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E.ON UK Press Releases - 2016

Table of contents

1. E.ON to offer around 1000 apprenticeships Europe-wide in 2017	6
2. Home is where the Hogmanay is	7
3. New year, new gadgets, new habits	8
4. Running out of phone battery is more stressful than messing up Christmas dinner according to new research by E.ON	9
5. Bradford named Top Energy Hotspot as E.ON reminds people it's not too late to winter proof their homes	10
6. E.ON 'Energises Anything' for thousands of pupils during 2016	11
7. Festive forgetfulness + poor preparation = holiday hassle	12
8. 'E.ON Landlord' launched to help make managing energy at multiple properties easier	13
9. Britain's Kite Power Systems set to fly further with new investment	14
10. E.ON launches new start-up 'Ampero': an innovative battery recharging solution to help keep UK consumers connected	15
11. E.ON will not increase its residential standard energy prices until at least after winter	16
12. E.ON named large supplier of the year again by uSwitch.com	17
13. E.ON's Community Support Fund in East Yorkshire Reaches £200,000	18
14. Bedford employees latest to become Dementia Friends in support of E.ON's charity partner - Alzheimer's Society	19
15. Saving energy for Edinburgh: building upgrades reduce energy costs by 24%	20
16. Getting warm for winter? E.ON offers homeowners £400 off a new installed, energy efficient boiler	21
17. Foundation installation completed on schedule at Rampion	22
18. Apprentices start at E.ON's Scroby Sands Offshore Wind Farm	23
19. ABBA-solutely fabulous: People with dementia in Coventry enjoy an afternoon of film, song and dance thanks to E.ON and Alzheimer's Society	24
20. Home maintenance 'mares: three in five Brits fail to prepare their homes properly for winter	25
21. E.ON to employ and train 500 new smart meter technicians with support from DWP	26
22. E.ON announces 100 new apprenticeships	27
23. Local cancer centre receives energy saving upgrade thanks to E.ON	28
24. Worthing charity gets the green light for building improvements with £2,000 grant from E.ON	29

25. E.ON reaches Bedford recruitment milestone and calls for further applicants	30
26. Harlow-based charity boosts energy efficiency with grant from E.ON	31
27. Out with the old? E.ON reveals the nation's latest attitudes to new technologies	32
28. Get your thinking caps on: E.ON invites budding engineers and scientists to enter its #MyEnergyHack competition this half term	33
29. E.ON continues its support for customers with prepayment meters	34
30. Scaling new heights: Bolton employees take up the challenge to raise funds for E.ON's official charity - Alzheimer's Society	35
31. 'E.ON Marketplace' launched to help people quickly find the most energy efficient household goods and to see how much these will cost to run in their own home	36
32. Exeter charity given green light to begin energy efficiency improvements with £2,000 grant from E.ON	37
33. E.ON rectifies Guaranteed Standards mistake	38
34. E.ON announces sale of transmission assets at Humber Gateway	39
35. Stumped by science: parents want their kids to take an interest in STEM subjects but feel ill-equipped to help	40
36. Local pupils get creative at media camp organised by E.ON	41
37. Turbine deliveries take place for Ovenden Moor repower	42
38. The Great Escape: films are Brits' way to switch off from stress	43
39. Erroneous meter set-up: Around 350 customers to be refunded in full and appropriate compensation paid	44
40. Rhyd-y-Groes Wind Farm repower to go ahead	45
41. E.ON hosts East Coast Energy intern at Scroby Sands	46
42. UXO disposal date confirmed at Rampion	47
43. E.ON offers customers the chance to win tickets to a day filled with fairies, face painting and family fun at Wollaton Hall Park	48
44. E.ON UK: Initial comment in connection with Ofgem's letter: 'Implementing the Competition & Markets Authority remedies'	49
45. Hot under the collar: disagreements over office temperature #1 cause of arguments among UK workers	50
46. E.ON energises pupils across the UK as part of innovative school workshops	51
47. Sky Cinema adds spark to entertainment with new sponsor E.ON	52
48. Safety notice: E.ON recalls two types of branded power adapters as a precaution	53

49. Piling work recommences at Rampion	54
50. E.ON UK comment re: UK EU referendum	55
51. Initial comment in relation to the publication of the "Final Energy Market Reforms" by the competition and markets authority	56
52. One year on: E.ON customers benefiting from Smart Pay As You Go	57
53. Humber Gateway celebrates first year of generation	58
54. Keys, lights, kids ... ?! Everyday forgotten items take their toll	59
55. E.ON's Smart Metering Centre of Excellence celebrates five years since opening in Nottingham	60
56. E.ON to recruit up to 400 people at its Bedford office	61
57. Keep it green: Hotel guests favour a sustainable stay, yet admit to using more energy than ever before	62
58. E.ON launches Live Chat as more customers choose digital channels to manage their energy needs	63
59. E.ON opens £100k fund and invites local community groups to apply	64
60. £2,524: The estimated cost of 'heart-over-head' home-hunting revealed	65
61. TUC and E.ON urge businesses to sign up to new voluntary charter to support workers diagnosed with a terminal illness	66
62. E.ON and Trent & Dove Housing offer smarter solutions for 1,000 tenants in Burton-on-Trent	67
63. E.ON comment re: Ofgem statement regarding Age UK Enterprises tariff	68
64. E.ON reveals Top 20 areas to have benefitted from the E.ON Energy Fund one year after its launch	69
65. Deadline extended for people affected by floods to apply for help through the E.ON Energy Fund	70
66. E.ON volunteers expand support for Nottinghamshire primary schools to help improve pupils' literacy skills and energy awareness	71
67. Initial comment in relation to the publication of the "summary of provisional decision on remedies" by the Competition and Markets Authority	72
68. E.ON UK Supply Activities: full-year report shows a decline in sales and profit while overall investment continues to rise	73
69. E.ON launches Business Energy Audits which offer savings advice that's guaranteed to pay back	74
70. E.ON urges people concerned about energy bills and victims of recent floods to see if they're eligible for support through the £6 million E.ON energy fund	75
71. E.ON set to recruit technicians as it ramps up smart meter rollout	76

72. E.ON invites community groups to apply for funding from its Energy Action Fund	77
73. E.ON's Blackburn Meadows becomes a new beacon for Sheffield	78
74. Oswestry and Kings Heath pupils win national STEM competition and chance to star on radio	79
75. E.ON helps to improve employability skills for hundreds of Nottingham pupils	80
76. Media Statement on behalf of E.ON UK regarding Age UK Enterprises	81
77. E.ON 5.1% gas price reduction effective this Monday -1 February	82
78. Construction team battle the elements to begin installation of first foundations at Rampion Offshore Wind Farm	83
79. E.ON launches cheapest dual fuel energy tariff in Britain priced at £769	84
80. E.ON to no longer progress with the Isles Wind Farm Project	85
81. E.ON to reduce standard gas price by 5.1% - the equivalent of 3 weeks' gas use - and launches cheapest fixed tariff on the market of any supplier	86
82. Local people invited to public exhibitions for proposed Golticlay Wind Farm	87
83. Completion of Strategic Review of North Sea E&P Business - divestiture of UK Exploration & Production Business to Premier Oil	88
84. Renewable energy record achieved at London Array	89
85. E.ON brings science and engineering to life for secondary school pupils	90
86. Switched on pupils get to grips with circuits at 'E.ON Energises Anything' workshops	91

E.ON to offer around 1000 apprenticeships Europe-wide in 2017

Over the next 12 months across Europe, E.ON will be hiring around 1,000 apprentices.

In Turkey for example E.ON is recruiting around 700, in Germany 270 and the in the UK 100 for various positions. With a very high post-apprenticeship employment rate across the whole company of 87%, E.ON is actively tackling the shortage of skilled workers.

"With our large number of apprenticeships we are taking responsibility for the future of many people. The better our apprentices are qualified, the greater their contribution to the innovative power and competitiveness of our company, all of which benefits our customers", says Johannes Teyssen, Chairman of the Board at E.ON SE.

Specifically in the UK, the energy company will be creating 100 new apprenticeships which will be based on a scheme that launched in [2014](#) and last year won the award for Youth Engagement Initiative of the Year at the National Skills Academy for Power Annual Awards. The apprenticeship programme has also received [Platinum Provider Status](#).

E.ON's apprenticeship programme was initially aimed at 16-24 year olds not in education, employment or training. E.ON has now broadened the criteria to include applicants of all age ranges and backgrounds, helping to support more people into real job opportunities as well as contributing to the industry's ongoing drive to develop the skilled workforce needed within the sector.

The initial apprenticeship programme was so successful that E.ON has also extended the recruitment and training model beyond customer operations to field operations and support functions, such as smart metering, IT, HR and highways lighting. E.ON will be recruiting the 100 new apprentices to support its residential customer operations teams at its main sites in Bedford, Bolton, Coventry and Nottingham.

Since its launch in 2014, 136 young people have benefitted from the programme, with 87 apprentices securing full-time work with E.ON or other organisations. E.ON currently has 107 apprentices in full-time employment.

Dave Newborough, UK HR Director at E.ON, said: "We're always looking for a diverse range of candidates to join our business and it's vital that we provide real career opportunities for those that show potential. Continually developing our recruitment and training strategy is essential if we are to achieve these goals.

"We've made great progress since launching our new apprenticeship programme in 2014, and after just two years we have already started to benefit from the hard work and enthusiasm that these apprentices have brought to the business.

"We understand that the apprenticeship landscape is changing and I hope we can continue to increase the number of roles we're offering, as well as challenge ourselves to create new, innovative recruitment pathways and training schemes to attract new talent into the sector."

For more details concerning opportunities with E.ON in the UK please visit: eon-uk-careers.com

Ends

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Published by [ScottSomerville](#)

Home is where the Hogmanay is

New research released by E.ON reveals that more than half (57%) of Brits will see in the New Year at home this year, either hosting or attending a get-together for family and friends (27%) or having ‘nothing special planned’ (30%).

At the other end of the spectrum, one quarter of the population (25%), will be out with friends or family (15%), celebrating at the pub or a restaurant (6%), or attending a party that’s not been privately organised (4%).

Across Europe, and in contrast with Brits, it’s Germans who’ll be out and about most with a third (33%) having plans for a night out.

Hungary topped the list as the nation which most prefers home comforts most with almost two thirds (63%) staying put.

These results are part of the "Living in Europe" study, for which E.ON and Kantar EMNID questioned around 8,000 people in the UK, Germany, Italy, the Czech Republic, Romania, Sweden, Turkey and Hungary in December 2016.

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

Ends

Notes to editors

Fieldwork was carried out between 8th December and 19th December 2016 by Kantar EMNID on behalf of E.ON

		Czech Republic	Germany	Hungary	Italy	Romania	Sweden	Turkey	UK
IN	Base	1004	1022	1010	1022	1013	1002	1017	1028
		%	%	%	%	%	%	%	%
	Celebrating at home with friends / relatives	83	27	48	40	48	35	34	27
OUT	Have nothing special planned	12	18	15	12	11	21	23	30
	Going out to celebrate with friends / relatives	14	20	18	19	9	14	11	15
	Eating out at a pub/ restaurant	2	8	1	8	4	4	6	6
	Attending a celebration that is not privately organised	3	5	3	3	4	5	2	4

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26 December 2016

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New year, new gadgets, new habits

Image file:

New year, new gadgets, new habits

With the festive season coming to a close and many people now stocked up with shiny new gadgets, E.ON has revealed an insight into people's attitudes towards new technologies and traditional technologies that are set to stay.

With New Year resolutions now being prepared and planned for, the research, conducted among 2,000 UK adults¹, shows that people who avoid new technologies could be paying more to for everyday activities like exercising, cooking and grooming.

When asked to estimate how much they think they'd save each month by going online or using apps, respondents estimated they could save over £30 a month – that's almost £370 a year! The research also highlights the prevalence of many traditional technologies over and above newer ones when undertaking everyday tasks and pastimes.

Activity	Estimated average saving per month (£)	% preferring traditional technology	% preferring newer technology
Using personal training apps/online advice vs paying for a personal trainer	£5.77	Watching entertainment on TV (86%)	Watching entertainment on a phone/tablet (14%)
Using exercise apps/online advice vs paying for gym classes	£5.76	Reading physical books (70%)	Reading with an e-reader (30%)
Using cooking apps/online advice vs buying cook books	£6.50	Using a home PC (61%)	Using a phone/tablet (39%)
Using news apps/free sites vs buying newspapers/magazines	£6.79	Paying with cash (55%)	Paying by card/contactless (45%)
Using beauty apps/online advice vs paying for beauty treatments	£5.96	Listening to music on CD, vinyl or radio (52%)	Streaming music via phone/tablet (48%)
However there are certain traditional devices that are being ditched in favour of newer technologies. Respondents were also asked to estimate how long it would take for a number of everyday items to become obsolete and be replaced by newer innovations.			
Household Item	Average timeframe within which item could become obsolete	% preferring newer technology	% preferring traditional technology
Cash	10 years	Filming videos on a phone (69%)	Filming videos with a camcorder (31%)
Kettle	10 years	Taking photos on a phone (67%)	Taking photos with a camera (33%)
Home PC	10 years	Doing sums using a phone (63%)	Doing sums on a calculator (38%)
Camera	9 years	Waking to a phone alarm (60%)	Waking up to a physical alarm clock (40%)
Calculator	8 years	Telling the time with a phone (54%)	Telling the time with a watch (46%)
Camcorder	8 years		
Alarm clock	6 years		

In order to cater for its customers differing technological tastes and abilities, E.ON can now be contacted by a range of methods including [its website](#), [Facebook](#), [Twitter \(@EONhelp\)](#), [Live chat](#), [app](#), [email \(emailqueries@eonenergy.com\)](#), telephone, or by letter.

Ends. Notes to editors: 1. Research carried out with 2,000 UK adults in September 2016 by Censurwide on behalf of E.ON.

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Published by [ScottSomerville](#)

Running out of phone battery is more stressful than messing up Christmas dinner according to new research by E.ON

- Running out of phone battery while out is more stressful than messing up Christmas dinner and Christmas shopping
- The daily rush hour commute is considered less stressful than running out of mobile phone power
- More than a fifth of people admit to being unable to cope without their mobile phone for more than two hours
- Over three quarters of people have to charge their mobile phone more than once a day
- E.ON has launched [Ampero](#) in the UK – a new energy sharing solution that allows consumers to charge their mobile devices on the go, helping to remove the anxiety of running out of battery

Running out of phone battery while out and about (62%) is more stressful for Brits than messing up Christmas dinner (53%), according to new research from E.ON looking at the nation's charging habits^[1].

As our reliance on mobile technology continues to grow, so has our inability to cope for long periods of time without access to our phones. In fact, more than a fifth of people admit to being unable to manage without their mobile phone for more than two hours (22%) and consider shopping for those tricky Christmas gifts for family and friends less of a stressful experience (50%) than a drained phone battery while on the go (62%)^[1].

Despite the frustrations often associated with the daily rush hour commute, many people consider this less stressful (58%) than having a flat mobile phone battery (62%)^[1]. To ease this stress and anxiety, E.ON has launched Ampero in the UK – a new energy sharing solution that allows people to charge their mobile devices on the go.

Ampero allows users to recharge their mobile devices without the need for a plug socket^[2], while also creating a network of charging hubs that allow people to easily buy, rent, or swap their battery for one that's fully charged when they're out and about^[3]. This is good news for Brits as, on average, over three quarters of people have to charge their mobile phone more than once a day (83%)^[1].

Ampero also means that people no longer have to worry about frantically searching for any available plug socket when their battery runs low^[3]. This will help the one in twenty people who say they use unauthorised plug sockets (6%) or leave their mobile phone unattended (5%) to recharge^[1].

Jim Leafe, UK :agile Start-Up Manager, E.ON UK, said: "Our research shows that the biggest bugbear for almost half of people is a short battery life (46%) – almost twice as frustrating as a lack of phone memory (25%)^[1]. But we all lead busy lives and we're not always in a convenient location to plug in and top up when our battery is running low. With this in mind, Ampero will help remove the anxiety of running out of battery.

"Ampero is small enough that you can charge your phone in your pocket while out and about, meaning you're not tethered to one location like some other mobile recharging devices. And for businesses, becoming an Ampero hub could also attract more customers, with over a third of Brits telling us they're more likely to visit a business which lets them plug in^[4]."

Ampero was developed through E.ON's :agile accelerator which the energy company launched in 2013 to promote innovation and nurture new energy-related business ideas. Launched in Germany in 2015, Ampero is growing rapidly with a network of more than 200 Ampero hubs.

Jim Leafe continued: "Through our :agile accelerator programme, we're committed to supporting innovation and developing genuinely helpful customer solutions that will make a real difference to peoples' everyday lives."

Ampero is currently being rolled out to various businesses including hotels, bars, restaurants and conference venues, as well as train stations and airports across the UK. Details of Ampero hubs can be found on its [website](#) and a soon to be launched app will provide an automatic alert when a user's battery is running low and locate the nearest Ampero hub.

For further information about Ampero or for consumers and businesses looking to buy or stock the product, please visit [ampero.com](#)

Ends

Notes to editors

[1] Based on research carried out amongst 2,017 UK consumers by Censuswide in December 2016.

[2] Ampero is a small credit card sized battery that is charged with a micro USB cable.

[3] Ampero hubs can be found at [ampero.com](#)

[4] Based on research carried out amongst 2,000 UK consumers by Vision Critical in July 2013.

