ON UK supply activities report a decline in sales driven by warmer weather but continue to invest significantly

E.ON UK Supply Activities (i.e. Residential, SME and Corporate Supply):		
	Full Year 2013	Full Year 2014
Sales (Turnover) £m	8,042	7,433
Profit (EBITDA) £m	296	294
Investment £m	66	63

E.ON has today (WED) provided details of its financial performance in 2014. A combination of factors, including mild weather and improved energy efficiency among customers, has resulted in a £609 million decline in sales compared to the previous year. The company's commitment to delivering the Government's energy saving obligations well ahead of schedule has enabled it to reduce spend in 2014, which contributed to retaining a stable profit for the year.

E.ON UK Chief Executive Tony Cocker said: "The milder winter months that we experienced had a direct impact on sales during the year, as our customers used less energy to heat their homes and businesses. We've also been driving forward with our delivery of energy efficiency measures and in December we announced we had successfully completed all of our Energy Company Obligation (ECO) targets ahead of the March 2015 deadline. Since the start of ECO we've delivered more than 305,000^[1] energy saving measures in around a quarter of a million homes, providing real help to customers across the country.

"We've been working hard to demonstrate that doing what's right for our customers is at the heart of everything we do. For example, to help our customers control their energy bills further we launched a number of market-leading fixed tariffs during 2014. This was further evidenced when we were the first larger supplier in the market to reflect the reduction in wholesale gas prices. By acting quickly in early January, and cutting our standard gas price by 3.5% with immediate effect, our customers were the first to benefit from lower gas prices in 2015.

"Our 10,500 colleagues in the UK all work incredibly hard to provide great customer service and I'm proud to say that in 2014 their efforts were acknowledged when we won Large Supplier of the Year in the uSwitch Energy Awards. We also significantly improved our position on the Citizens Advice energy complaints league table, thanks in part to the changes we've made to our complaints handling processes.

"We've made real progress in the products and services we offer and the way we provide them. We understand our customers' needs are changing and digital is a key element in their experiences and engagement with us. We offer a variety of online services and tools that make our customers' lives easier, including our Saving Energy Toolkit - now visited by more than 900,000 people - which helps customers understand and transform their home energy use. Our smartphone app allows customers to send meter readings, receive energy-saving tips as well as keep up-to-date with their energy account.

"A significant amount of the £63 million invested in our supply business has been focused on meter installations. Our smart meter roll out is now well under way, with more than 400,000 meters installed in our customers' homes and businesses. Feedback from our customers has been really positive and they are seeing their energy use reduce in line with DECC's expectations.

"Last year saw an important milestone for the industry when Ofgem announced it had requested the Competition and Markets Authority (CMA) to investigate the UK's energy market - something we first called for in 2011. We'll continue to be open and fully supportive of the investigative work undertaken by the CMA and hope that the outcomes, due later this year, will be accepted and will help to restore trust and confidence as well as regulatory certainty for the energy sector."

Generation, Upstream and other activities in the UK: Sales fall due to difficult market conditions affecting generation assets in 2014, while profits increase due to North Sea oil and gas activities

Generation, Upstream and other activities operating in the UK:		
	Full Year 2013	Full Year 2014
Sales (Turnover) £m	1,851	1,709
Profit (EBITDA) £m	388	406
Investment £m	682	657

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "We continue to see growth in our North Sea oil and gas activities which has contributed to an £18 million increase in profits. We invested £657 million in our generation and upstream businesses, of which £433 million was spent on renewable developments. This overall investment for the year demonstrates how we're continuing to play our part in improving the UK's energy infrastructure and helping to increase the number of low-carbon generation sources available to power homes and businesses across the country.

"Last year we saw a number of renewable projects reach key development milestones. Our Blackburn Meadows Renewable Energy Plant in Sheffield generated electricity for the first time, supplying electricity to around 40,000 homes and businesses. In November, we announced the final design for our Rampion Offshore Wind Farm after receiving consent from the Secretary of State for Energy and Climate Change earlier in the year.

"Our Humber Gateway Offshore Wind Farm is now well into the construction phase with more than 58 of the 73 turbines already installed and in August the site's £4 million operations and maintenance base was also officially opened. I'm pleased to say that the wind farm has now generated electricity for the first time and is on schedule to be completed by mid-summer. It will produce enough electricity to power the equivalent of about 170,000 homes, helping to secure the generation capacity needed during the winter months when energy consumption is at its peak.