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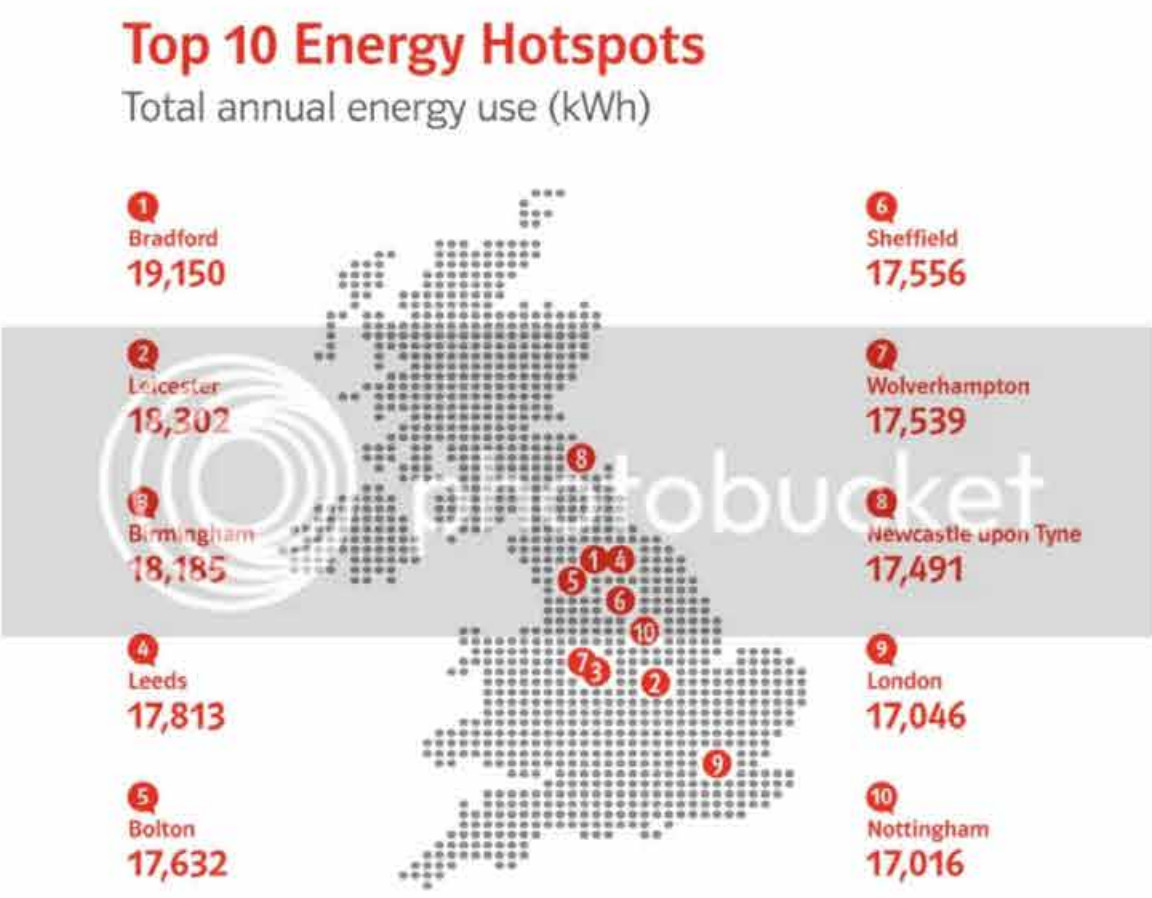
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Published by [VictoriaBlake](#)

Bradford named Top Energy Hotspot as E.ON reminds people it's not too late to winter-proof their homes

Data¹ about the energy use habits of people across England, Scotland and Wales reveals that Bradford is the Top Energy Hotspot with residents on average using more gas than anywhere else, closely followed by Leicester and Birmingham.

All the places featured in the Top 10 Energy Hotspots are in England. Edinburgh tops the list for Scotland at 13th place and Cardiff residents use the most within Wales at 17th place².



Top 10 Energy Hotspots				
		Average annual electricity use (kwh)	Average annual gas use (kWh)	Total annual energy use (kWh)
1	Bradford	3,747	15,402	19,150
2	Leicester	3,856	14,446	18,302
3	Birmingham	3,968	14,217	18,185
4	Leeds	3,781	14,032	17,813
5	Bolton	3,806	13,826	17,632
6	Sheffield	3,532	14,024	17,556
7	Wolverhampton	3,909	13,630	17,539
8	Newcastle upon Tyne	3,478	14,013	17,491
9	London	3,828	13,218	17,046
10	Nottingham	3,678	13,338	17,016

David Bird, Managing Director of E.ON's Residential business, said: "It's absolutely crucial people stay warm this winter. It's not too late to winter-proof your home and, while Bradford has been found to be the Top Energy Hotspot, there are a number of steps we can all take to help ensure we use only the energy we need. This will help to lower bills, no matter where you live.

"We've already reassured our residential customers that we won't increase our standard energy prices until at least April 2017 and we'd encourage anyone who's concerned about their winter energy use or bills to get in touch to see how we can help."

E.ON is urging anyone who hasn't yet winter-proofed their home to do so in order to ensure they're only using the energy they need to this winter, thereby helping them to spend less during the colder months.

E.ON's 10 Point Winter Checklist

- 1. Turn down or switch off the heating when you're out or when you don't need it.
- 2. Don't cover radiators or block them behind furniture and if they feel cold at the top and hot at the bottom, they could need bleeding.
- 3. Get your walls professionally insulated and ensure there's at least 270mm of loft insulation. Homes typically lose a third of their heat through uninsulated walls and up to a quarter through the roof³ and households on low incomes could be eligible for free insulation⁴.
- 4. Fill gaps around windows, doors, pipes, loft hatches, keyholes and letterboxes with draught-proofing supplies from your local DIY store.
- 5. Open curtains and blinds during the day to let warm sunlight in and close them when it gets dark to help keep heat in.
- 6. Lighting can account for 8% of a household's total energy costs³ so switch to low energy light bulbs in your most occupied rooms to help cut costs. Both CFL and LED bulbs use about a quarter of the energy of traditional bulbs.
- 7. Limit your lighting both inside and outside your home with motion detectors which automatically switch lights off when no one is in a room and/or timers which turn lights off after a pre-set amount of time.
- 8. Insulate hot water pipes with foam insulation sleeves and also insulate any tanks and pipes in the loft to stop pipes freezing.
- 9. Lower the temperature on your water cylinder to 60°C to potentially cut water heating costs by 18% and fit a cylinder jacket³.
- 10. For more advice about saving energy and to check you're on the best deal for you this winter visit [eonenergy.com](#).

E.ON can be contacted through a range of methods including its website ([eonenergy.com](#)), [Facebook](#), [Twitter \(@EONhelp\)](#), [Live Chat](#), its [smartphone app](#), email ([email.queries@eonenergy.com](#)) and telephone.

Ends

Notes to editors

1. Analysis based on 2014 data. Sources: <https://www.gov.uk/government/collections/sub-national-electricity-consumption-data> and <https://www.gov.uk/government/collections/sub-national-gas-consumption-data>.
2. List of the Top 25 Energy Hotspots. The typical household consumption is 3,100 kWh for unrestricted electricity and 12,500 kWh for gas.

		Average annual electricity use (kwh)	Average annual gas use (kWh)	Total annual energy use (kWh)
1	Bradford	3,747	15,402	19,150
2	Leicester	3,856	14,446	18,302
3	Birmingham	3,968	14,217	18,185
4	Leeds	3,781	14,032	17,813
5	Bolton	3,806	13,826	17,632
6	Sheffield	3,532	14,024	17,556
7	Wolverhampton	3,909	13,630	17,539
8	Newcastle upon Tyne	3,478	14,013	17,491
9	London	3,828	13,218	17,046
10	Nottingham	3,678	13,338	17,016
11	Preston	3,736	13,195	16,932
12	Derby	3,697	13,143	16,840
13	Edinburgh	3,606	13,223	16,829
14	Northampton	3,817	12,979	16,796
15	Coventry	3,837	12,901	16,738
16	Stoke on Trent	3,508	13,100	16,608
17	Cardiff	3,627	12,851	16,478
18	Reading	3,935	12,193	16,128
19	Bristol	3,759	12,109	15,869
20	Manchester	3,781	11,977	15,758
21	Norwich	3,636	12,024	15,660
22	Glasgow	3,348	12,240	15,588
23	Liverpool	3,538	11,946	15,484
24	Hull	3,334	11,905	15,238
25	Southampton	3,908	11,250	15,158

3. Source for all data and tips: [E.ON](#).
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](#).

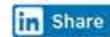
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Published by [AndrewBarrow](#)

20 December 2016



E.ON 'Energises Anything' for thousands of pupils during 2016

Throughout 2016 E.ON has reached more than 18,000 primary and secondary school pupils from across Great Britain with its Energise Anything educational workshops and career development programmes.

From using bananas to create electrical circuits and make music as part of the 'Creative Conductors' workshops, to dressing up as energy guzzlers and performing a 'Play in a Day' and learning about energy by creating human circuits, the pupils have explored energy and science through a range of fun and practical activities.

Secondary schools were supported in their career development through E.ON's Youth Pathway and Business in the Community's Careers Lab programmes. Both are designed to encourage pupils to make the link between what they learn in the classroom and their possible career paths early on in their education, making them better prepared to make choices about their future later on.

Suzanne Doxey, E.ON's Community Relations Manager, said: "We're really pleased with how well our energy education programmes have been received in schools throughout the past year and it's great to have reached so many pupils with our activities.

"We offer a range of free online resources and schools workshops aimed at developing pupils' Science, Technology, Engineering and Maths (STEM) skills, whilst also encouraging the pupils to tackle new skills and challenges in a fun and engaging way.

"We recognise that STEM subjects are hugely important for pupils of all ages and so seeing the engagement and enthusiasm of the pupils to learn about these subjects during the workshops is really encouraging.

-

"We've been recredited this year for the ninth year running in the 2016 Responsible Business Awards for our educational activities in local communities. The awards, run by Business in the Community, recognise businesses that are making a significant difference by taking action to improve their local communities and it's great to be recognised for our activities in this area."

E.ON is giving schools and individuals the opportunity to win prizes, such as iPads or vouchers for their school through its #MyEnergyHack competition. The competition is open to schools as well as individuals aged 5-18 years. Parents and teachers of younger students who don't have social media can enter on their behalf.

To find out more about how E.ON is working with local communities and for full details about the competition and resources for Energise Anything visit eonenergy.com/energiseanything

Ends

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Published by [Jane Branscombe](#)

19 December 2016



Festive forgetfulness + poor preparation = holiday hassle

- E.ON urges people to check their homes before going away for Christmas after research reveals many people forget to switch off lights, heating and hot water
- One in ten people leave a window open, one in twenty leave a door unlocked or a tap running
- Leaving electrical items on/on standby could be costing households £80 a year

Whether it's to spend time with family and friends or to escape the Christmas chaos, many people now choose to spend time away from home over the festive period.

E.ON is urging people to have a proper pre-getaway check around their homes before they set off after its research¹ reveals that many people have returned from short breaks to find they've left the lights (15%), heating (11%) or hot water on (7%). Worryingly one in ten say they've left a window open (11%) while one in twenty have left a door unlocked (6%) or a tap running (4%).

Many of those questioned said they've come home to find they've left food in the fridge which has started to go off (18%) or that they've forgotten to take the rubbish out (15%). And one in twenty have returned to find a pet has damaged something in their home (5%).

Almost a fifth of people said they didn't think leaving electrical items really affected their energy bill (16%). When asked to estimate how much forgetting to turn off heating, hot water and appliances would cost, respondents guessed £38 a year. But according to the Energy Savings Trust² an average household could spend £80 a year running appliances which are left on standby or aren't being used.

With the New Year almost here, E.ON is also encouraging people to undertake an annual assessment of their subscription services. It's estimated that people spend an average of £150 per person³ subscribing to magazines, gym memberships and so on, so the cost of forgetting to change, update or cancel these subscriptions could soon add up.

For tips and advice on how to save energy and pay less, visit eonenergy.com.

Ends

Notes to editors

1. Based on research with 2,000 people living in the UK by OnePoll in April-May 2016.
2. Source: <http://tools.energysavingtrust.org.uk/Electricity/Products-and-appliances>.
3. Source: <http://www.moneywise.co.uk/news/2015-05-11/150-wasted-ever-year-unused-subscriptions>.

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Published by [VictoriaBlake](#)

This service is no longer available. To find out how to contact E.ON visit eonenergy.com/contact

15 December 2016

'E.ON Landlord' launched to help make managing energy at multiple properties easier

E.ON has launched a new service for private landlords which helps them manage the energy accounts and costs of multiple properties through one easy to use online tool.

The launch follows direct feedback from landlord customers that they wanted to be able to manage the set up and switchover of energy accounts more easily, including ensuring meter readings are kept up to date so customers are billed accurately and appropriately.

Although it's anticipated the 'E.ON Landlord' service will be particularly helpful for landlords with numerous properties in their portfolio, those with just one property should also find the service useful.

Once they've registered, E.ON Landlord can help customers who are private landlords:

- access information about their property portfolio anytime, day or night;
- view at a glance the current status of each property;
- advise E.ON of changes in tenancy, update contact details, and submit opening and closing meter readings;
- input information about if and when gas safety checks are required at a property;
- register interest for self-reading smart meters at their properties to help tenants better manage their energy use.

As part of the new service, private landlords can also sign up to the E.ON Landlord tariff which is exclusively available through the online service. The tariff ensures landlords pay no standing charge for up to 30 days if a property is unoccupied between tenants¹.

David Bird, Managing Director of E.ON's Residential business, said: "Anyone who runs a household's finances knows that there can be a lot of admin involved. We know this can be a huge challenge for landlords with multiple properties, so we've launched our E.ON Landlord online service and tariff to help make the whole process easier and to allow landlords to better control their property portfolios.

"As well as being able to access the service whenever it suits them, landlords can now easily view and update the status of numerous properties through one easy to use tool."

Ends

Notes to editors:

1. Prices are set to zero standing charge for 30 days from the tariff start date. At the end of the landlord tariff, E.ON will contact customers with details of E.ON EnergyPlan, its standard variable tariff, which customers will be switched to unless they choose a different tariff. No exit fee applies. Not available for customers with prepayment meters.

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Published by [Jane Branscombe](#)

13 December 2016

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Britain's Kite Power Systems set to fly further with new investment

Kite Power Systems secures £5m funding from E.ON, Schlumberger and Shell Technology Ventures

Britain's Kite Power Systems (KPS) has secured £5million (US\$6.19m / €5.86m) of new investment from E.ON, Schlumberger and Shell Technology Ventures (STV). The investment will support KPS's technical and commercial development of its pioneering high-altitude wind power generation technology.

KPS's kite power technology has the potential to transform the global offshore wind generation market as it is cheaper to manufacture and requires less construction and installation materials than conventional wind turbines (See Notes to Editors). The lower cost means that kite power generation would not need government subsidies and could be deployed in UK and Irish waters (and other areas of the North Sea) and in waters up to and potentially deeper than 40m found offshore of countries such as Portugal, Japan and the USA. Kite Power Systems can also be deployed onshore.

This latest investment will support KPS's plans to deploy a 500kW onshore power system at West Freugh in South West Scotland next year (2017), leading to a planned onshore demonstration array of multiple 500kW systems within the next 3-4 years. Thereafter, KPS will develop a 3MW onshore system at West Freugh and then deploy a similar sized power system in offshore waters.

Paul Jones, Chief Financial Officer of KPS said: "The new investment from three major international businesses is an endorsement of the R&D work that the KPS team has carried out and demonstrates support for our technology and our business. The backing of these companies will accelerate KPS's commercial development plans towards deploying lower cost, deep-water offshore wind energy on a global scale."

KPS was established in 2011 and to date has invested more than £3m in technology development, with financial support coming from the UK Government (via DECC's Energy Entrepreneurs Fund and Innovate UK), Shell's GameChanger programme and private investors.

Following Shell's support to KPS since 2012 through its GameChanger programme, which provides early-stage start-up companies with financial and technical support to demonstrate the practical and commercial viability of their ideas, Shell's corporate venturing arm STV chose to invest in KPS.

Geert van de Wouw, Managing Director of STV said: "We have closely followed KPS's progress over the years and consider that its disruptive wind technology is on the right trajectory towards commercialisation. I have been impressed by KPS's ability to continuously meet the challenging milestones Shell has set them during this period. Over time, KPS has convinced me that its high altitude kite power solution has disruptive potential for the wind industry. It is an interesting contribution to renewable energy generation and a good fit to explore through Shell's New Energies business."

E.ON is headquartered in Germany and is focusing entirely on renewables, energy grids and customer solutions. Frank Meyer, Senior Vice President B2C & Innovation at E.ON said: "E.ON has been looking into airborne wind technologies for five years. The approach of Kite Power Solutions has the potential to become a game changer for the wind energy market. It supports one of our overall targets to drive down the costs for renewable energy. In addition to this, we catch the opportunity to be a first mover in producing renewable energy at locations where it is, for economic and technical reasons, not possible today."

As a major oil & gas services company, with operations around the world, Schlumberger chose to invest in KPS because the technology has the potential to be deployed in varied locations including offshore oil platforms, remote onshore drilling operations and decommissioned offshore wind turbine towers.