"During both the construction and operational phases, our investment in projects helps create a number of job and new business opportunities, particularly for locally based companies. Furthermore, we continue to support the local communities in which we operate and last year alone we provided more than £276,000 of grants to community groups based near our operational onshore wind farms.

"We also saw the UK's first Capacity Market Auction take place in 2014. Due to turbulent market conditions experienced by our conventional generation fleet, we strongly believe that capacity payments are needed to ensure that plant can operate sustainably, helping to secure the amount of electricity required to power the UK and encourage continued investment in new generation assets. This in turn will help to reduce carbon emissions and keep energy affordable for consumers."

Ends

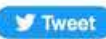
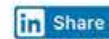
Notes to Editors

^[1] Subject to Ofgem approval. 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:

- Roxanne Postle 02476 195 785 / roxanne.postle@eon-uk.com
- Scott Somerville 02476 183 438 / scott.somerville@eon-uk.com
- Victoria Blake 02476 181 304 / victoria.blake@eonenergy.com
- Andrew Barrow 02476 183 677 / andrew.barrow@eon-uk.com

09 March 2015



E.ON welcomes community comment on proposed Kilmichael Wind Farm

E.ON is encouraging the local community to have their say on plans for its proposed Kilmichael Wind Farm located north east of Lochgilphead in Argyll and Bute. The site could feature up to 43 turbines that together could produce up to 150.5 megawatts of electricity.

The energy company will be hosting public information sessions later this month, to give the local community the opportunity to find out more about the wind farm plans and share their opinions with E.ON's team of wind farm experts.

Public information sessions will be held at:

Living Stones Christian Centre, Barrmor View, Kilmartin - Tuesday 24 March, 4pm to 8pm

Lochgilphead Community Centre, Manse Brae, Lochgilphead - Wednesday 25 March, 3.30pm to 7.30pm

Minard Village Hall, Minard, by Inveraray - Thursday 26 March, 4pm to 8pm

Aoife O'Keeffe at E.ON, said: "We believe the Kilmichael site is a good place for a wind farm due to the area's wind resources. This project is still in the very early stages of development and we're holding these sessions to share our initial plans with local people and to give them the opportunity to get involved and share their comments and suggestions.

We know people living and working in the area will have a wealth of knowledge about the site and we'd like to hear their thoughts to help us ensure the local community have their views considered throughout the development of this project."

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

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

Ends

For more information contact:

Victoria Blake on 02476181304 or victoria.blake@eonenergy.com

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05 March 2015



E.ON respond to DECC's Written Ministerial statement on the smart meter rollout

Commenting on DECC's announcement regarding timings for the smart meter rollout, Don Leiper, New Business Director at E.ON, said: "We welcome confirmation from DECC that the go live date for the rollout of smart meters will be April 2016.

"Whilst the original delay to timescales was disappointing, it happened for the right reasons and will help ensure the rollout will be as effective as possible, while also minimising disruption to customers. What's important now is that we all focus on continuing to make the rollout a success and on reducing the chance of any further delays.

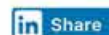
"At E.ON, we've been installing smart meters for around three years and have now installed more than 400,000 in our customers' homes and businesses. Having this clarity from DECC now gives us, and the whole industry, the certainty and confidence we need to press ahead and ensure all energy customers can reap the benefits smart meters can bring.

"Only a couple of days ago, DECC released the findings of a study which featured responses from our own customers. These findings mirrored what our smart meter customers tell us every day – that having a smart meter has helped them feel more in control of their energy and even encouraged them to cut how much they use, leaving them feeling more satisfied overall with the service they receive from their energy provider."

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

Ends

03 March 2015



E.ON comment on customer attitudes towards smart meters

Commenting on two reports into customer attitudes towards smart meters - from [Smart Energy GB](#) and from DECC's [Early Learning Project](#) - Don Leiper, New Business Director at E.ON, said: "It's extremely encouraging that two separate pieces of research show people feel more confident about their energy choices as a result of having a smart meter in their home. We took the decision to start installing smart meters early because we feel that they're the right thing for our customers, and having now installed more than 400,000 over the past few years, feedback from our own customers echoes these findings."

The DECC study, which featured responses from E.ON customers, showed that customers with smart meters in their homes were more likely to feel in control of their energy use, had tried to reduce consumption and were more satisfied with the service they received from their supplier.

Don Leiper added: "We're still in the early stages of the wider rollout of smart meters and we have a lot to do to ensure customers are made fully aware of the benefits they can bring; facilitating easier switching, bringing an end to estimated billing and giving customers the tools they need to control their energy use. It's interesting that awareness is still mixed across age groups and regions and this shows there's more we need to do, working alongside Smart Energy GB and the industry to further increase awareness and take-up among all age groups and in all regions.

"We've done a lot to improve the services we offer for all of our customers - those with smart meters and those who don't yet have them - like enabling customers to choose our best tariff for them simply and quickly, offering customers Rewards and the option to receive Price Alerts when we launch a new fixed price tariff and making it easier for customers to see how their energy use stacks up to similar nearby homes with our Saving Energy Toolkit. But smart meters will help us take things to the next level for all our customers - by giving them real-time information about how and when they're using energy and where they can make savings."

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

end

24 February 2015

E.ON launches £2m Community Benefit Fund as the Humber Gateway Wind Farm generates electricity for the first time

E.ON has today (TUES) announced it is to launch a £2 million fund for its Humber Gateway Offshore Wind Farm, which is set to benefit local communities in the East Riding of Yorkshire and Grimsby.

E.ON establishes community benefit funds to help the communities in which it operates and works closely with local councils to discuss possible projects to support through its funding. E.ON has now identified four key areas that will benefit from the Humber Gateway Community Fund which include improving rural transport in South Holderness; supporting the development of a new apprenticeship programme in North East Lincolnshire; funding for a new visitor centre for the Yorkshire Wildlife Trust; and a community support fund which local groups, voluntary organisations and registered charities can apply for.

The launch of the Community Benefit Fund coincides with a major milestone reached in the Humber Gateway Offshore Wind Farm project. Last week, the wind farm generated electricity for the first time and is on schedule to be fully operational by mid-summer, when it will produce enough renewable energy to power up to 170,000 homes.

Matthew Swanwick, Project Manager for the Humber Gateway Offshore Wind Farm, said: "All of the 73 foundations are now in place and we've installed 58 of the 85 metre turbines. The cable installations have also been completed which will transport the energy generated from each of the 3MW turbines, to the local grid connection in Salt End.

"It takes an enormous amount of work to erect these large structures and we've had to battle a few spells of bad weather, so we're really happy with our progress to date. The turbine installation programme will continue over the next few months, marking the last construction phase of the project."

The construction phase for Humber Gateway alone has helped bring significant investment to the area and created a number of local jobs. For example, the energy company invested £4 million in transforming a neglected site at Grimsby Fish Docks into the wind farm's Operations and Maintenance base, which was officially opened by the Secretary of State for Communities and Local Government, Eric Pickles MP, in 2014. E.ON also improved the surrounding quayside and used around 102 local sub-contractors to complete the work.

The Humber Gateway Offshore Wind Farm is one of several major renewable energy sites in E.ON's portfolio, which includes London Array, the world's largest offshore wind farm, and Blackburn Meadows Biomass Plant, which is due to officially open in Sheffield in the coming months. Humber Gateway further highlights E.ON's continued commitment and ongoing investment in low-carbon generation, as well as Britain's energy infrastructure as a whole.

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

Ends

Notes to editors

Community Benefit Fund:

- Improving rural transport in South Holderness

The Community Benefit Fund will provide funding to North Holderness Community Transport Ltd to help improve community transport and access to local services in South Holderness. North Holderness Community Transport Ltd will use the funding to invest in cutting edge Battery Electric Vehicle Technology, enabling it to provide sustainable community transport, whilst lowering its costs. The project will be overseen by East Riding of Yorkshire Council.

- Developing a new Offshore Wind Apprenticeship Programme in North East Lincolnshire

The Community Benefit Fund will support the development of a new programme to provide an E.ON sponsored Advance Apprenticeship in Wind Turbine Operations and Maintenance for up to 15 students. It will be delivered in partnership with CATCH, the energy/chemicals sector training facility at Stallinbrough.