Ends

Notes to editors:

- The KPS power system has two kites that are flown as high as 1500 feet (450m); their tether is attached to a winch system that generates electricity as it spools out. By achieving flight speeds of up to 100mph (45m/s) in 20mph (9m/s) winds, the kite's tether tension causes the line to rapidly spool out from a drum, which turns a generator producing electricity.
- KPS's technology can reduce the capex of conventional offshore turbines by as much as 50% because its patented power system doesn't require large quantities of steel or specialist installation vessels. In addition to the Balance of Plant being lower than traditional wind turbine, Kite Power Systems have a better effective wind efficiency per m² active area. The International Renewable Energy Agency's Innovation Outlook for Offshore Wind (IRENA, published in October 2016) states a levelised cost of energy (LCOE) for conventional offshore turbines of US\$170/MWh in 2015 reducing to US\$95/MWh in 2030. Independent assessment of the KPS technology indicates a LCOE of US\$62.5/MWh by 2020, reducing to less than US\$50/MWh by 2030.
- While there are other high altitude wind power systems under development around the world, the patented KPS system is unique and KPS is the only British company active in the kite power market.
- With immediate effect, Kite Power Solutions will trade as Kite Power Systems. Next year, the company will open its research and test facility at West Freugh, a former airbase owned by the UK Ministry of Defence and which is located in south west Scotland.

About Shell Technology Ventures

Shell Technology Ventures ("STV") is the corporate venture capital arm of Royal Dutch Shell plc ("Shell"). With major offices in Europe and the USA, STV invests in technology companies to enhance the development of new technologies that have the potential to create substantial deployment value in Shell. Continuing Shell's tradition in venture capital since 1998, STV's investment focus includes oil & gas, renewable green energy technologies, clean tech and IT. STV co-invests with other corporate investors, venture capital funds and angels and will invest in both early stage and late stage (growth capital) companies. For more information, visit www.shell.com/techventures.

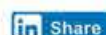
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08 December 2016



E.ON launches new start-up 'Ampero': an innovative battery recharging solution to help keep UK consumers connected

- People charging while out and about could cost British businesses up to £12.5m a year^[1]
- **Over a third of Brits more likely to visit a business which lets them plug in^[2]**
- Ampero is a battery for mobile devices that allows people to charge on the go

E.ON has today announced the launch of [Ampero](#) in the UK – a new energy sharing solution that allows consumers to charge their mobile devices on the go.

Ampero allows users to recharge their devices without the need for a plug socket, while creating a network of charging hubs so consumers can easily buy, rent, or swap their battery for one that's fully charged. With a third of Brits (28%) saying they simply can't operate without their mobile devices, Ampero aims to remove the anxiety of running out of battery^[2].

The launch of Ampero in the UK is good news for businesses as people 'cheeky charging' by using plug sockets while out and about could cost British companies up to £12.5m a year^[1]. Becoming an Ampero hub could also attract more customers with over a third of Brits more likely to visit a business which lets them plug in, or indeed charge up^[2].

Dr Chris Horne, Head of Origination at E.ON, said: "Our research shows that the main reason for people charging while out and about is due to fears around the battery life of modern gadgets (39%). As technology advances and we become more and more reliant on our devices for work and organising our personal life, it's never been more important to have the capability to charge your battery on the go.

"Ampero means nobody has to worry about running out of battery or frantically searching for a plug socket in a café or restaurant for example. Ampero is small enough that you can charge in your pocket while out and about, meaning you're not tethered to one location like some other mobile recharging devices.

"But it's not just consumers that will see the benefits. Ampero could eliminate the additional costs for companies that can rack up due to customers 'cheeky charging' their batteries, and actually encourage people to choose their business because of their Ampero hub facility.

"At E.ON we're committed to supporting innovation. Through our :agile accelerator programme, we are aiming to develop genuinely helpful customer solutions that will make a real difference to peoples' everyday lives."

Ampero was developed through E.ON's :agile accelerator which the energy company launched in 2013 to promote innovation and nurture new energy-related business ideas. Launched to the German market in 2015, Ampero is growing rapidly with a network of more than 200 Ampero hubs.

Ampero is currently being rolled out to various businesses including hotels, bars, restaurants and conference venues across the UK. Ampero hubs can be found on the [website](#) and soon via an app which will provide an automatic alert when a battery is running low and locate the nearest Ampero hub.

For further information about Ampero or for consumers and businesses looking to buy or stock the product, please visit [ampero.com](#)

Ends

Notes to editors

[1] Figure based on:

1. The national population of [51 million adults](#) (aged 16+) and the average number of shopping trips per person in Great Britain in 2012 (**189**), according to ONS census data:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/226816/nts2012-01.pdf
2. The proportion of consumer respondents admitting to 'cheeky charging' at bars, shops, services etc was **52 per cent**, with an average time of **28 minutes**.

Calculations based on the following assumptions:

- 189 x 0.25p (approx. cost of 30min laptop charge) = **47.25p**
- 52 per cent of 51million = **26,520,000**
- 26,520,000 X 47.25p = **1,253,070,000p or £12,530,700**

[2] Independent research carried out amongst 2,000 UK consumers by Vision Critical, in July 2013

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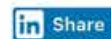
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01 December 2016



E.ON will not increase its residential standard energy prices until at least after winter

E.ON today (THUR) committed not to increase its residential standard energy prices until at least April 2017.

A spokesman said: "We have been working hard behind the scenes to make sure we could make a commitment to our customers before Christmas that we would not increase our residential standard energy prices until at least after winter. We are pleased to be able to offer that reassurance to our customers. Therefore, there will be no change to E.ON's residential standard prices until at least April 2017. We will continue to engage our customers on a wide range of topics including making them aware of their different tariff choices, helping them to use no more energy than they need and getting Smart meters into homes across Britain."

E.ON was also named yesterday as large supplier of the year in the [2017 uSwitch Customer Satisfaction Report](#). E.ON scored a rating of 79% for overall customer satisfaction, up three points on last year's score. The report from [uSwitch.com](#) is based on a survey of over 5,000 energy customers⁽¹⁾.

Ends

Notes to editors

1 = Source uSwitch.com. Survey conducted by YouGov between 27 October and 1 November 2016 among 5,028 UK energy consumers (aged 18+).

Published by [Andrew Barrow](#)

30 November 2016



E.ON named large supplier of the year again by uSwitch.com

E.ON has been named large supplier of the year, for the fifth year running in the 2017 uSwitch Customer Satisfaction Report. E.ON which came third overall, scored a rating of 79% for overall customer satisfaction, up three points on last year's score.

David Bird, Managing Director Residential, E.ON UK said: "We're delighted to have been voted best of the larger suppliers for customer satisfaction for the fifth year running. This success is testament to all our colleagues who have helped us provide a high level of service which is valued by our customers. I'm very proud that E.ON has continued to make significant improvements, this year not only increasing our score for overall satisfaction, but also increasing our rankings for both meter reading and energy efficiency.

"Our customers are our number one priority, which is why we remain committed to offering excellent service, competitive products and energy solutions that will help them save energy and pay less, making improvements that really matter to them."

The report from [uSwitch.com](https://www.uswitch.com) is based on a survey of over 5,000 energy customers⁽¹⁾.

Ends

Notes to editors

1 = Source uSwitch.com. Survey conducted by YouGov between 27 October and 1 November 2016 among 5,028 UK energy consumers (aged 18+).

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Published by [VictoriaBlake](#)

E.ON’s Community Support Fund in East Yorkshire Reaches £200,000

Thousands of people in the Holderness area of East Yorkshire are set to benefit from additional Community Support Funding associated with E.ON’s Humber Gateway Offshore Wind Farm.

Following the successful allocation of £100,000 to 20 local groups in 2015, an independent panel made up of local representatives has recommended that a further 17 organisations should receive £100,000 as part of E.ON’s 2016 fund.

The Humber Gateway Community Support Fund was set-up for a two-year period to support small, sustainable community projects in parishes that border the wind farm and cable route between Easington and Preston. In 2015, most of the 11 parishes benefitted from the programme, taking advantage of the straightforward application and awarding process overseen by local and parish representatives.

In 2016, E.ON received 27 new applications with more than two thirds put forward by the independent panel set to receive varying amounts of financial support - ranging from £480 to £10,000 - for projects that will make a lasting and sustainable difference to local people.

Councillor David Tucker, East Riding of Yorkshire Council Ward Member for South East Holderness, and Chair of the Decision-making Committee, said: “The E.ON Community Support Fund is a fantastic initiative that has brought some excellent local projects to the fore. With this money, E.ON has been able to support 37 brilliant schemes that will make a tangible and lasting difference across our local communities. This is an excellent example of how by working together we can do more for the causes we all care about and what makes it even better is that the local community were able to choose the projects that they wanted to support.”

Sandra Stephens, Stakeholder and Communications Manager for E.ON UK Corporate Affairs, said: “We were delighted to announce a two year programme for our Community Support Fund and we are really pleased with the excellent projects that have been put forward and independently assessed.

“Thousands of people will benefit from the initiatives supported by the fund. The enthusiasm and hard work by those who submitted proposals in 2015 and 2016, and the community spirit and free time committed by the fund panel representatives, is greatly appreciated by everyone here at E.ON. Thanks are expressed to all concerned and we wish all applicants every success for the future.”

Beneficiaries of the Community Support Fund 2016 are:

Easington Parish Council	Hedon Museum Society	Keyingham Village Institute
Welwick Parish Council	Ottringham Computer Club	Patrington Playing Fields Association
Ryehill Village Hall	Easington Community Hall	Ottringham Playground Committee
Patrington Cricket Club	Ottringham Village Institute	Thorngumbald Horse and Pony Show
Thorngumbald Pre-school	Skeals	Boyes Lane Recreation Ground
Patrington AFC	Easington Evergreens	

Initiatives supported range from a new defibrillator, community building improvements and enhancements to open parks, playing fields and other open spaces with local people from nursery school pupils to older residents benefitting directly from the fund.

The Community Support Fund is part of E.ON’s Humber Gateway £2m Benefit Fund launched in February 2015 to help make a positive difference to the local community.

Ends

Notes to editors:

Beneficiaries of E.ON’s Humber Gateway Offshore Wind Farm Community Support Fund 2015:

Association for the Conservation of Sunk Island	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 x 4 Projects
The Evergreens	Thorngumbald Pre-school
Welwick & Weeton In Bloom Neighbourhood Watch	Welwick Parish Council
Easington United AFC	Ottringham Village Hall

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15 November 2016



Bedford employees latest to become Dementia Friends in support of E.ON's charity partner - Alzheimer's Society

A team of 15 energy employees from E.ON's Caxton Road offices in Bedford have become Dementia Friends after attending an information session designed to help increase awareness of the condition.

E.ON is giving its employees across the country the opportunity to find out more about dementia as part of its relationship with Alzheimer's Society. Those who take part in a Dementia Friends event learn about what it is like to live with dementia and how to turn that understanding into action, at home and at work.

Since announcing a two-year fundraising partnership with Alzheimer's Society in July 2016, more than 350 E.ON employees have become Dementia Friends. Further information sessions are planned at the Bedford site, with the eventual hope that all of the 500-odd colleagues working there can become Dementia Friends too.

Carol Di Iulio, who works in customer services for E.ON, took part in the first Dementia Friends information session at Bedford. She said: "Attending the training has certainly helped to demystify dementia for me. It's given me a small insight into what life can be like for people living with the condition, and the confidence to know how I can be of practical help to affected members of the public and customers I come into contact with.

"E.ON employees chose Alzheimer's Society as the beneficiary of all of our fundraising and it makes sense to also explore other ways to work with the charity. I'm proud to work for a company which is committed to helping increase understanding of dementia, the impact it can have on individuals' lives and how we can help ease that."

George McNamara, Alzheimer's Society Head of Policy, said: "We're delighted that E.ON has embraced our Dementia Friends programme and is seeking to equip its 10,000 employees with an appreciation of dementia and the range of symptoms associated with it.

"We need to change the way in which we respond to an ageing population. Our research shows that 850,000 people in the UK have a form of dementia, and in less than 10 years this will have risen to one million – so the more people who have a basic understanding of dementia, the better."

For more information about E.ON's work with Alzheimer's Society, visit eonenergy.com/About-eon/Community/alzheimers-society

Ends

Notes to editor

- E.ON began a two year fundraising relationship with Alzheimer's Society in July 2016. The charity was chosen by E.ON colleagues. E.ON and its employees aim to raise £200,000 for Alzheimer's Society over two years, which will be used to pay for community dementia support workers. As part of this relationship with Alzheimer's Society, and to help drive awareness of dementia, E.ON is giving colleagues the opportunity to attend a Dementia Friends information session. As an informed Dementia Friend, E.ON employees will have learned a bit more about what it is like to live with dementia, and how they can turn that understanding into action, at work and home.
- Alzheimer's Society funds research into the cause, care, cure and prevention of all types of dementia and has committed to spend at least £100 million on research over the next decade.
- They provide information and practical and emotional support to help people live well with dementia in England, Wales and Northern Ireland and invest in world-class research with the ultimate goal of defeating it.
- They also campaign to improve public understanding of dementia and the devastating impact it can have, and make sure the illness is taken seriously and acted on by our governments.

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Published by [JaneBranscombe](#)

14 November 2016

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Saving energy for Edinburgh: building upgrades reduce energy costs by 24%

In a first for a local authority in Scotland, nine public buildings in Edinburgh - including seven schools, the Usher Hall and the City Chambers - are to undergo energy efficiency upgrades as part of an energy performance contract between E.ON's energy efficiency specialists Matrix and the City Council.

The £2.1 million improvement scheme could result in energy costs at those sites being cut by almost a quarter and will be carried out under an agreement that means E.ON will guarantee the energy savings from the implementation of a number of energy conservation measures.

The project is a key initiative as part of the City of Edinburgh Council's Sustainable Energy Action Plan that aims to reduce carbon emissions across the city by over 40% by 2020. It is being funded mainly through the [Salix](#) scheme which provides interest free loans to public sector bodies to finance energy efficiency projects. As part of the project, awarded under the Greater London Authority's [RE:FIT](#) framework, the planned measures are guaranteed to pay for themselves in eight years.

The upgrade programme is designed to reduce energy consumption across the nine Council buildings - saving over £330,000 in energy costs and reducing carbon emissions by more than 1,500 tonnes per year.

Councillor Lesley Hinds, Convenor of Transport and Environment Committee, said: "Energy efficiency is a key programme within our Sustainable Energy Action Plan that aims to reduce carbon emissions across the city.

"We are delighted to be able to partner with E.ON in the development of projects that will result in more energy efficient buildings delivering a number of benefits to the Council and its staff. This will be part of an ongoing programme of work initially supported by the Scottish Government and we will look forward to taking future phases of energy retrofits through the Scottish Government's new framework."

Dave Lewis, Managing Director of Matrix, E.ON's energy efficiency business, added: "Edinburgh is looking to significantly reduce its carbon emissions and energy costs by 2020. The scope, scale and complexity of solutions we can offer customers will certainly help them on that journey, saving them on their energy and maintenance costs which can then be reinvested for the benefit of local residents. Our mission is to provide public sector and business customers with a wide range of innovative solutions that deliver real long term financial benefits.

"Being chosen as Edinburgh's preferred partner is a sign of their confidence in our ability to develop the best solutions for them. We are already in discussions with the council about phase two of this project which we hope will see further significant carbon and financial savings achieved."

Consultants Turner & Townsend oversaw the rollout of the Edinburgh RE:FIT programme, helping CEC to understand how it can be applied to their building stock and assisting in the preparation of tenders and the procurement of suppliers to deliver the energy savings. It will also report on the overall carbon reduction achieved and evaluate the performance of participating organisations.

End

Notes to editors:

Matrix is part of E.ON's [Connecting Energies](#) business, which offers integrated energy solutions for commercial and industrial customers as well as public sector institutions - packages which include design, build, finance, operations and optimising energy-consuming and energy-generating equipment and systems.

In Edinburgh Matrix will be installing energy efficiency measures including upgraded Building Energy Management Systems ([BeMS](#)), more efficient lighting and [equipment](#) upgrades, remote monitoring of heating, ventilation and air conditioning ([HVAC](#)) systems and installing new combined heat and power (CHP) engines in four schools with swimming pools, allowing them to generate their own electrical and heating needs on-site.

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PLEASE NOTE THIS OFFER HAS NOW EXPIRED. FOR FURTHER INFORMATION ABOUT E.ON'S CURRENT BOILER OFFERS PLEASE VISIT [EONINSTALL.COM](#)

11 November 2016

Getting warm for winter? E.ON offers homeowners £400 off a new installed, energy efficient boiler

E.ON is offering homeowners up to £400⁽¹⁾ off the cost of a new, installed energy-efficient boiler, meaning people getting ready for winter can benefit from a warmer home and possibly save up to £350⁽²⁾ a year on their energy bill.

E.ON has provided energy efficiency help in homes the length and breadth of the UK, working with local communities to deliver solutions that are right for them; making thousands of homes warmer, helping low income households out of fuel poverty and reinvigorating the appearance of whole areas with external wall insulation.

If you've been thinking about a new boiler, it's faulty or broken and you want peace of mind, E.ON can install a brand new boiler for you or replace a broken or faulty one. An E.ON heating adviser will help you to find the right boiler for you and your home, which will be installed by a certified engineer.

In addition to the promotion of up to £400 off a new installed boiler, customers taking up the offer will also benefit from the peace of mind that comes with:

- Up to a five year manufacturing warranty
- Installation by a certified Gas Safety Engineer
- A free, no obligation home energy assessment and an in-home quotation

Heating accounts for up to 60%⁽³⁾ of a household energy bill and by replacing an inefficient boiler, customers could save up to £350⁽²⁾ per year on their annual energy bill. Typically it costs around £2,300 to replace a gas boiler plus thermostatic radiator valves, excluding radiators³.

Typical savings by property type:

Old boiler rating	Semi-detached house	Detached house	Detached bungalow	Mid terrace house	Mid floor flat
G (< 70%)	£215	£350	£180	£175	£95
F (70–74%)	£145	£240	£125	£120	£65
E (74–78%)	£115	£190	£95	£95	£50
D (78–82%)	£85	£140	£70	£70	£35

Estimated figures based on installing a new A-rated condensing boiler with programmer, room thermostat and thermostatic radiator controls (TRVs) in gas-heated home from an older boiler with a programmer and room thermostat. Savings will vary depending on the size and thermal performance of your home. Figures are based on fuel prices as of March 2016³.

If you or anyone in your household claims certain income related benefits and you own your home or rent from a private landlord, you could qualify for a free or further discounted boiler, under a government-led scheme called ECO. To qualify, you must meet the eligibility criteria and your boiler must be either broken or faulty and over 5 years old.

To find out more information or to book your free home survey with one of our energy efficiency experts visit [eoninstall.com](#) or call E.ON on 0330 400 1120.

Ends

Notes to editors

1. £400 discount applies to new boiler installation from E.ON and is subject to survey. The £400 promotion may be withdrawn at any time to new customers. If they have a survey booked in the offer will be honoured within the quote. A full no obligation quotation will be provided detailing all the costs and it will be up to up if the customers if they want to go ahead.

2. £350 savings information taken from the Energy Saving Trust. Estimated figures are based on installing a new A-rated condensing boiler with a programmer, room thermostat and thermostatic radiator controls (TRVs), in a gas-heated detached home from a G-rated boiler with a programmer and room thermostat. Figures are based on fuel prices as of March 2016 and vary depending on how old and inefficient the existing boiler is and the fuel your boiler uses.

3. Source: [www.energysavingtrust.org.uk/home-energy-efficiency/boiler-replacement](#)

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10 November 2016



Foundation installation completed on schedule at Rampion

Construction at Rampion has reached a significant milestone this week as installation of the 116 turbine foundations has been completed on schedule.

Work to install the first foundations began in early February and was put on hold, as planned, during the Black Bream spawning season between mid-April and July. Since then two jack-up vessels – the MPI Discovery and Pacific Orca – have worked tirelessly to install the foundations using a 1,000 tonne crane to lift each foundation upright before lowering and piling it into the seabed with a hydraulic hammer. The yellow transition pieces have also been fitted onto the foundations and sit approximately 20 metres above sea level ready to hold the turbines.

Over the next few months the team will make the final preparations for the turbine installation, due to commence in spring and continue throughout 2017. Work will also continue to progress on the offshore cabling and substation, a vital infrastructure which will eventually bring the power generated by the turbines ashore.

Chris Tomlinson, E.ON Development and Stakeholder Manager for the Rampion Offshore Wind Farm, said: "We're pleased and proud to have reached this project milestone and we appreciate the patience of local residents whilst these major works have taken place.

"Despite the adverse weather at the start of the year, the good autumnal weather conditions have enabled us to finish this phase of work ahead of winter, which is testament to the commitment of the construction team.

"We now look forward to starting the turbine installations in the spring, which will see the wind farm really begin to take shape as the 116 turbines are gradually installed throughout next year."

The 400MW project being built 13km off the Sussex coast by E.ON, the UK Green Investment Bank plc and Canadian energy company Enbridge, will, when complete provide enough electricity to supply the equivalent of around 347,000 homes ⁽¹⁾ a year. The project is due to be completed and fully operational in 2018.

Ends

Notes to editors

1= Based on an average annual domestic household electricity consumption of 3,938 kWh (BEIS).

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Published by [VictoriaBlake](#)

Apprentices start at E.ON's Scroby Sands Offshore Wind Farm

E.ON has committed to providing apprenticeship roles over the next four years to three young people from the local area at its Scroby Sands Offshore Wind Farm base in Great Yarmouth. The four year apprenticeship programme, which was launched in September, will provide the learners with an Advanced Level Apprenticeship in Engineering Maintenance.

Stephen Green (23) from Martham, Christopher Goreham (18) from Belton, and Samuel Wright (18) from Stalham, 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.

The first two years of the programme will be predominately classroom based while the apprentices work towards a BTEC Diploma Level 3 in Electrical and Electronic Engineering. During the second two years the apprentices will be site based and develop on the job skills before gaining an EAL Level 3 NVQ Extended Diploma in Engineering Maintenance.

Keith Cooke, Scroby Sands Plant Manager at E.ON, said: "We're delighted to be able to offer this apprenticeship programme which will provide a level of training second to none within the industry. It was very pleasing to have seen such an interest from young people in careers within this energy sector, having received over 250 applications. The development of highly skilled personnel will help ensure that E.ON continues to be at the forefront of the fast growing renewables industry and we welcome Christopher, Samuel and Stephen to the team."

Stephen Green attended Flegg High School before achieving A-levels in Geography and Geology at East Norfolk Sixth Form College. He worked as a labourer for a small engineering company before gaining a place on the programme. "I applied for this apprenticeship because I wanted to gain a trade in the energy sector where I could get stuck in and be hands on. Being an Apprentice Wind Farm Technician allows me to do just that. Getting paid to work as well as getting qualifications at the same time is great way to progress my career" said Stephen.

Chris Goreham attended Lynn Grove High School in Gorleston before going on to study engineering, maths and geology at East Norfolk Sixth Form, while Samuel Wright attended All Saints School in Lessingham before going on to study BTEC sport at Paston College.

Brandon Lewis MP, who opened the Scroby Sands Visitor Centre in 2011, said: "I'm delighted that E.ON has made this commitment to develop young skills in engineering maintenance. The offshore wind industry is a rapidly growing sector that plays a vital role in the economy of Great Yarmouth and I'm thrilled to see these apprenticeship roles at Scroby Sands going to three young people from Norfolk. I wish Christopher, Samuel and Stephen well as they start their careers at E.ON".

Scroby Sands consists of 30 wind turbines located around 3km off the Great Yarmouth coast and has the capacity to produce enough power for over 40,000 homes⁽¹⁾ each year. The site is also currently supporting two of its Wind Turbine Technicians, Andrew Knights and Chris Elden who are studying towards a HNC in Electrical and Electronic Engineering.

Ends

Notes to editors

1 = Based on annual average domestic household consumption of 4,115kWh (Source: Renewable UK).

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ABBA-solutely fabulous: People with dementia in Coventry enjoy an afternoon of film, song and dance thanks to E.ON and Alzheimer's Society

People in Coventry living with dementia and their carers came together to sing and dance along to a special dementia friendly screening of 'Mamma Mia!' aboard a specially adapted mobile movie bus.

The event, which was held at the Ricoh Arena, aimed to raise awareness about dementia while also giving local people who have the condition and their carers a fun day out. Organised by E.ON and its new charity partner, Alzheimer's Society, the screening was attended by 45 people from in and around Coventry.

With support from E.ON's sponsorship partner, Sky Cinema, the mobile movie bus was adapted to include extra lighting and signage, while the volume of the movie was lowered to help make the whole experience more enjoyable for the specially-invited audience.

Coventry residents **Julie Smith** and her mother Jane Gould, who has dementia, attended the event. Julie said: "It's mum's 80th birthday today and we're going out for a meal tonight. We wanted to do something special today and decided to come along to the film screening. Mum likes music and attends a Singing for the Brain session and we thought this sounded great."



Also at the event were **Karen Tirebuck**, who has Alzheimer's disease, and her husband Paul who live in Meriden. The couple used to run a recruitment business in Knowle which is now run by their daughter. Karen said: "We were invited to this dementia friendly screening and were intrigued to see how you watch a film on a bus! I really like 'Mamma Mia!' and went to see the musical recently. I think dementia can be a hidden condition: it's difficult and I've had to come away from work from my business of 16 years."

'Mamma Mia!'¹ was chosen for the screening as it was one of the Top 10 films chosen by an Alzheimer's Society member user group. Other favourites included Ben Hur (1959 version), Butch Cassidy and the Sundance Kid, Forrest Gump, From Russia with Love and The Sting.

Alzheimer's Society was voted E.ON's charity partner in July 2016. E.ON and its employees aim to raise £200,000 over two years for the charity to help pay for community dementia support workers. As part of the relationship and to help raise awareness of dementia, E.ON is offering all 10,000 of its UK employees the opportunity to become Dementia Friends and learn more about what it is like to live with dementia and how to turn their understanding into action, at work and home.

For more information about how E.ON is working with Alzheimer's Society and Sky Cinema visit eonenergy.com.

Ends

Photo shows Karen Tirebuck (quoted in the release) who attended the screening.

Notes to editors

1. 'Mamma Mia!' is available now on Sky Cinema as part of the dedicated Musicals channel. © 2008 Universal Studios. All rights reserved.
- E.ON began a two year fundraising relationship with Alzheimer's Society in July 2016. The charity was chosen by E.ON colleagues. E.ON and its employees aim to raise £200,000 for Alzheimer's Society over two years, which will be used to pay for community dementia support workers. As part of this relationship with Alzheimer's Society, and to help drive awareness of dementia, E.ON is giving colleagues the opportunity to attend a Dementia Friend information session.
 - E.ON is proud sponsor of Sky Cinema Premiere and Sky Cinema Family, bringing viewers a new premiere every day, more of the latest cinema releases and access to over 1,000 movies on demand. Through the partnership, E.ON offers its customers numerous movie-themed perks and events, competitions and exclusive reviews of upcoming movies.

About Alzheimer's Society

- Alzheimer's Society funds research into the cause, care, cure and prevention of all types of dementia and has committed to spend at least £100 million on research over the next decade. They provide information and practical and emotional support to help people live well with dementia in England, Wales and Northern Ireland and invest in world-class research with the ultimate goal of defeating it. They also campaign to improve public understanding of dementia and the devastating impact it can have, and make sure the illness is taken seriously and acted on by our governments.

About Sky Cinema

- Sky Cinema customers are able to enjoy even more of the biggest and best movies closer to cinema release than any other subscription service, all available live, on demand and on the go. Building on more than a quarter of a century of heritage in home cinema, Sky Cinema customers have access to a new movie premiere every day, over 1,000 on demand films, more pop up channels as well as HD as standard on all movies, taking them one step closer to the cinema experience.

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Home maintenance ‘mares: three in five Brits fail to prepare their homes properly for winter

- Three in five Brits don't prepare their homes for winter, despite three quarters having previously experienced a seasonal maintenance issue
- One quarter rely on costly call outs to resolve the problems, spending on average £114 each time
- E.ON is partnering with DIY expert Craig Phillips to provide helpful hacks everyone can use to feel confident in getting their home winter-ready
- E.ON is offering homeowners £400¹ off the cost of a new installed, energy efficient boiler

With the days getting shorter and the temperatures dropping, new research from [E.ON](#) among 2,000 UK homeowners² reveals that the changing seasons can take their toll on more than just our mood.

The research highlights that almost three in five Brits (58%) fail to prepare their homes for the winter months, neglecting some of the essential tasks that will help to keep our homes warm and comfortable for colder weather. This is despite more than three quarters of people (77%) having experienced a seasonal problem in their home previously.

As a result around one quarter of Brits (22%) are relying on emergency call outs, spending on average £114 each time. For some the cost is even higher, with 13% paying between £200 and £700.

Home maintenance ‘mares

When it comes to home maintenance and preparing for the colder months, the most common issues Brits face tend to be with draughty windows and doors (41%), followed by radiators failing to heat up because they need bleeding (38%), the boiler losing pressure (29%) and burst guttering (5%).

While the most frequent reason for emergency call outs is a broken down boiler (69%), the research shows that we also tend to get someone in to address some of the simpler tasks around the house such as bleeding radiators (42%), resetting the pressure on the boiler (35%), and even programming the heating or hot water (10%).

Can we fix it?

The research highlights a lack of confidence and know-how when it comes to certain tasks around the home. Just one in three (31%) people knew how to fix the problems themselves - with one in ten (10%) saying a lack of know-how meant they simply never got around to doing anything about the task that needed doing.

The tasks that people felt the least confident about varied from keeping homes warm to maintaining guttering. Many said they wouldn't feel confident enough to attempt to re-pressurise their boiler (45%), clear the guttering (41%) or put up curtain poles (37%) to help better insulate windows.

It's cheaper than we think

But we are also overestimating the cost of measures that help to improve the energy efficiency of our homes. For some of the most common problems, the savings can often outweigh these initial costs.

Problem	Estimated average cost to resolve	Actual cost to resolve	Potential energy saving ³
Draughty windows and doors	£183.12	Adhesive weather-proof tape: £5 Double glazing: £200 per window	By installing double glazing between £40-£160 (depending on the type of house)
Poor loft insulation	£331.76	£50-£350 People on certain income related benefits may qualify for free loft installation ³	Up to £70 per year
Poor insulation of tanks and pipes	£225.61	Insulation sleeve: £1 per metre Hot water cylinder jacket: £15	Up to £10-£30 per year

DIY expert, Craig Phillips, says: "When it comes to DIY, it's common to feel wary of undertaking some tasks yourself - but a little know-how can often go a long way. For some home maintenance, it's important to consult expert help; especially when it comes to replacing a boiler. But for other tasks, especially when it comes to keeping our homes warm and ensuring the heat stays inside, there are simple things we can do ourselves quickly and cheaply that really pay off.

"Whether that's taping up the windows, insulating your loft or even changing the curtains or blinds around your home - often it is the small things which can make a big difference. Understanding what to do and when can play a key role in saving money in the longer term."

Craig's Winter Tips:

- Loft insulation is one of the most effective ways to stop heat escaping from your home and reduce energy costs.The most well known and most inexpensive type of insulation is mineral wool which can be rolled between the loft and ceiling joists and can be easily installed without the need for professional help. You should aim to achieve a minimum depth of 270mm. If you require storage space in your loft, this is a fantastic opportunity to insulate and board out the loft.This is not only another great way of trapping the heat into your home but it will also give you a lot more storage space.
- A typical home can lose about a third of its heat through uninsulated walls, so it's worth having walls properly insulated.There are a number of types of insulation that can be used, depending on the type and age of the property and the amount of money you have available.Low income households may be eligible for free insulation⁴.
- Insulating hot water pipes with foam insulation sleeves can save energy by cutting the need to reheat water and prevent pipes from freezing.Fitting a cylinder jacket on the water tank can reduce heat loss and cut a household's gas bill by around 5%.
- Draught-proofing your home to stop heat escaping is one of the cheapest and most efficient ways to save energy and money in your home.By filling gaps around windows, doors, pipes, loft hatches and even keyholes and letterboxes with draught-proofing supplies from local DIY stores you'll prevent warm air escaping, meaning you'll use less energy to heat your home.It's a good idea to also ensure all doors and windows are closing properly and that they have the correct draught excluding strips fitted.
- Bleeding radiators to let trapped air escape will ensure that your heating system is working as efficiently as possible.If rooms aren't heating up or if radiators feel cold at the top and hot at the bottom this could be a sign that your radiators need bleeding.Bleeding your radiators is something that can easily be done without the need for a professional.

Mike Feely, Energy Efficiency Expert at E.ON, says: "We've created a list of handy hacks designed to help make home maintenance a little easier for everyone. Putting off home improvements over the winter months can be costly and at a time when we'd all rather be looking forward to Christmas festivities, it's important to take the necessary steps to prepare.

"Our research indicates that many people feel less prepared than they'd like to when it comes to undertaking some of these tasks - at a hefty price tag of £114 on average. We want to highlight the simple things that people can do to make their homes more efficient now; whether that's insulating against draughts, or ensuring your boiler is as energy-efficient as possible.

"Currently we're offering homeowners £400¹ off the cost of a new, installed energy-efficient boiler, meaning people getting ready for winter can benefit from a warmer home and possibly save up to £350⁵ a year on their energy bill. With real savings to be made, we want to show people the value that they can add simply and easily now, before the cold really sets in."

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. £400 discount applies to new boiler installation from E.ON and is subject to survey. The offer is available to E.ON customers and non E.ON customers. The £400 promotion may be withdrawn at any time to new customers. If they have a survey booked in the offer will be honoured within the quote. A full no obligation quotation will be provided detailing all the costs and it will be up to up if the customers if they want to go ahead,
- 2. The research was conducted by OnePoll between 28/09/16 - 06/10/2016 among 2,000 UK homeowners.
- 3. Expected savings figures sourced from the E.ON Homebuyer's Guide.
- 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](#).
- 5. £350 savings information taken from the Energy Saving Trust. Estimated figures are based on installing a new A-rated condensing boiler with a programmer, room thermostat and thermostatic radiator controls (TRVs), in a gas-heated detached home from a G-rated boiler with a programmer and room thermostat. Figures are based on fuel prices as of March 2016 and vary depending on how old and inefficient the existing boiler is and the fuel your boiler uses.

01 November 2016

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E.ON to employ and train 500 new smart meter technicians with support from DWP

E.ON has today (TUES) announced it is to recruit and train up to 500 new smart meter technicians during 2017 and will work collaboratively with the Department for Work and Pensions (DWP) to fill a number of these roles.