- A new visitor centre for Yorkshire Wildlife Trust

Funding is also being given to Yorkshire Wildlife Trust to build a visitor centre at Spurn Head and improve existing facilities. The Spurn nature reserve already attracts a huge number of visitors each year and the new visitor centre will provide them with a focal point and place to learn more about the area. By sharing the unique story of Spurn's natural history the centre will also help the Trust to manage wildlife in the area, by raising awareness and educating visitors. It will also have great views over the Humber and North Sea. Yorkshire Wildlife Trust is currently looking at potential locations and will apply for planning permission within the next few months.

- Community Support Fund

Funds will be made available to support smaller, sustainable projects in the parishes that border the wind farm (between Easington and Preston). Local community groups, voluntary organisations and registered charities will be able to apply for funding, either to make environmental improvements, or to provide services and activities that make a difference to local people's lives and/or the economic regeneration of the area.

For more information contact:

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

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

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18 February 2015

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E.ON comment in relation to updated Issues Statement published by CMA

E.ON has today (WED) taken note of the updated Issues Statement produced by the Competition and Markets Authority (CMA).

Commenting on the publication of the material an E.ON spokesman said: "We note with interest the updated Issues Statement published today by the CMA and as is right, will now review the material in advance of responding in detail.

"When the original Issues Statement was first published we set out why we believed the original theories of harm did not apply and requested that factors such as intrusive regulation and the political climate should be considered as additional factors. We will of course consider the new publication in light of these factors and others. Additionally, with specific respect to the focus on the supply of energy, it should be highlighted that the CMA makes clear that its update is given at an earlier stage of development than other areas.

"Throughout this process and since we first called for a full market investigation in 2011, we have been open and fully supportive of the detailed and thoughtful investigative work undertaken by the CMA and we will continue to provide all necessary and relevant information."

E.ON's original response to the Issues Statement, published by the CMA on the 24th July 2014, can be viewed at:

https://assets.digital.cabinet-office.gov.uk/media/53f1c30540f0b62d98000017/EON_response_to_IS.pdf

Ends

For more information contact:

Scott Somerville (07889 771 804)

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21 January 2015

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UK-first renewable heat network demonstration secures research funding

A low carbon heating project led by E.ON working with the University of Exeter and technology providers SK Solar and Star Renewable Energy has today been awarded a [Government research grant](#) to carry out the feasibility work to create a UK-first community-wide energy scheme based on emissions-free renewable energy sources.

The project, to be funded by the Department of Energy and Climate Change (DECC), is based at E.ON's energy centre in Cranbrook to the east of Exeter will seek to demonstrate how solar thermal panels and heat pumps can replace or work alongside the existing gas-fired district heating scheme to provide a lower cost and significantly lower carbon heating and hot water source.

If initial work and tests are successful this will lead to the construction and testing of the system over a range of live operational scenarios to learn as much as possible about this innovative design.

The existing district heating scheme provides a central source of heat and hot water from the energy centre which is then supplied to homes in Cranbrook and the nearby Skypark commercial complex through a network of super-insulated underground pipes. It will supply the 3,500 new homes in Cranbrook as well as 1.4 million sq ft of industrial space at Skypark.

The project will see the installation of approximately 2,000 sq m solar thermal array on land next to the energy centre as well as a high temperature (>80°C) heat pump.

The ground-mounted panels will collect solar heat to supply the heat pump which will increase the water temperature ready for use in the heating system. Hot water not needed immediately can be stored in a dedicated thermal storage tank which will be installed alongside existing equipment attached to the district heating system.

Jeremy Bungey, Head of Community Energy at E.ON, said: "District heating schemes such as Cranbrook are lower carbon by their very design, and we often see carbon savings of around a quarter compared to traditional home heating such as gas boilers.

"By migrating the energy source from gas-fired combined heat and power plants to renewable energy sources we believe we could see a further significant reduction in carbon emissions and still maintain secure and reliable supplies to our customers.

"This is a demonstration project at this stage but if it proves successful, the integrated technology we are pioneering here could be replicated in existing and new district heating schemes right across the country and would make a significant contribution to easing the impact on the environment which comes from domestic heating."