E.ON, working with the DWP, will use the Smart Sector Based Work Academy^[1] to recruit up to 50 of the 500 starters. This programme will deliver a recruitment, assessment and training process that will engage with potential candidates through Job Centres across the country.

The Smart Sector Based Work Academy will provide selected candidates with a five day work-ready training programme. The first half of the programme will include an introduction to E.ON and smart metering, health and safety training, as well as equipping candidates with customer service, assessment and interview preparation skills. The second half will focus on candidate assessment, with feedback and outcomes communicated the following week.

The first 15 candidates have been selected from Job Centres in Hatfield, Hemel Hempstead, Luton, St Albans and Watford, and have commenced their training and assessment at the St Albans Job Centre in Hertfordshire this week. E.ON and the DWP aim to roll this recruitment and training Academy to other areas across the country.

As well as the Smart Sector Based Work Academy, E.ON will be advertising and recruiting for the majority of these roles through various channels, including internally, and will be targeting candidates from a range of backgrounds and with differing work experiences.

Successful candidates will start their full-time employment with E.ON from January 2017 and will be provided with both on and off the job training, before commencing their role installing smart meters in homes and businesses across the country once fully qualified.

Employment Minister Damian Hinds said: "Even with record employment there is still more we can do to help people find work which is why we are working with companies like E.ON to create training opportunities for young jobseekers.

"Our sector-based work academies are a 'win-win' for all involved – employers get the staff they need, and jobseekers receive quality training and a guaranteed interview."

E.ON's Chief Executive Tony Cocker said: "The utilities sector needs to continue to attract, employ and train new talent to tackle workforce renewal and skills challenges, and this programme is a positive example of the energy industry and government working together to support this goal.

"Importantly, through this programme, we can attract and recruit candidates that are often considered furthest from the job market and tap into the pool of talent that we may not have engaged with previously. By attracting and upskilling these candidates, we will have the talented workforce necessary to help rollout our smart meter programme, improving the services we offer to our customers."

Tony, who is also Chair of the [Industrial Partnership](#) for the energy and utilities sector, continued: "Currently we employ around 10,000 people in the UK and, as a business, we're proud that we can continue to support the UK economy by creating real job opportunities for all, as well as supporting a sector-wide workforce strategy and skills agenda."

E.ON will also be working with [Talent Source Network](#), which is part of the Energy & Utility Skills Group, to help facilitate engagement and recruitment of individuals keen to work in the energy sector.

Nick Ellins, Chief Executive of Energy & Utility Skills, said: "The Smart Metering programme is currently the biggest single infrastructure project in the UK, and we are committed to work together as a sector to recruit and train the right numbers of people to deliver these new roles to a very high standard. I congratulate E.ON on their innovative achievements in this partnership, and am delighted that they are working with us, the Department for Work and Pensions and other major employers in the sector, to use the successful and ever-growing Talent Source Network to attract new talent into our sector and help those with ambition to retrain and learn new skills."

These new jobs are in addition to the [250 smart meter technician](#) and [400 customer service](#) roles announced by E.ON earlier this year. For further information regarding E.ON's smart meter recruitment, please visit <http://eon.li/px4ku>

Ends

Notes to Editors:

[1] <https://www.gov.uk/government/publications/sector-based-work-academies-employer-guide>

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25 October 2016

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E.ON announces 100 new apprenticeships

E.ON has today (MON) announced that it is taking on 100 new apprentices over the next 12 months as it continues to roll out its award winning apprenticeship programme.

The energy company will be creating 100 new apprenticeships which will be based on a scheme that launched in [2014](#) and last year won the award for Youth Engagement Initiative of the Year at the National Skills Academy for Power Annual Awards. The apprenticeship programme has also received [Platinum Provider Status](#).

E.ON's apprenticeship programme was initially aimed at 16-24 year olds not in education, employment or training. E.ON has now broadened the criteria to include applicants of all age ranges and backgrounds, helping to support more people into real job opportunities as well as contributing to the industry's ongoing drive to develop the skilled workforce needed within the sector.

The initial apprenticeship programme was so successful that E.ON has also extended the recruitment and training model beyond customer operations to field operations and support functions, such as smart metering, IT, HR and highways lighting. E.ON will be recruiting the 100 new apprentices to support its residential customer operations teams at its main sites in Bedford, Bolton, Coventry and Nottingham.

Since its launch in 2014, 136 young people have benefitted from the programme, with 87 apprentices securing full-time work with E.ON or other organisations. E.ON currently has 107 apprentices in full-time employment.

Dave Newborough, UK HR Director at E.ON, said: "We're always looking for a diverse range of candidates to join our business and it's vital that we provide real career opportunities for those that show potential. Continually developing our recruitment and training strategy is essential if we are to achieve these goals.

"We've made great progress since launching our new apprenticeship programme in 2014, and after just two years we have already started to benefit from the hard work and enthusiasm that these apprentices have brought to the business.

"We understand that the apprenticeship landscape is changing and I hope we can continue to increase the number of roles we're offering, as well as challenge ourselves to create new, innovative recruitment pathways and training schemes to attract new talent into the sector."

For more information on E.ON's apprenticeship programmes please visit <http://eon.li/r1kio>

Ends

Notes to Editors:

Case studies available on request

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Published by [JaneBranscombe](#)

Local cancer centre receives energy saving upgrade thanks to E.ON

CancerCare in Lancaster is celebrating after being awarded £2,000 from the E.ON's Energy Action Fund to enable it to continue with the upgrade of its head office and therapy centre.

The grant will be used to replace the external doors of the building, which dates back to 1894 and is in desperate need of an upgrade to improve the energy efficiency and security of the property. The external doors will be replaced with energy efficient uPVC doors and frames to ensure the building is more energy efficient and comfortable for the people who use the centre.

Neil Townsend, Chief Executive Officer at CancerCare (North Lancashire and South Lakeland), said: "We're hugely grateful to E.ON for its generous donation which means we can continue with the next phase of the upgrade of our building and continue to reduce our energy and maintenance costs.

"During the last 12 months the centre has undergone an enormous amount of change to upgrade public areas of the building, but it's a constant challenge to maintain the centre and ensure we keep our heating costs as low as possible to enable us to use the money to benefit the people who use our services.

"The grant from E.ON means we can ensure the building will be a more secure, inviting place for the families to come to and take part in the therapy sessions that we offer."

Suzanne Doxey, Community Relations Manager at E.ON, said: "We're delighted to be able to support CancerCare with its energy saving activities and it's great that it's using the money to continue the upgrade of its head office and therapy centre.

"We set up our E.ON Energy Action Fund specifically to help community groups like this one in Lancaster, which knew exactly what was required to boost their energy efficiency, but just lacked the funds to proceed. The energy efficient doors should make a noticeable and sustainable improvement to the cost of the centre's energy, meaning the charity can use the money to focus on its main activities and further support local families."

Since 2013, the E.ON Energy Action Fund has given more than £80,000 to 50 community groups and charities in England, Scotland and Wales.

E.ON has been reaccredited for the ninth year running in the 2016 Responsible Business Awards for its educational activities in local communities. The awards, run by Business in the Community, recognise businesses that are making a significant difference by taking action to improve their local communities, create more inclusive workplaces and tackle environmental challenges.

To read more about E.ON's educational activities visit <https://www.eonenergy.com/About-eon/Community>

Ends

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20 October 2016

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Worthing charity gets the green light for building improvements with £2,000 grant from E.ON

Volunteers and visitors to a Worthing community centre are celebrating after completing work made possible by a £2,000 grant from the E.ON Energy Action Fund towards the cost of replacement lighting across parts of the building.

In a bid to improve its energy efficiency, Heene Community Association has now been able to fit LED lighting in one of the spaces used for group activities as well as offices used by the Centre Manager, staff and trustees.

The donation from E.ON, one of the companies behind the Rampion Offshore Wind Farm development 13km off the Sussex coast, covered half of the cost of the improved lighting, which is more energy efficient and should result in a reduction in the amount of electricity used at the centre. The remaining money came from two fundraising open days organised by the charity.

Rampion's Onshore Stakeholder Manager, Sue Vincent, visited Heene Community Centre to see the results of the building's energy efficiency upgrade. Sue said: "Through the funds it's given to community groups and charities, E.ON's Energy Action Fund has supported projects that either reduce energy use or enable energy to be generated from a renewable source.

"There are many deserving applications for financial help and while the fund can't support them all, it's gratifying when successful projects come to life to see how the Energy Action Fund can benefit a whole community. Through my work on the Rampion windfarm, I was aware of the Heene Community Association, but it's been heartening today to learn more about the services they provide, including the community café and range of low cost activities for residents."

Heene Community Association's Development Manager Noel Atkins was on hand to show Sue around. He said: "The centre's really well used by the local community, with the Heene members attending tea dances and language classes, and meeting up here to play bowls and bridge.

"The centre's also hired by a range of different groups, including charities, a podiatrist, and dance, singing and drama groups. All of these visitors to the centre, as well as our volunteers and trustees, will see the benefit from the better lighting."

Since 2013, the E.ON Energy Action Fund has given more than £80,000 to 50 community groups and charities in England, Scotland and Wales.

Ends

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Published by [NaomiTroy](#)

19 October 2016

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E.ON reaches Bedford recruitment milestone and calls for further applicants

E.ON has announced that it has recruited over 150 people at its Bedford office in Caxton Road since May 2016 and has a further 75 places to fill before the end of the year.

In May this year, E.ON announced that it would be recruiting up to [400 people](#) to join its customer service team in Bedford. Over 150 of those positions have now been filled by talent from the local area, with a further 75 part-time and full-time roles to be made available in the second phase of recruitment.

For the majority of these roles, applicants aren't required to have previous customer service experience or specific qualifications. However, E.ON is looking to recruit candidates into a number of Team and Section Manager positions requiring different levels of experience. All successful candidates will receive a formal induction and a 14 week period of training on a job development plan.

Ed Tarelli, Head of Residential Back Office at E.ON, said: "We've received a high level of interest in the roles we've advertised so far and with over 150 positions already filled, it's a testament to the pool of talent in Bedford and the surrounding areas. We now have further roles to fill and urge those looking for a new career opportunity to apply.

"As is always the case, we want to attract and recruit people from a number of different backgrounds and abilities. Our experienced team can help support all candidates to grow and develop a successful career within the business - this is really important to us at E.ON."

Lorraine Sherriff, Customer Service Advisor at E.ON, said: "I decided to apply for the customer service advisor position at Bedford having seen the E.ON advert. Having never worked in the energy industry before, or in a predominately customer service role, I was a little apprehensive.

"I soon realised there was no need to be. The recruitment process was straightforward and the training programme was challenging, but proved to be a great introduction to E.ON, their systems and my new colleagues.

"I've now started my new role and have settled in well. I've lots to learn but enjoying being part of the team, helping to answer and resolve any customer enquiries we receive."

The application process is now open and to apply, please visit eon-uk-careers.com/en/careers and search for the specific role required in the job vacancies section: [Section Manager](#), [Team Manager](#) or [Customer Service Advisor](#).

ENDS

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Published by [VictoriaBlake](#)

19 October 2016

 Share  Tweet  Like 0

Harlow-based charity boosts energy efficiency with grant from E.ON

A charity covering Essex, Herts and parts of Greater London which specialises in providing free counselling and therapeutic support to children and young people is saving energy and money thanks to a new electronic timer for its boiler, donated by the E.ON Energy Action Fund.

The previous timer at charity Young Concern Trust's premises, YCT House on Harlow's Maddox Road, was an old 24-hour dial timer system, which did not allow for different settings at weekends.

With the new timer, heating is no longer coming on at weekends when the building is empty, and YCT is already seeing savings of more than a quarter on its heating bill as a result. Over the course of a year, this saving could fully fund a short period of counselling for a young person, or could cover the cost of a suitcase of toys and puppets for use with primary schoolchildren in their counselling sessions.



Suzanne Doxey, Community Relations Manager for E.ON, said: "Through our Energy Action Fund we've given cash to projects undertaken by community groups and charities which either result in a reduction in the amount of energy being used, as is here in Harlow, or energy being generated from a renewable source.

"The £225 given to YCT demonstrates how small, basic energy efficiency measures can really help reduce how much energy is used and how much money is spent."

Janice Wilson, Senior Administrator for YCT, said: "As a charity, we're always looking to reduce our overheads so that more of our funds go to those who need them. We've delivered emotional wellbeing support to children and young people in this community for 28 years, and the therapeutic hours we provide have doubled over the past five years. However, the need for our work continues to grow, and reducing our heating bills means more money for our core work."

Since 2013, the E.ON Energy Action Fund has given more than £80,000 to 50 community groups and charities in England, Scotland and Wales.

Ends

Notes to editors

Photo shows a YCT play-based counselling session in action (posed by models)

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Published by [JaneBranscombe](#)

Out with the old? E.ON reveals the nation’s latest attitudes to new technologies

- **New research reveals that 86% of people prefer watching TV to viewing entertainment on their tablet or phone, 70% prefer a book to an e-reader, and 55% choose to pay by cash**
- **But two in three people now use their phone as their alarm clock, calculator and camera**
- **People estimate that kettles, cash and home PCs could be obsolete in as little as 10 years’ time**
- **E.ON offers a range of service solutions to meet customers’ differing technology preferences – including new emoji service for prepayment meter customers**

New research from E.ON¹ reveals the nation’s attitudes to new technologies and, despite significant advances in technology over recent years, some older technologies are still being widely used above newer ones.

For example:

- TVs are still the favourite way to watch entertainment for 86% of people questioned, with just 14% preferring to view on their phone or tablet.
- Seven in ten (70%) people still choose books over e-readers (30%).
- More than half of respondents still pay by cash (55%) over cards or contactless payments (45%).
- The kettle remains king for almost nine in ten people (88%), although 12% say they now use an instant boiling water tap instead.

Almost two thirds of people still choose a home PC over a phone or tablet (61% vs 39%). And there are stark differences between men and women’s propensity to use a home PC (70% vs 53% respectively) and tablets and phones (47% women vs 30% men). What’s more, one in twenty people (6%) say they use a Teasmade.

However, it’s a fairly even split when it comes to reading physical newspapers and magazines (51%) as opposed to reading online (49%). And as far as music is concerned, just over half of people (52%) still choose records, CDs and radios compared to 48% who stream music via their phone or tablet.

Yet some everyday household ‘essentials’ are clearly being replaced by more modern alternatives, with some notable examples:

- Almost two thirds (60%) of people use the alarm clock on their phone as opposed to a physical alarm clock (40%), with women far more likely to do so than men (63% compared to 55%). A fifth (21%) of people who choose to use their phone say it’s because they trust new technology more, with a further half (51%) saying they just find their phone easier to use.
- More than half of those questioned rely on their phone to tell the time rather than a watch or clock (54% vs 46% respectively).
- More than two thirds (67%) use the camera on their phone rather than a separate camera (33%). Some 15% of those who still use a camera say they do so as they like having separate devices for different jobs, with men being far more likely to use a separate camera than women (38% compared to 28%).
- It’s a similar picture for video filming with just under a third of people (31%) using a camcorder compared to seven in ten (69%) who now film on their phone, with women more likely to use their phone for this than men (74% vs 64%).
- When it comes to sums, just over a third (38%) still use a calculator as opposed to the one on their phone (63%), with 46% of these people saying it’s because they find a calculator easier to use and they know how to use it.

Looking into the future

When asked to predict when traditional items could be phased out in favour of newer technologies, respondents, on average, estimate that physical alarm clocks will be phased out in six years, calculators in eight years, and kettles, cash and home PCs are predicted to become obsolete in as little as ten years. Some people even think that books and newspapers and magazines could be phased out in the future (13% and 15% respectively).

The device deniers, cautiously keen and eager gadget beavers

When asked to describe their attitudes towards adopting new technologies, more than half (58%) define themselves as ‘cautiously keen’, saying they like having new technologies, but that they prefer to wait until devices have been tried and tested by others before investing themselves.

Almost a fifth (18%) say they’re ‘eager gadget beavers’ who love having the latest technology first and the same number are at the other end of the scale claiming to be ‘device deniers’ who don’t want to try new technology until they have to, or until their existing gadgets need replacing (18%).

David Bird, Managing Director of E.ON’s Residential business, said: “Although technology has moved on significantly over the past few years, it’s important to remember that people have different preferences and abilities when it comes to using the latest gadgets and gizmos.

“We therefore offer a range of contact and service solutions to give our customers the ability to deal with us in the way they want to – whether that’s by submitting a meter reading through their phone, querying their account though Twitter, adjusting their Direct Debit payment through our website, or speaking to one of our advisors, we’re keen to help.”