Professor Chris Smith, The University of Exeter's Engineering Director of Research, added: "We're delighted this innovative research has got the go ahead and are looking forward to working with partners in the project which builds on the Centre of Energy and Environment's long term links with district heating at Cranbrook and our renewable energy expertise in Cornwall."

The Cranbrook energy centre is already fitted with rooftop solar panels and the project will seek to incorporate the electricity generated by those panels and use it to power the heat pump, providing another low or zero carbon energy source to replace mains power.

Phase one of the project will create a detailed design of the integrated system and an assessment of possible energy performance, carbon savings and cost efficiency. If successful, the second phase will see the installation and integration of all the technologies ahead of a full 12 month trial to test the system across different seasons and weather patterns.

The Heat Networks Demonstration SBRI competition was created by DECC to stimulate innovation that will help address cost and performance efficiency challenges related to heat networks, supporting the growth of low carbon heat networks across the country as well as providing real world evidence on reducing costs and improving energy efficiencies.

End

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 employs around 10,500 people in the UK and more than 62,000 worldwide. E.ON has been voted Britain's best large energy supplier for the third 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.

www.eonenergy.com/heat

The University of Exeter is a Russell Group university and in the top one percent of institutions globally. It combines world-class research with very high levels of student satisfaction. Exeter has over 19,000 students and is ranked 7th in *The Times and The Sunday Times Good University Guide* league table, 10th in *The Complete University Guide* and 12th in the *Guardian University Guide 2014*. In the 2014 Research Excellence Framework (REF), the University ranked 16th nationally, with 98% of its research rated as being of international quality. Exeter was *The Sunday Times* University of the Year 2012-13.

The University has invested strategically to deliver more than £350 million worth of new facilities across its campuses in the last few years; including landmark new student services centres - the Forum in Exeter and The Exchange on the Penryn Campus in Cornwall, together with world-class new facilities for Biosciences, the Business School and the Environment and Sustainability Institute. There are plans for another £330 million of investment between now and 2016.

<http://www.exeter.ac.uk/>

SK Solar are the UK & Irish partner for ARCON Solar, Denmark's market leading manufacturer of solar thermal collectors specifically developed for the district heating and process heat sectors. Over the past few years ARCON Solar has supplied 19 of the largest 25 solar district heating plants in Europe. The partnership between SK Solar and ARCON offers a perfect solution for large scale solar heating projects. For further information see: <http://www.sksolar.co.uk/>

Star Renewable Energy, part of the UK's largest industrial refrigeration contractor, Star Refrigeration, has delivered several ground breaking high temperature heat pump projects. The largest of these at Drammen in Norway harvests heat from the fjord and delivers it at 90C for district heating; delivering around 85% of the network's thermal requirements. Gas is only used for peak top-up. The project, commissioned in 2010 has to date delivered around 200 million kWh. With a near zero carbon and zero emission outcome, this is a similar carbon saving to that required for one million laps of the M25 in a family car. Star was founded in Glasgow in 1970 and employs over 300 staff across 10 UK sites. The team won the prestigious Peter Ritter Von Rittinger award in 2014 for the advancement of heat pump technology.

For more information contact:

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

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Cheshire Accounts Assistant counts his lucky stars as he wins E.ON's national Tesco Clubcard points competition

[E.ON](#) has announced the overall winner of its national competition to win a share of 1 million Tesco Clubcard points.

Stephen Higgins, an Accounts Assistant from Cheshire, has been announced as the main winner of the competition.

His prize is 250,000 Tesco Clubcard points which are worth £2,500. But by using the 'Clubcard Boost' scheme, which Stephen has said he'll do, the prize is worth up to £10,000.

Stephen said: "Winning E.ON's Tesco Clubcard points competition has meant an excellent start to the year for us, especially as our youngest son gets married in June so every penny really does count at the moment.

"I'll be making sure I put the 250,000 points I've won to good use. We'll be using Clubcard Boost and are already planning a trip to Alton Towers and I'm sure my wife, Yvonne, will be looking to upgrade some of our appliances and gadgets at home too."

About E.ON Rewards:

- E.ON offers residential electricity or dual fuel customers the opportunity to opt in to receive E.ON Reward Points¹;
- Customers who opt in are awarded up to 1,500 E.ON Reward Points (worth £15) a year;
- These points can be exchanged either for Tesco Clubcard points or Bonusbond vouchers to spend on the high street.