E.ON’s customer service solutions

E.ON now offers a range of contact and service solutions for its customers, including:

- **Website:** at eonenergy.com, customers can find a range of help online including the ‘[Direct Debit Manager](#)’ tool which allows customers to understand and control their fixed monthly payments. The website also includes ‘Frequently Asked Questions’ on a number of different areas and useful ‘How To’ videos to help people undertake everyday energy-related tasks. Customers who choose to [manage their accounts online](#) can submit their meter readings and make payments through the website. In addition, customers can use the website to see if they’re able to have a self-reading [smart meter](#) fitted, sign up to move to the [Smart Pay As You Go](#) payment option which lets users top-up their energy meters through their smartphone or computer, and find out how their household’s energy use stacks up compared to similar homes and where savings can be made with the [Saving Energy Toolkit](#)
- **Facebook, Twitter and Live Chat:** To make things easier for customers, E.ON’s customer service advisors can be contacted through its [Facebook](#) page and [Twitter \(@EONhelp\)](#) between 8am and 8pm Monday to Friday and 8am to 6pm on Saturdays, and through its [Live Chat](#) service on its website. And with its latest innovation, customers with prepayment meters can now simply send E.ON the ‘flame’ or ‘lightning bolt’ emoji via Facebook or Twitter to request a replacement meter card or key
- **App:** [E.ON’s smartphone app](#) enables customers to view their energy use, enter meter readings, make payments, and track their energy use through their smartphone².
- **Email:** Customers can email email.queries@eonenergy.com with any queries.
- **Telephone:** Customers who prefer to speak to someone by phone can call E.ON on the number printed on their latest bill, statement or letter. Alternatively customers can find the right team to speak to by visiting [E.ON’s telephone numbers](#) page on its website.
- **Letter:** Customers who want to write to E.ON can do so at: **E.ON**. PO BOX 7750, Nottingham NG1 6WR.

Ends

Notes to editors:

1. Research carried out with 2,000 UK adults in September 2016 by Censuswide on behalf of E.ON;
2. Requires iOS 7.0 or later. Compatible with iPhone, iPad, and iPod touch. The app is optimised for iPhone 5 & 6.

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Get your thinking caps on: E.ON invites budding engineers and scientists to enter its #MyEnergyHack competition this half term

Any parents who find themselves at a loose end this half term or who are struggling to fill the long school-free days are being encouraged to check out E.ON's online resources on its new 'Energise Anything!' hub and have some fun with their children while putting together an entry for the #MyEnergyHack competition.

Both the hub and competition have been designed by E.ON to spark young people's interest in STEM (science, technology, engineering and maths) subjects and to help their parents and teachers support them in understanding key energy topics.

The hands-on experiments detailed on the website can be carried out at home and, as well as being fun, E.ON hopes they may inspire an ingenious idea for using, creating, saving or celebrating energy, which can then be submitted into the #MyEnergyHack competition.

The competition is open to schools as well as individuals, and all that is required to enter is a photo and a seven-word description of the energy hack posted on Facebook, Twitter or Instagram with the hashtag #MyEnergyHack. Entries will be judged for their creativity and innovation.

Suzanne Doxey, E.ON's Community Relations Manager, said: "Earlier this year we did some research⁽ⁱ⁾ with parents of children aged five to sixteen years and found that 83% of them feel the STEM subjects are important or very important to their children's development. However, half of these parents are more likely to feel out of their depth or completely helpless (56%) than confident (28%) in their ability to help with homework.

"We launched our Energise Anything! resources in part to provide parents with the means to explore some of the STEM topics with their children in a fun and light hearted way. The #MyEnergyHack competition is just one element of Energise Anything! and I'd encourage parents to take a look at it if they're stuck for something to do one day over half term, and consider putting together an entry."

The closing date for the #MyEnergyHack competition is **20th January 2017** and full details plus terms and conditions can be found on the Energise Anything! hub at eonenergy.com/energiseanything.

ENDS

Notes to editors

(i) Research conducted by OnePoll in August 2016 with 2,000 UK parents of children aged five to sixteen years.

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Published by [JaneBranscombe](#)

14 October 2016



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E.ON continues its support for customers with prepayment meters

Commenting on the publication of Energy UK's set of principles for prepayment meter customers, an E.ON spokesman said:

"We welcome this set of expanded principles for prepayment meter customers, having voluntarily supported the previous five principles set out in 2011.

"We'll continue to review our processes and to make further improvements as required as part of our ongoing commitment to help our customers better manage their energy use and spend."

Published by [Jane Branscombe](#)

11 October 2016

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Scaling new heights: Bolton employees take up the challenge to raise funds for E.ON's official charity - Alzheimer's Society

Three colleagues from E.ON's smart metering and customer service teams based at its Bolton office took on the Yorkshire Three Peaks Challenge, walking a total of 24 miles and ascending 1,585m as they scaled three mountains and smashed their fundraising target.

Lucy Lord, Emma Davies and Simon Ford completed the Yorkshire Three Peaks Challenge in under 12 hours and have already raised more than £500 between them in sponsorship for Alzheimer's Society.



Lucy, who has worked at E.ON's Lostock site since 2006, said: "We get to vote for the company's chosen charity every couple of years, and this summer, we began a two-year relationship with Alzheimer's Society. At around the same time, Emma, Simon and I were looking for a challenge and we decided to tackle three of the highest mountains in Yorkshire in one very long day."

Michael Dent, Director of Fundraising at Alzheimer's Society, said: "E.ON's decision to fundraise for Alzheimer's Society was only announced in the summer, but already I've been impressed by the enthusiasm and energy of its employees in securing sponsorship and donations.

"It's great to see the Bolton team getting stuck in to an array of fundraising activities and people like Lucy, Emma and Simon setting themselves personal challenges. The money raised by E.ON will help to fund dementia support workers, who provide a life-changing service for people with dementia and their carers and help them to maintain their independence, improve their sense of well-being and stay connected to their communities."

For more information about E.ON's work with Alzheimer's Society, visit eonenergy.com/About-eon/Community/alzheimers-society

Ends

Photo shows L-R: E.ON colleagues Emma Davies, Lucy Lord and Simon Ford on their way to conquering the Yorkshire Three Peaks Challenge.

Notes to editor

- Alzheimer's Society funds research into the cause, care, cure and prevention of all types of dementia and has committed to spend at least £100 million on research over the next decade.
- They provide information and practical and emotional support to help people live well with dementia in England, Wales and Northern Ireland and invest in world-class research with the ultimate goal of defeating it.
- They also campaign to improve public understanding of dementia and the devastating impact it can have, and make sure the illness is taken seriously and acted on by our governments.

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30 September 2016

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'E.ON Marketplace' launched to help people quickly find the most energy efficient household goods and to see how much these will cost to run in their own home

E.ON has today unveiled '[E.ON Marketplace](#)' – a revolutionary online comparison and shopping service which will help people find the most energy efficient household goods in just minutes.

The only tool of its kind in the UK, E.ON Marketplace is being trialled to help people make better informed purchasing decisions when buying fridge freezers and freezers, washing machines, tumble dryers, dishwashers, lighting and TVs.

Working with US-based company, Enervee1, E.ON Marketplace allows shoppers to immediately review, compare and rank a range of appliances and electronic goods based on their energy efficiency, price and popularity.

E.ON Marketplace is free and available to anyone, regardless of their energy supplier.

Energy Score

As part of E.ON Marketplace, people can use the 'Energy Score' to find the most energy efficient products by translating products' performance and energy use into a universal score (with 0 being worst and 100 being best).

This score is updated daily for all available products and instantly reveals products' energy and cost saving benefits. It's shown in the product listing to enable users to sort and filter based on energy efficiency, cost, and other features while shopping.

Tailored information about lifetime costs with 'Clear Cost'

As part of E.ON Marketplace, customers can also compare and shop for appliances and electronic goods based on a product's purchase price and its energy consumption over the lifetime of the product.

Through the 'Clear Cost' function, shoppers can enter details about their own usage patterns, for example the number of hours they watch TV or the number of times they use the washing machine per week, and their current electricity tariff price to get the most accurate predication.

David Bird, Managing Director of E.ON's Residential business, said: "When shopping around for new white goods, TVs or lighting, it's useful to look beyond the initial outlay to work out the true cost.

"E.ON Marketplace is the first and only service of its kind in the UK and it enables people to get a personalised, transparent prediction of how much energy a product will be using in their own home before they make their final purchasing decision.

"We've been working with Enervee to launch E.ON Marketplace and believe this service could be transformational in helping people understand the energy costs of everyday household items and encourage them to think about this before they buy new items for their homes."

Over 80% of all UK appliance and electrical product shoppers go online to research their next appliance purchase2 and almost two-thirds (65%) of UK appliance shoppers feel that energy efficiency information is important for their buying decision3.

E.ON Marketplace compares selected goods from Amazon, AO.com, Argos, Currys, Hughes and John Lewis and can be found at marketplace.eonenergy.com

Ends

Notes to editors

1. Enervee is a US-based software and data company that uses data science, behavioural science and digital marketing to drive energy efficient buying decisions
2. Source: https://www.consumerbarometer.com/en/graph-builder/?question=N11&filter=country:united_kingdom%7Cprod_cat:large_home_appliances
3. Source: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328083/Energy_efficient_products_-_helping_us_to_cut_energy_use_-_publication_version_final.pdf

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Published by [NaomiTroy](#)

Exeter charity given green light to begin energy efficiency improvements with £2,000 grant from E.ON

Staff, volunteers and patients at the city's hospice were celebrating after being awarded £2,000 from the E.ON Energy Action Fund towards the cost of replacement lighting throughout the building. In a bid to improve its energy efficiency, charity Hospiscare has now begun fitting LED lighting in its day care and in-patient units, education facilities and staff offices.

Hospiscare expects the new, high efficiency lighting to reduce its electricity use by more than 60%, with resulting savings to the charity of around £5,000 a year. The donation from E.ON covered the cost of improved lighting in the charity staff's offices, and work here has now been completed.

Kate Jenkins works in business development for E.ON, based in Devon, and visited the hospice to see how the building's energy efficient upgrade is progressing. Kate said: "Through our Energy Action Fund we've given cash to projects undertaken by community groups and charities which either result in a reduction in the amount of energy being used, or energy being generated from a renewable source.

"We see many deserving applications for funding, but can't support them all, so it's really gratifying to be able to get out and see for ourselves how the Energy Action Fund is actually being used and the benefit it can bring to the community. Living in Exeter, I was already aware of the work of Hospiscare, but it's been humbling today to learn more about how this charity works to support people with life-threatening illnesses."

Hospiscare's Head of Fundraising Katie Chantler was on hand to show Kate around the site. She said: "We see around 9,500 people coming into the hospice each year, as patients, their family and friends, people attending our training sessions as well as our volunteers and staff, and all will benefit from the better lighting once it is completed everywhere.

"The real significance of our new lighting though is that we expect it'll save at least £5,000 each year in running costs, putting money back into the charity. Hospiscare is the only provider of specialist palliative care to a population of 372,000 in east and mid Devon and the city of Exeter, and we need to ensure donations go as far as possible, as we seek to provide the best possible care for people approaching the end of their lives."

Since 2013, the E.ON Energy Action Fund has given more than £80,000 to 50 community groups and charities in England, Scotland and Wales. Recently funded projects include loft insulation for an ecocentre near Tiverton, double glazing for a community hall in South Brent and an energy workshop at a Barnstaple school.

Ends

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22 September 2016



E.ON rectifies Guaranteed Standards mistake

Commenting on the statement issued by Ofgem in relation to the Guaranteed Standards scheme earlier today (THURS) a spokesman for E.ON said:

"As part of the Guaranteed Standards, we make a payment to our customers when our representatives don't arrive at a customer's property for an appointment when we say they will. We also make a further payment to the customer if the initial payment is not made within 10 working days.

"As outlined in the Ofgem statement, we identified and updated Ofgem that we had not consistently made these payments, £20 for a failed gas appointment and £22 for a failed electricity appointment⁽¹⁾, between 2011 and December 2015 to some of our customers. To fix this we have written to customers who have been affected to say sorry, explain what has happened and to give them a cheque for the missing amounts. Around 24,000 residential and SME customers have received payments.

"All possible payments were completed by the end of August 2016 and totalled around £1.2m. We will also make a payment of £1.9m to two charities, National Energy Action and Citizens Advice, to reflect the amount of redress payments where we could not identify individual customers affected or where customers could no longer be traced (e.g. a business has ceased trading)."

(1) E.ON's Guaranteed Standards payments regarding failed appointments were increased as of 1st January 2016 to £30 for a failed electricity appointment and £30 for a failed gas appointment. Payments to affected customers were made at the correct level for the period of time the appointment was scheduled.

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Published by [ScottSomerville](#)

07 September 2016



E.ON announces sale of transmission assets at Humber Gateway

E.ON has announced that it has signed an agreement for the sale of transmission assets at its Humber Gateway offshore wind farm to a consortium comprising Balfour Beatty Investments and Equitix^[1].

Balfour Beatty Investments and Equitix were selected by Ofgem in September 2015 as the preferred bidder to own and operate the offshore transmission link. The divestment is necessary due to regulatory requirements relating to the ownership of transmission and generation asset.

The final sale price for the transmission assets is £162.9m. The annual revenue required to cover the transmission network charges that E.ON's Humber Gateway will pay for the next 20 years, will be proportionally the lowest amongst all previous Offshore Transmission Owner (OFTO) transactions. Therefore, it is the most competitive OFTO assets disposal for an offshore wind farm developer in the UK to date.

Humber Gateway is one of several major renewable energy projects in E.ON's portfolio in the UK, which also includes London Array, the world's largest operational offshore wind farm, Blackburn Meadows Biomass Plant in Sheffield and the Rampion Offshore Wind Farm project currently in construction 13km off the Sussex coast.

The Humber Gateway wind farm, which remains 100 percent owned by E.ON, has 73 turbines located 8km off the Holderness coast and went into full operation in May 2015. It has a capacity of 219MW, which is enough electricity to power 170,000 homes^[2] or around one and a half times the size of Hull.^[3]

Ends

Notes to editors

[1] Balfour Beatty Equitix Consortium is a consortium comprising Balfour Beatty Investments Limited and Equitix Limited;

[2] Based on an average annual domestic household electricity consumption of 4,725kWh (DECC);

[3] Based on 2011 census data

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Published by [ScottSomerville](#)

Stumped by science: parents want their kids to take an interest in STEM subjects but feel ill-equipped to help

- Almost two thirds of parents have a good grasp of numbers, but science subjects still pose an issue
- More than eight in ten parents feel it is important for their children to be interested in STEM subjects
- Yet parents are more likely to feel out of their depth than confident in their ability to give homework help
- E.ON is partnering with British engineer and broadcaster, Kate Bellingham, to launch its new online resources for parents to help inspire and support STEM learning

As the school year begins, new research released by E.ON¹ today highlights that science remains a subject that leaves many parents stumped when it comes to helping with homework.

Polling 2,000 UK parents of children aged five to sixteen, E.ON found that more than eight in ten (83%) parents feel Science, Technology, Engineering and Maths (STEM) subjects are important or very important to their children's development, indicating widespread awareness of the need to help the younger generation feel engaged and comfortable with Science, Technology, Engineering and Maths subjects.

However, many parents say they feel unprepared to help with a lot of the questions that come their way. Parents are more likely to feel out of their depth (41%) than confident (28%) in their ability to help with homework and one in seven (15%) say they feel completely helpless.

The research shows that the majority of parents have a good grasp of numbers but highlights that science still poses an issue. When asked how they felt when helping their children with different school subjects, significantly more parents reported feeling confident about helping with Maths (60%) than Biology (49%), Physics (36%) or Chemistry (35%).

To help, E.ON is today launching a new set of online resources on its '[Energise Anything!](#)' hub, aimed at supporting children aged between five and fourteen years. The resources are available to teachers and parents to facilitate pupils' learning in the STEM space.

Barriers to helping with homework

On average, parents are spending two hours a week helping their kids with homework but say their confidence is a key barrier preventing them from giving their best guidance. More than a third (36%) say they struggle to understand the questions or subjects and 15% do not feel they are giving the right help.

However, almost half (49%) of parents see homework as an opportunity to spend time with their children by finding the right answer together online and broadening both their understanding.

Almost a quarter of parents avoid the homework task altogether by either choosing to get their partner to help instead (23%) or by encouraging their children to ask their teacher (23%). And nearly one in twenty (4%) will pretend they know the answer even when they don't.

Others go to greater lengths with one in seven (14%) parents saying they'd rather clean the house or do the washing up than help with homework, whereas one in ten would prefer to do laundry (12%).

The age-old question

When it comes to Maths, parents are most confident helping younger children between the ages of eight and ten (70%). This confidence drops off significantly when they get to the ages of fourteen to sixteen (51%). Parents of children aged between eight to ten spend the longest helping with homework overall (2.26 hours a week compared with 1.52 hours a week for those with fourteen to sixteen year olds).

Parents of eight to ten year old children are the most likely to say they feel completely helpless when their child asks for help with STEM subjects (19%). Over a third (36%) struggle to understand the questions or subjects and, perhaps as a result, nearly a quarter (22%) of this group say they'd rather do the washing up than help with homework.

Testing times

Although kids everywhere will start preparing to take SATs and GCSEs, many parents admit that they would find it difficult to face the same exams. Less than half believe they could pass a Key Stage 3 Science test (46%) usually sat by children aged thirteen/fourteen years. The same is true for more advanced qualifications, with less than a quarter of parents saying they could pass a GCSE Physics (24%) or Chemistry (23%) exam. It's a similar story for Biology (31%).

Suzanne Doxey, Community Relations Manager at E.ON, said: "STEM subjects form the basis for a surprising number of different career paths, so it's vital that we encourage our children to feel confident and engaged with these topics from a young age. Helping kids to feel confident now will help them to feel more positive about Maths and Science in the future – our research shows that parents' lack of confidence about these subjects at school has stayed with them and impacted their ability as adults.

"We know that parents want their children to understand and feel comfortable with STEM subjects – and that they value the opportunity to learn new things together as part of helping with homework. Our online learning programmes have been supporting children's learning for many years now, and our new set of resources is designed to help parents and children discover more about STEM. Overall we want to make learning as engaging as possible, but also fun and memorable at the same time."