Stephen continued: "I've been an E.ON customer for around five years on various fixed price tariffs, and it's great to get E.ON Rewards for being with them. I always exchange my E.ON Rewards for Tesco Clubcard points and then use Clubcard Boost to get up to four times their value to make them go even further.

"The last time we used our Tesco Clubcard points we bought a new tablet and before that we used them for a family day out to Blackpool Pleasure Beach with our eldest son, his wife and our two grandchildren. Winning the competition will go a long way to making 2015 a good year for the whole family."

E.ON recently became the first supplier to reflect the overall drop in wholesale gas prices this winter when it cut its standard gas price by an average of 3.5%². This is equivalent to two weeks' gas use³ or £24 off an annual gas bill². It has also launched E.ON Energy Fixed 1 Year v14 - a one year fixed price energy tariff which is one of the cheapest available from any supplier.

For more information about E.ON Rewards, tariffs and discounts, visit [eonenergy.com](#).

Ends

Notes to editors

1. E.ON Reward points are accrued on a daily basis and awarded monthly;
2. Based on Ofgem average annual consumption of 13,500 kWh gas, across all payment methods and regions;
3. Gas price reduction applied as a 4.14% single unit rate reduction meaning that that is equivalent to 15.1 days of daily use if remaining in the same home for 12 consecutive months.

Details of all competition winners can be found at [eonenergy.com/campaigns/tesco-clubcard-giveaway/](#)

For more information and images contact:

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

E.ON customers already benefitting from standard gas price decrease as the coldest days of the year so far are recorded

- By acting now instead of waiting until 27th February, E.ON customers are benefitting to the tune of around £10m⁽¹⁾

Millions of E.ON customers had their gas prices cut last week⁽²⁾ meaning they are already benefiting from lower standard gas prices. This is especially important as this weekend saw temperatures of up to -15C⁽⁵⁾ recorded in Britain with forecasters warning that the cold snap will continue in the coming days.

In addition, E.ON, which currently has the 2nd cheapest standard tariff of all suppliers⁽³⁾ and one of the cheapest one year fixed products on the market⁽⁴⁾, has calculated that by passing on the savings it is seeing now as opposed to waiting until 27th February, as one of its competitors is doing, its customers are around £10m better off as a result⁽¹⁾. The 45 day gap between E.ON cutting prices and 27th February will also see customers use around one fifth (approx. 21%) of their average annual gas consumption during this period⁽¹⁾.

Commenting on the standard gas price cut announced last Tuesday, Tony Cocker, Chief Executive of E.ON UK, said: "Our immediate, mid-winter, 3.5% cut to our standard gas price⁽¹⁾ and the launch of one of Britain's cheapest energy tariffs, our one year fixed product⁽⁴⁾, demonstrate that we fundamentally believe in doing the right thing for our customers.

"This is further evidenced by the fact we were the first supplier to reflect through our standard tariff the overall drop in wholesale gas prices this winter and the only one, so far at least, to cut prices in winter.

"As we have always said where it is possible we will try to pass savings on to our customers."

Ends.

For more information contact:

Scott Somerville (07889 771 804)

Victoria Blake (02476 181 304)

Notes to Editors:

- 1) E.ON reduction announced 13th January 2015 equates to £24.38 off an average annual bill based on Ofgem average annual consumption of 13,500kWh gas, across all payment methods and regions. The 45 day gap between 13th January 2015 and 27th February 2015 accounts for 21.8% of annual gas consumption based on a typical usage profile. 21.8% of the £24.38 saving equals £5.30 which when multiplied by the two million E.ON customers that directly received the cut equals £10.6m.
- 2) Around two million E.ON standard gas customers had their prices cut by an average of 3.5% on 13th January 2015. Based on Ofgem average annual consumption of 13,500 kWh gas, across all payment methods and regions.
- 3) Compared with all UK suppliers listed on the uSwitch.com comparison site. Correct as at 19th January 2015. Dual fuel standard tariff based on Ofgem average annual consumption of 3,200 kWh for single rate electricity meters, 13,500 kWh gas. Based on payment by fixed monthly Direct Debit.
- 4) Compared with all UK suppliers listed on the uSwitch.com comparison site. Correct as at 19th January 2015. E.ON Energy Fixed 1 Year v14 is currently one of the cheapest offered by any of the UK's energy suppliers. The offer is applicable to dual fuel and electricity only customers across all regions on standard and Economy 7 meters. The comparison against other suppliers is based on Ofgem average annual consumption of 3,200 kWh for single rate electricity meters, 2,070 kWh day units and 2,530 kWh night units for Economy 7 meters and 13,500 kWh for gas. The offer is not available to prepayment, restricted hour tariff meters, gas only customers or non-residential customers. Average annual bill of £923 is based on payment by fixed monthly Direct Debit with paperless billing. Correct as at 19th January 2015.
- 5) Page 1 of Metro newspaper 19th January 2015.

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E.ON reduces standard gas price by 3.5% - the equivalent of two weeks' gas use - and launches cheapest product on the market of any supplier

- 3.5% average reduction⁽¹⁾ to standard gas price applied immediately;
- Equivalent to two weeks' gas use⁽²⁾ or £24 off an average annual gas bill⁽¹⁾;
- E.ON's standard tariff is now second cheapest of all suppliers⁽³⁾;
- Britain's cheapest energy tariff available today - new one year fixed dual fuel product with average annual price of £923 ⁽⁴⁾;
- Reduction comes despite political uncertainty and an increase in some costs associated with non-energy parts of the bill.

E.ON has today (TUE) announced it will **reduce its standard gas price** by an average of 3.5%⁽¹⁾ with immediate effect. This is equivalent to two weeks' gas use⁽²⁾ or £24 off an annual gas bill⁽¹⁾. E.ON has also launched the **UK's cheapest energy tariff**⁽⁴⁾, a one-year, dual fuel fixed product that is available from today and is open to new and existing customers alike. E.ON's 4.5m residential customers (7.1m energy accounts) can switch between E.ON products without paying any exit fee⁽⁵⁾.

Commenting on the move Tony Cocker, Chief Executive of E.ON UK, said: "Today's 3.5% cut to our standard gas price and the launch of the UK's cheapest energy tariff, our one year fixed product(3), demonstrate that we fundamentally believe in doing the right thing for our customers. This is further evidenced by the fact we are the first supplier to reflect through our standard tariff the overall drop in wholesale gas prices this winter but also that, when our prices had to increase at the start of 2014 to reflect cost increases, for the second year running we announced later than any other major supplier and, on that occasion, at a lower average percentage increase level than any other major supplier.

"While oil prices have slumped, the gas price has remained volatile - some days up, some days down - and many of the other non-energy costs that we don't control but make up a customer's bill have increased and are set to increase further. However, today we've taken steps so we can make a price cut on our standard gas tariff at the same time as offering customers, existing and new, the chance to sign up to the UK's lowest priced energy tariff. As we have always said where it is possible we will try to pass savings on to our customers."

Commenting on the current political environment in the UK and in particular the widespread discussion of Labour's proposed "price freeze", Tony Cocker continued: "Given the possibility of a price freeze we are undoubtedly taking a risk today but we always put our customers first. That was in the forefront of our minds before Christmas when we began the detailed process of delivering today's price cut.

"We have made this decision knowing that our ability to recover costs, should the market outlook change in the months or years ahead, may be limited but we urge all political parties to recognise the realities of the energy industry and help us to continue to do the best for all of our customers. This includes all parties committing to accept the outcome of the current Competition and Markets Authority investigation into the energy industry when that completes at the end of this year to provide energy companies with the all-important political and regulatory certainty we need in order to be able to plan and run our businesses efficiently.

"For our part, we've once again delivered against our Government energy saving obligations ahead of the relevant deadline, in this case March 2015 ⁽⁶⁾. In addition to helping to improve the housing stock of Britain so that customers can live in warmer homes, we're making a real difference to our customers by installing smart meters and further continuing our work to help all of our customers use and pay for no more energy than they need."