Kate Bellingham, Engineer and Broadcaster, said: "Confidence plays a vital role in helping our children get to grips with STEM subjects, so it's important to give them a good grounding at a young age. Children aged eight to ten are developing a sense of their own scientific abilities and will often need support with this, yet it is this group of parents who say they sometimes struggle to feel well-equipped to help.

"E.ON's new resources aim to encourage parents and children to learn together and, as a mother, I believe it's really valuable to show an interest in your child's studies and, even better, do science investigations together at home. For those less confident about doing this, these E.ON resources provide engaging examples which are relevant to the curriculum and have lots of backup information to help fill any knowledge-gaps for the adult. It's an excellent concept.

"When children see that others in the family are willing to explore scientific ideas and improve their own understanding, I'm sure it will empower the children to do the same. It's great to see resources like E.ON's which are geared towards building confidence not just in children, but in parents and carers (and therefore broader society), which will help ensure our children are switched-on when it comes to STEM."

E.ON's learning resources are available for free to teachers and parents to help inspire the next generation. Learn more by visiting the business's 'Energise Anything!' hub: eonenergy.com/energiseanything

Ends

Notes to editors

1. Research conducted by OnePoll in August 2016 with 2,000 UK parents of children aged five to sixteen years old.

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01 September 2016

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Local pupils get creative at media camp organised by E.ON

Eleven pupils from schools across the West Midlands have had the opportunity to take part in a week long creative media camp organised by E.ON, where they learned how to create and produce an engaging media campaign, supported by experts from the creative industry.

The pupils, aged 14-19, spent a week of their summer holidays at the Thinktank in Birmingham, where they were tasked with creating an innovative energy solutions idea for the home of the future, working in groups with the other pupils.

The groups also had to produce a supporting media campaign to promote their idea and use this to engage and inspire young people to take an interest in STEM (Science, Technology, Engineering and Maths) subjects and to demonstrate the exciting opportunities studying these subjects can offer.

On the final day of the workshop, the pupils were invited to E.ON's Head Office in Coventry, where they had the chance to present their ideas to a Dragon's Den style judging panel made up of senior managers from across E.ON and experts from the creative industry.

The winning team created the idea of 'E.Power', a wristband made from solar panels which uses the physical energy generated whilst moving to charge a mobile phone. To use the energy from the band, users would need to download an app and complete regular quizzes and tasks aimed at increasing their STEM knowledge.

The winning team will now be invited to spend a day in London with leading creative communications agency, The Engine Group, to experience first-hand what a career in the creative industry involves. They will also gain membership onto 'The Ladder', an exclusive scheme for young people aspiring to work in the creative industries, run by The Ideas Foundation.

Jules Greenwood, Head of Corporate Communications at E.ON and one of the judges on the panel, said: "It has been really encouraging to see the students engaging in STEM so passionately and demonstrating their enthusiasm for encouraging other young people to study these subjects.

"Through programmes like the media camp we believe that businesses can really help pupils develop an enthusiasm for STEM subjects by making them fun and engaging and ensure students understand how careers in these areas can be so diverse and exciting."

Kevin Bryant, Marketing Communications Manager at E.ON and another one of the judges on the panel, said: "The students have been so enthusiastic throughout the week and hearing them present their ideas to us has been really inspirational.

"A key part of our business strategy is about providing innovative energy solutions for our customers. By running creative workshops such as the media camp we can involve the next generation in creating these solutions for our homes of the future and today we've seen just how creative they can be."

The media camp was developed in conjunction with The Ideas Foundation, a charity which identifies and nurtures creatively gifted young people.

Helen Poole, Creative Programme Manager at The Ideas Foundation, said: "The media camp has been a huge success and it's been inspirational to meet such creative individuals. The ideas the students have developed as part of the workshops in just a week are really innovative and fantastic and it's clear to see how passionately they feel about their future."

The workshop forms part of E.ON's broader community and educational activities aimed at inspiring young people to get involved in STEM and to consider STEM subjects as possible career options.

To find out more about E.ON's educational activities visit eonenergy.com/community

Ends

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Published by [NaomiTroy](#).

24 August 2016



Turbine deliveries take place for Ovenden Moor repower

Delivery of the first new turbine components to repower the Ovenden Moor Wind Farm has now begun and will continue throughout the summer.

The blades and other sections are being transported by Halifax based Collett & Sons with the support of a Police escort, which due to the size of the vehicles need to be carefully navigated through Wainstalls in order to reach their destination.

The components will continue to be delivered at weekends throughout the summer months during periods of low traffic levels in the early mornings and late evenings. No road closures will be required. The route will travel from Halifax along Pellon Lane, Moor End Road, Mount Tabor Road, Cold Edge Road and Withens Road in Wainstalls before arriving on site.

Nick Taylor, Senior Stakeholder Executive at E.ON, said: "Turbine technology has come a long way in recent years and once complete, the new nine turbines will be able to produce twice as much power as the original 23 turbines.

"Over the next couple of months, we'll be delivering the new turbines to site, these are transported in sections and one turbine will be delivered each weekend, five of which have already arrived at site ready for construction. The size of the components means transportation is somewhat challenging, particularly through the streets of Wainstalls, however Collett's highly skilled drivers and Police escort will ensure safe passage and delivery to site."

Ovenden Moor owned by Yorkshire Windpower Ltd, a joint venture between E.ON and Energy Power Resources Ltd has been generating since 1993. Built on Yorkshire Water land at Hollin Hill, near Warely Moor reservoir, the original 23 turbines supplied power for over 22 years before being decommissioned last year. The new 18MW repowered site is expected to be completed later this year.

Ends

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Published by [VictoriaBlake](#)

The Great Escape: films are Brits' way to switch off from stress

New research suggests that more than half (52%) of Brits feel stressed more than once a day

Almost half (47%) say they struggle to switch off and relax and one in ten (10%) say they never do

Four in ten (39%) Brits say films are their saviour from stress

In a world where we're always-on, new figures¹ out from E.ON, a sponsor of Sky Cinema, show the extent to which we're struggling to switch-off. The new research from the energy provider quizzes 2,000 people across the UK about their everyday stresses and strains and the ways in which they relax. The figures reveal that more than half of respondents (52%) admit to feeling stressed at least once each day with more than one in twenty (6%) saying this is the case more than ten times a day.

The top ten things that stress Brits out and the percentage who have felt the stress

Work - 44%

Money - 44%

Life admin - 25%

Forgetting to do things - 23%

Children - 22%

Partner - 20%

Traffic - 15%

Being late - 14%

Political landscape - 7%

Impact of Brexit - 7%

The art of winding down

The statistics show that finding some peace is often easier said than done. Almost half (47%) of those polled say they struggle to switch off and relax, and one in ten (10%) say they never do.

When asked about their favourite way to wind down, four in ten say they watch movies (39%) and more people chose reading (44%) than a glass of wine (27%).

There's a big difference around how easy men and women find it to tune out the stresses of everyday life with almost half (49%) of men saying they usually manage to switch off very easily, compared to just a third (33%) of women.

Films at home win out over box sets and cinemas

Over half (53%) of those questioned say they watch films at home once a week or more, compared to 45% who say the same about a box set or series.

Most choose to watch films at home over going to the flicks, with around one in twenty (6%) saying they go to the cinema at least once a week, compared with one in five (20%) who watch films at home every couple of days.

David Bird, Managing Director of E.ON's Residential business, said: "In a world where we're increasingly expected to be switched on and busy all the time, it's refreshing to see that films are still one of the public's favourite ways to unwind. Through our new sponsorship of Sky Cinema Premiere and Sky Cinema Family, we're delighted to align with a movie service that delivers a new movie premiere every day as well as exclusive competitions, reviews and events for our customers, so everyone can continue to let the stress go and find a film to best suit their mood."

When asked about films to suit different moods, there were clearly some favourites to make people:

Laugh: (1) Airplane!, (2) Bridesmaids, (3) Life of Brian, (4) Blazing Saddles, (5) Bridget Jones's Diary

Cry: (1) Titanic, (2) The Notebook, (3) Ghost, (4) Marley & Me, (5) E.T. the Extra-Terrestrial

Relax: (1) Dirty Dancing, (2) Pretty Woman, (3) Mamma Mia!, (4) Love Actually, (5) Star Wars

Feel romantic: (1) Love Actually, (2) Dirty Dancing, (3) Pretty Woman, (4) The Notebook, (5) Ghost

Feel scared: (1) Alien, (2) Saw, (3) Psycho, (4) The Shining, (5) Scream

Feel motivated: (1) Rocky, (2) Forest Gump, (3) Legally Blonde, (4) Chariots of Fire, (5) The Wolf of Wall Street

For more information, visit eonenergy.com

Ends

Notes to Editors:

1. Based on research conducted for E.ON by OnePoll in August 2016 among 2,000 adults across the UK.

Additional statistics:

Women are twice as likely to feel stressed by the kids as men (27% compared to 13% of men), and they're also more likely to worry about money (48% compared to 37% of men).

For men, work stresses them out the most (47% compared to 43% of women) and they're also more prone to stressing about traffic (18% compared to 14% of women).

Women are much more likely than men to read in order to switch off (52% compared to 30% of men).

Almost a third of women (32%) have shushed their partner during a film (compared to 22% of men).

About E.ON's sponsorship of Sky Cinema:

E.ON is now proud sponsor of Sky Cinema Premiere and Sky Cinema Family. Through the partnership, E.ON will be offering its customers numerous movie-themed perks over the coming months, including events, competitions and exclusive reviews of upcoming movies.

About Sky Cinema:

The new home of Sky Movies in the UK & Ireland, Sky Cinema offers customers more of the biggest and best movies closer to cinema release than any other subscription service. All available live, on demand and on the go. Building on more than a quarter of a century of heritage in home cinema, Sky Cinema customers will have access to a new movie premiere every day, over 1000 on demand films, more pop up channels as well as new improved HD picture and sound, taking them one step closer to the cinema experience.

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Published by [JaneBranscombe](#)

Erroneous meter set-up: Around 350 customers to be refunded in full and appropriate compensation paid

E.ON UK has said sorry and confirmed that around 350 residential and small and medium-sized enterprise (SME) customers will be refunded and appropriately compensated after the discovery of a potentially industry wide meter set-up issue. The energy industry trade body, Energy UK, is working with all suppliers to identify the total number of customers affected across the industry and Ofgem has been informed of this work. E.ON is also undertaking urgent work to establish whether any former customers have been affected and will treat these in the same way as current customers. Attempts will be made to contact any affected former customers as soon as this work is completed.

In the rare cases where an issue has been identified amongst the company's current customers it was generally because customers with a metric meter had been registered as having an imperial meter or vice versa within our systems as well as industry data – this mistake meant that the conversion factor of 2.83 between cubic feet and cubic metres had been wrongly applied, or not applied at all, resulting in customers either being overcharged or undercharged.

Within the customers it currently supplies, E.ON has identified all those affected by this issue where the affected meter is still in situ and continue to work to identify any historic meters that have subsequently been exchanged that may have been impacted. E.ON will contact all customers individually. Customers do not need to take any action.

- Around 350 current customers, where the meter remains in situ, have been found to be overcharged as a result of this mistake. All overcharged amounts will be refunded in full plus interest and appropriate compensation.
- Around 250 current customers, where the meter remains in situ, have been found to be undercharged as a result of this mistake. They will not have to pay anything towards the undercharge.

Ends

Notes to Editors:

Guidance can be found online on how a gas bill is calculated and how to identify if a meter is metric or imperial

<https://www.gov.uk/guidance/gas-meter-readings-and-bill-calculation>

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Published by [ScottSomerville](#)

12 August 2016



Rhyd-y-Groes Wind Farm repower to go ahead

Rhyd-y-Groes Wind Farm owned by TPG Wind Ltd, a joint venture between E.ON and Eurus Energy, received planning consent last week from Anglesey County Council to be repowered.

Built off the north-west tip of Anglesey, the current 24 turbine site has been generating power for 24 years making it Wales' oldest wind farm. Wind power technology has come a long way since the site was built in 1992 and plans to replace the current 24 turbines with 11 new turbines were submitted to Anglesey Council in April 2015. Once constructed, the proposed 9.9MW repowered site will be able to produce more power than the currently installed 24 turbines.

Paul Hunt, Senior Project Manager at E.ON, said: "We're pleased to have received consent from Anglesey County Council to repower Rhyd-y-Groes with modern turbine technology. We will now work with Eurus Energy to develop our plans which will enable the site to generate more energy with fewer turbines. "

Timescales to repower the wind farm are yet to be finalised and the current turbines will continue to operate while on-site studies take place.

Ends

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Published by [VictoriaBlake](#)

11 August 2016

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E.ON hosts East Coast Energy intern at Scroby Sands

E.ON is hosting an East Coast Energy intern at its Great Yarmouth Scroby Sands Offshore Wind Farm visitors centre and operations base, as part of a new scheme established by the Royal Academy of Engineering, The Ogden Trust and Suffolk County Council in association with Waveney District Council.

Lowestoft born, Richard Hinds (17), who has just completed his first year of A-Levels in Maths, Physics, Economics and ICT at Lowestoft Sixth Form College, joined the Scroby team at the end of July for a four-week internship. Richard will split his time between the visitor centre on the seafront and the sites Operation and Maintenance base on Southgates Road, as well as gaining experience from a day at Technicus Consulting, a Gorleston based engineering and design consultancy who helped develop the quayside crane installation at the E.ON site.

Over the next few weeks, Richard will carry out a review of the visitor centre and assist with a survey to help E.ON understand visitor likes and dislikes. Those recommendations will help improve and update the centre in the future. Alongside this, he will have the opportunity to learn first-hand from Scroby's technicians and engineers, how the turbines operate and are maintained.

Richard said: "Through my internship, I have already learned a lot, not just about the technical details of the wind farm but also how to work in a business environment as part of an effective team."

Keith Cooke, Scroby Sands Plant Manager at E.ON, said: "We're delighted to be involved in the East Coast Energy Internship scheme which brings together elements of our activities in a way that supports future engineers. The visitor centre project which Richard is helping undertake will be valuable to the centres future development and we very much hope his time with us will provide him with a unique experience as he plans his future career."

Brandon Lewis MP, who opened the Scroby Sands Visitor Centre in 2011, said: "I am delighted that E.ON have taken on an intern as part of the East Coast Energy Internship scheme. Offshore wind plays such a vital role in the economy of Great Yarmouth and I'm thrilled that the next generation of employees are experiencing what it's like to be part of this crucial industry. I wish Richard all the best at Scroby Sands and am sure he will find his time there enjoyable and informative."

Scroby Sands consists of 30 wind turbines located around 3km off the Great Yarmouth coast and has the capacity to produce enough power for over 40,000 homes⁽¹⁾ each year. The visitor centre located on the seafront attracts over 35,000 visitors a year and helps both local people and tourists find out more about offshore wind. The centre also houses an educational area used by both local schools and community groups to learn more about renewable energy and the wind farm.

The East Coast Energy Internship is part of a wider scheme called The Lowestoft Engineering Project, which is providing STEM (Science, Technology, Engineering and Maths) opportunities to pupils at 12 primary schools, four high schools and two colleges in the town.

Ends

Notes to editors:

1 = Based on annual average domestic household consumption of 4,115kWh (Source: Renewable UK).

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Published by [VictoriaBlake](#)

08 August 2016



UXO disposal date confirmed at Rampion

E.ON can now confirm that the two unexploded devices, detected along the Rampion offshore cable route will be safely disposed of this week following consultation with the Marine Management Organisation in line with all appropriate regulations.

The two devices thought to date from WWII, were discovered in March during UXO (unexploded ordnance) surveys, which are undertaken as protocol during offshore construction works. They were detected on the seabed, 3km off Lancing Beach at a water depth of 13m. On discovery a 500m exclusion zone to sea users was put in place.

Two controlled explosions are scheduled to take place this week, between Tuesday and Thursday during daylight hours, subject to logistics and weather conditions. The time of which will be confirmed on the day via a Notice to Mariners. Commercial and recreational sea users have been informed of the controlled explosion and the 2km radius safety exclusion zone that will be monitored during the event.

Chris Tomlinson, E.ON Development Manager for the Rampion Offshore Wind Farm, said: "Since the discovery we've been working with experts to determine the best course of action to clear the site and a routine controlled explosion is now due to take place this coming week.

"We don't know if there will be much to see as it will depend on sea conditions and whether the explosive material has degraded over time. However as ever safety remains our highest priority and we request that anyone wishing to watch proceedings stays on the beach."

The 400MW Rampion Offshore Wind Farm is being built 13km off the Sussex coast by E.ON, the UK Green Investment Bank plc and Canadian energy company Enbridge. It is due to be completed in 2018.

Ends

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Published by [VictoriaBlake](#)

E.ON offers customers the chance to win tickets to a day filled with fairies, face painting and family fun at Wollaton Hall Park

E.ON is offering its customers the chance to win tickets to an enchanted experience this summer at Wollaton Hall Park¹ on 19th – 20th August with exclusive screenings of magical movies 'Pan' and 'Strange Magic' on the Sky Cinema Movie Machine.

The two-day family event is being hosted by E.ON to mark the start of its partnership with Sky Cinema and to celebrate the Sky Cinema Fairy Tales August collection. The event features free face painting, balloon modelling, a colouring corner, singing superheroes and bewitching movie screenings.