Other key customer points include:

- E.ON recently became one of the first UK energy companies to offer a faster switching service meaning new customers joining the company will be able to start on their new tariff around 50% more quickly than was previously the case⁽⁷⁾.
- Price Alert: E.ON automatically tells customers on fixed deals of new deals if / when they are offered. Customers registered online, on fixed tariffs and who opt in will automatically be told (via email) of new fixed deals when they are introduced.
- Discounts - simple and fair. These are provided as a clear monetary value, not a percentage discount. E.ON customers can receive:
 - £20 a year for having a dual fuel account
 - Up to £10 a year for paperless billing (£5 per fuel)
 - Up to £70 a year for paying by fixed monthly Direct Debit (£35 per fuel)
- Loyalty - rewards are available for all residential customers who have an electricity or dual fuel account and opt in to E.ON Reward Points. Customers will be awarded up to 1,500 E.ON Reward Points a year, which are accrued on a daily basis and awarded monthly. These points can be exchanged either for Tesco Clubcard points or Bonusbonds (vouchers for the high street).

To find out how E.ON can help customers use and pay for no more energy than they need please visit: eonenergy.com

For further media information please contact:

- Scott Somerville (07889 771 804)
- Victoria Blake (02476 181 304)
- Roxanne Postle (02476 195 785)
- Jag Kahlon (02476 181 308)
- Andrew Barrow (02476 183 677)

NOTES TO EDITORS

Standing Charge

Do you charge a standing charge? Yes. We apply a standing charge to our tariffs; this is: £95 (around 25p a day) for electricity; £115 (around 30p a day) for gas. For customers who pay by fixed monthly Direct Debit we offer a reduction on the standing charge for each fuel of £35 per year.

Discounts

Do you offer a discount for customers taking both fuels? Yes. We offer an annual discount of £20 to all customers who take both fuels. (This is accrued daily).

Do you offer a discount for customers paying by Direct Debit? Yes. We offer a reduced standing charge to customers paying by fixed monthly Direct Debit. This is £35 per fuel, per year.

Do you offer a discount for customers who manage their account / bills online? We offer a discount to customers who choose to receive paperless bills of £5 per fuel per year.

Do customers receive these discounts automatically? Yes. These discounts are applied automatically.

How much can customers save? If customers choose to pay by fixed monthly Direct Debit with paperless billing and take both fuels from E.ON, they can save a total of £100. £20 a year for taking both fuels; £10 a year for taking paperless billing (£5 per fuel); £70 a year for paying by fixed monthly Direct Debit (£35 per fuel). Total = £100

Rewards and Loyalty

What rewards do you offer to your customers? Customers have the capacity to earn reward points, which can be exchanged for vouchers for the high street or Tesco Clubcard points. Customers must have an electricity or dual fuel tariff and opt in online or by phone to activate / receive these rewards.

Price Alert

Do you automatically tell customers on your fixed deals of new cheaper deals when they are offered? Customers on fixed deals will automatically be told of new deals if / when they are offered. Customers registered online, on fixed tariffs and who opt in will automatically be told (via email) of new fixed deals when they are introduced.

POINTS OF CLARIFICATION

- 1) Based on Ofgem average annual consumption of 13,500 kWh gas, across all payment methods and regions.
- 2) Gas price reduction applied as a 4.14% single unit rate reduction meaning that that is equivalent to 15.1 days of daily use if remaining in the same home for 12 consecutive months.
- 3) Compared with all UK suppliers listed on the uSwitch comparison site. Correct as at 13 January 2015.
- 4) E.ON Energy Fixed 1 Year v14 is currently cheaper than any tariff offered by any of the UK's energy suppliers. The offer is applicable to dual fuel and electricity only customers across all regions on standard and Economy 7 meters. The comparison against other suppliers is based on Ofgem average annual consumption of 3,200 kWh for single rate electricity meters, 2,070kwh day units and 2.530kwh night units for Economy 7 meters and 13,500 kWh for gas. The offer is not available to prepayment, restricted hour tariff meters, gas only customers or non-residential customers. Average annual bill of £923 is based on payment by fixed monthly Direct Debit with paperless billing, Correct as at 13 January 2015.
- 5) Tariff choices based upon meter suitability.
- 6) Subject to Ofgem approval. The deadline for energy suppliers to meet their respective targets is 31st March 2015.
- 7) 50% more quickly: Residential 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 residential switches, for customers joining, within 17 days subject to a number of actions being completed. These actions include their former supplier "releasing" the residential customer within industry agreed timescales.