For more details and to enter, E.ON customers should visit eonfairytale.com before **Wednesday 10th August 2016**.

From August 12th – 21st Sky Cinema Fairy Tales collection will be showing some of the best loved magical movies ever made including Aladdin, Tangled, Brave, Shrek, Strange Magic and Cinderella.

Ends

Notes to editors

1. The competition is open to E.ON residential customers only. Customers must be on supply with E.ON on 10th August to qualify. Full Terms & Conditions apply and can be found at eonfairytale.com

About E.ON:

- E.ON is now proud sponsor of Sky Cinema Premiere and Sky Cinema Family, bringing viewers a new premiere every day, more of the latest cinema releases and access to over 1,000 movies on demand. Through the partnership, E.ON will be offering its customers numerous movie-themed perks over the coming months, including more events, competitions and exclusive reviews of upcoming movies.

About Sky Cinema:

- Set to replace Sky Movies in the UK & Ireland, Sky Cinema customers will be able to enjoy even more of the biggest and best movies closer to cinema release than any other subscription service. All available live, on demand and on the go. Building on more than a quarter of a century of heritage in home cinema, Sky Cinema customers will have access to a new movie premiere every day, over 1000 on demand films, more pop up channels as well as new improved HD picture and sound, taking them one step closer to the cinema experience.

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03 August 2016



E.ON UK: Initial comment in connection with Ofgem's letter: 'Implementing the Competition & Markets Authority remedies'

Commenting on the letter sent to the CMA by Ofgem with regard to 'implementing the Competition & Markets Authority remedies' an E.ON spokesman said:

"As with the publication of the CMA report, we will now review Ofgem's proposals in detail to fully understand the implications for our customers."

Ends

Notes to editors

About E.ON

E.ON UK is one of the UK's leading power and gas companies and part of the E.ON group, an international privately-owned energy supplier, in future focusing entirely on renewables, energy networks and customer solutions. E.ON UK supplies electricity and gas to around five million residential and business customers (over 7.5m accounts) and is committed to helping its customers use and pay for no more energy than they need. For more information, please visit eonenergy.com

Where does our customers' money go?

At E.ON we provide one of life's essentials and play a vital role in our customers' lives – this infographic (follow link) shows the different aspects of what goes into bringing light and warmth into their homes. We're all working hard to control what our business spends but many of the costs we can't control. What we can do is give our customers advice to help them become more energy efficient, enabling them to reduce their bills and save money. Helping our customers know where their money goes is a big part of building their trust in us.

<https://www.eonenergy.com/for-your-home/help-and-support/Understanding-your-bill/where-does-customers-money-go>

For more information contact:

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Published by [ScottSomerville](#)

Hot under the collar: disagreements over office temperature #1 cause of arguments among UK workers

- One in five have resorted to dressing 'inappropriately' in an attempt to stay cool
- 40% say it is unfair women have more flexibility over what to wear in warm temperatures

Too hot in the office? You're not alone: almost three quarters of office workers say they are unhappy with the temperature of their workplace (70%), with disputes about temperature the number one cause of conflict in the office, according to research from E.ON¹.

Over a third of people (37%) say they argue with colleagues at least once a month over the temperature and one in eight admit carrying out constant subterfuge to remain comfortable. One in four employees (24%) say they sneak windows shut behind colleagues' backs when they disagree on whether it's too hot in the office.

Expectations around appropriate office wear in the summer add to these frictions. Almost 40% say it is unfair for women to have greater flexibility over their wardrobe to adapt to the seasons (39%) and half of people think men should not be expected to wear suits to work in the summer.

The heat can also force people to push the boundaries of acceptable behaviour: one in five office workers say they have resorted to dressing 'inappropriately' in an attempt to stay cool. Almost a third would go for a refreshing snack such as ice cream (30%), while a quarter admit to ramping up the air conditioning (25%) or bringing in a personal desk fan (24%).

And some of the more extreme steps people have claimed to take include:

- Befriending the caretaker so that they keep the office at their preferred temperature (3%)
- Abandoning the office to work outside (3%)
- Lobbying the boss for a cooler uniform/dress code (4%)

E.ON's findings suggest that temperature levels in the office environment often fall short of what many employees want, leaving them locked in battle to try to stay comfortable whilst working and potentially piling on the power demand which can lead to wastage and high bills for businesses.

Commenting on the findings, **Phil Gilbert, Head of Business Energy Solutions at E.ON** said: "These findings show the challenges of finding a workplace temperature that keeps everyone happy. In these extremes you may end up in a situation where competing colleagues ramp up the air conditioning at the same time that others are opening the windows or bringing in fans from home. That almost inevitably costs more but doesn't necessarily mean colleagues are keeping cool, calm and productive.

"Heating, ventilation and air conditioning can be among the more significant running costs for office-based companies so it's important that businesses keep control of the energy they are using while maintaining a pleasant and productive environment. By taking a few [simple steps](#) to keep offices at a consistent and comfortable temperature, employers can often save money on and improve the productivity of staff."

To monitor the impact seasonal changes in temperature have on energy use, business customers can access E.ON's [Energy Toolkit](#) which provides access to regular energy consumption data as well as help and advice on energy saving investments or [engaging staff](#) with saving energy.

For larger businesses, E.ON's energy management specialists [Matrix](#) can provide data driven energy management services to improve efficiency in heating, ventilation and air conditioning (HVAC) control strategy, combining energy data with other key influencers of energy performance such as regional weather patterns.

Ends

Notes to editors:

¹ E.ON commissioned research by OnePoll which surveyed a GB representative sample of 2,000 office workers in November 2015.

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15 July 2016

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E.ON energises pupils across the UK as part of innovative school workshops

Over 1,500 pupils at primary and secondary schools throughout the UK have been learning all about energy during workshops held by E.ON as part of the company's energy education activities.

Pupils at some of the primary and secondary schools made sweet music during E.ON's innovative 'Creative Conductors' workshops, which see participants use anything from bananas, plasticine and high-fives to make circuits that enable them to create instruments and play music via their computers. The workshops are designed to help pupils' understanding of electricity, conduction and circuits, and conclude with students performing their musical creations for their classmates.

Primary school pupils also had the opportunity to take part in E.ON's 'Play in a Day' activity, learning about different ways to save energy before performing a short play in front of the rest of their school.

The day-long drama workshops take groups of pupils through a variety of tasks while exploring the subject of energy through fun and animated activities. The young actors practised songs and took part in drama-based games as they learned about the importance of conserving energy.

Suzanne Doxey, Community Relations Manager at E.ON said: "Our hands-on activities and workshops have been specifically designed to fit within the physics, design and computing curricula, and to promote energy and STEM (Science, Technology, Engineering and Maths) topics to young people in a fun and inspiring way.

"The idea behind 'Creative Conductors' is to inspire pupils to discover for themselves the amazing conducting properties of everyday objects. Pupils also learn how to complete a circuit and then use that power to create different sounds and ultimately make music.

"The play the pupils put together as part of the 'Play in a Day' workshop are intended to be comical, so we hope that this approach means not only do the participating groups learn about how to be more energy efficient, the whole of the school gains something from the day's activities."

Victoria Lee, Teacher at Westminster Cathedral Catholic Primary School, said about the Creative Conductors workshop: "The class really enjoyed trying something new, and fully embraced the challenges they were set during the workshop. It was a lively session, and judging by the music produced, our pupils quickly came to understand that just about any material that can conduct even a tiny bit of electricity can work in this set-up."

Creative Conductors and Play in a Day form part of E.ON's broader educational activities, developed to help teach children about where energy comes from and how it is used in our everyday lives. E.ON also offers educational activities through its Energy Experience programme. Energy Experience includes online and classroom activities which support the curriculum, and which have been designed to help pupils aged 5-16 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

- Locations for the current tour include: Manchester, Bolton, Sheffield, Barnsley, Hull, Grimsby and London
- E.ON has been reaccredited for the ninth year running in the 2016 Responsible Business Awards for its educational activities in local communities. The awards, run by Business in the Community, recognise businesses that are making a significant difference by taking action to improve their local communities, create more inclusive workplaces and tackle environmental challenges. To read more about E.ON's educational activities visit <https://www.eonenergy.com/About-eon/Community>.

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Published by [NaomiTroy](#)

08 July 2016

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Sky Cinema adds spark to entertainment with new sponsor E.ON

Sky Cinema – the new home for Sky Movies in the UK & Ireland – launches today (Friday 8 July) with E.ON, one of the UK’s leading power and gas companies, sponsoring two of the most popular channels, Sky Cinema Premiere and Sky Cinema Family.

The new partnership between Sky and E.ON was formed by E.ON’s media agency Vizeum and Sky Media, the advertising sales arm of Sky. The relationship extends beyond channel sponsorship with the potential for E.ON’s customers to enjoy a range of great Sky Cinema offers and events including subscription offers, reviews, content and competitions.

Sky Cinema viewers will also be able to enjoy four amusing idents created for the channels with Engine, E.ON’s integrated creative agency, working with director Brad Lubin and production company Mindseye. Viewers can see them whether they are watching films live, on demand or on the go.

The idents depict how E.ON and Sky Cinema support their customers after a hard day, whether this is following a children’s party or losing a karate competition. The idents are Brad’s directorial debut in the UK & Ireland having previously worked with major US brands including Living Nutz, Zaxby’s and Three Twins Ice Cream.

Sky Cinema is building on more than a quarter of a century of Sky heritage in home cinema, which started with the launch of Sky Movies in 1989. It is the UK & Ireland’s biggest movie subscription service and from launch, customers will be able to enjoy even more of the biggest and best movies closer to cinema release than any other subscription service.

Sky Cinema will have a new movie premiere every day, an even bigger library of on demand films, more pop up channels as well as better HD picture and sound quality taking viewers one step closer to the cinema experience. All available live, on demand or on the go.

David Bird, Managing Director of E.ON’s Residential business, said: “We’re thrilled to announce our sponsorship of Sky Cinema Premiere and Family. This partnership gives us the opportunity to engage with our customers on a whole new level. We believe there is a strong fit between our respective brands and we look forward to building a successful partnership with Sky and creating some exciting content and offers for our customers.”

Rachel Bristow, Director of Client Partnerships at Sky Media, said: “This new partnership is fantastic news for E.ON’s customers who love movies. Sky Media will be working with E.ON and Vizeum to deliver exciting plans that go beyond what viewers see on screen including competitions, offers and exclusive content for them to enjoy.”

Ends

Notes to editors

About E.ON

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About Sky Media

Sky Media is the advertising sales arm of Sky, offering an exciting array of opportunities on TV, online and on the go. Sky Media represents all Sky’s channels and sites, and also sells advertising on behalf of a range of broadcasters including Viacom, Discovery Networks, FOX International Channels, NBC Universal, A+E Networks and Sony Pictures Television Networks. Sky Media’s portfolio of channels reaches 50 million people in the UK every week. Sky Media has offices in London, Manchester and Dublin. For a full list of channels and opportunities please visit skymedia.co.uk and follow us on @SkyMediaUK

About Vizeum UK

In an increasingly connected and convergent world, Vizeum’s vision is to be its clients’ most innovative partner. The agency achieves this through two guiding principles – adopting the 70/20/10 model of innovation management and a mantra of ‘Simple strategy, brilliantly activated’, turning ideas into valuable business solutions. All of which is underpinned by our bespoke research tool, CCS, real-time reporting and our unique Dentsu Aegis operating model, delivering integration without compromise. Vizeum has a global network that spans 40 countries worldwide and over 1,000 people. Its clients include 20th Century Fox, AB InBev, Burberry, BMW, Camelot, IKEA, MINI and Panasonic. www.vizeum.co.uk

About Engine

Engine is a global marketing services network comprised of best-in-class communications specialists. Engine has a unique collaborative model that adds tangible value to clients – transforming their businesses through natural and seamless integration. With operating hubs in the UK, North America and Asia, the individual businesses within the network include WCRS, MHP Communications, Trailer Park, ORC International, Partners Andrews Aldridge, Deep Focus, Moment Studio, Synergy, Calling Brands, Mischief, Fuel, Transform and Slice. Together, they cover a vast range of marketing services, including market research, creative, strategy, digital, social media, advertising, public relations, and content creation and production. Clients include Unilever, Santander, Sky and all the major entertainment studios, including Warner Bros, Disney and 20th Century Fox. More information is available at enginegroup.com.

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Safety notice: E.ON recalls two types of branded power adapters as a precaution

E.ON has today (WEDNESDAY) announced the immediate recall of two types of branded power adapters. The adapters being recalled were included with some of the in home energy displays (also called smart energy displays) that were mainly supplied to customers between 2012 and 2015 along with their smart meter.

Following testing, E.ON has determined that, in rare cases, the outer casing can come loose exposing internal circuitry and therefore creating an electrical safety risk. As safety is E.ON's top priority, it has decided to take the precaution of replacing the affected adapters.

Which power adapters are affected?

- E.ON is recalling two types of in home display power adapters that were mainly given to customers who had smart meters installed between September 2012 and October 2015. The affected power adapters are no longer being distributed.
- The two types of E.ON branded power adapters being recalled are **Model TEKA006-0500500BS** and **Model SPS-02C5-0.5CU** as shown below:



Why are the power adapters being recalled?

E.ON's primary concern is the safety of its customers. This recall is a precautionary measure which is being taken after independent tests showed there is a small failure rate with two models of its power adapters. In extremely rare instances the casing around affected power adapters can come loose, potentially creating an electrical safety risk if they're not switched off at the socket first.

How are customers being told about the recall?

In addition to this media release and information on its [website](#), E.ON is also notifying affected customers via its social media channels, letter, and by email and text where possible, advising them to stop using the power adapters straight away. E.ON is also notifying a number of key consumer advocacy groups about the recall.

What should customers do?

As a precaution, customers are being advised to switch off their power supply at the wall, unplug their in home display and stop using the power adapter immediately.

What should customers do with their power adapters once they've removed them?

Customers are being asked to take the power adapters to their local recycling centre if this is convenient. They should keep hold of their in home display as a replacement power adapter will be sent out.

When will customers receive their replacement power adapters?

Replacement power adapters will be sent out to customers free of charge from September 2016, along with a pre-paid envelope so customers who haven't recycled their power adapters can return them to E.ON.

Will customers' smart meters be affected by this recall?

Customers' smart meters aren't impacted by this change – they'll work as normal and customers will continue to receive accurate bills. However, customers' in home displays won't work until they have their replacement power adapters and E.ON apologises for the inconvenience this may cause.

What about people who've left E.ON since receiving their in home display?

As well as this media statement and notifying a number of key consumer advocacy groups about the recall, information is included on E.ON's website at [eonenergy.com/recall](#) to help raise awareness about the recall.

How can people find out more?

For more information and guidance, customers should visit [eonenergy.com/recall](#).

Ends

For more information contact:

- Media enquiries: Jag Bickham on 02476 181 308 or jag.bickham@eon-uk.com or Scott Somerville on 07889 771 804 or scott.somerville@eon-uk.com
- Customer enquiries: [eonenergy.com/recall](#)

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Piling work recommences at Rampion

With the black bream spawning season at a close, piling work to install wind turbine foundations at Rampion has recommenced this week while disposal of the two unexploded ordnance (UXO) devices found 3km offshore is planned to take place over the summer.

20 monopile foundations, each weighing between 500 and 800 tonnes depending on water depth, have already been installed and over the next four to five months two jack up barges - the MPI Discovery and Pacific Orca - will be deployed to install the remaining 96 foundations, by using a 1,000 tonne crane to lift each foundation upright before being lowered and piled into the sea bed.

Chris Tomlinson, E.ON Development Manager for the Rampion Offshore Wind Farm, said: "Over the last few months, our highly skilled team has continued to prepare the site for foundation installation, progressing with boulder relocation and unexploded ordnance surveys. We are now pleased to be entering the next stage of piling and we'll now work towards installing the remainder of the foundations by the end of this year, in preparation for turbine installation to begin in 2017."

The two unexploded devices, discovered earlier this year along the offshore export cable route and thought to date from WWII, are also planned to be disposed of this summer after permission was granted by the Marine Management Organisation (MMO). Commercial and recreational sea users will be informed of the routine controlled explosion in advance and of a 1km radius safety exclusion zone during the event.

Onshore the 27km underground cable route, which transports the power from the point the cables come ashore at Brooklands Pleasure Park to the planned substation at Twineham, is developing well with around 60% of the ducting installation now complete. Horizontal directional drilling, a trenchless method of installing underground ducting and cabling has taken place under the railway just north of Brooklands, the River Adur and A283 and the A27, to minimise the impact on the environment and to avoid disruption to local roads. Similar work is now planned on the final drill site, to cross the beach and the A259 to keep traffic moving along the coast road.

Throughout the development process the Rampion project has consulted with the local community and continues to provide information on construction activities. Rampion recently worked with West Sussex County Council to change an approved route for construction vehicles to avoid the southern section of Ham Road, Worthing, following local feedback. As part of the ongoing communications, homes and businesses in close proximity to the construction work at Brooklands were notified ahead of the drilling work taking place.

The 400MW 116 turbine project being built 13km off the Sussex coast by E.ON, the UK Green Investment Bank plc and Canadian energy company Enbridge, will, when complete provide enough electricity to supply the equivalent of around 300,000 homes⁽¹⁾ and reduce CO2 emissions by up to 600,000 tonnes⁽²⁾ a year. The project is due to be completed in 2018.

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.

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24 June 2016



E.ON UK comment re: UK EU referendum

A spokesman for E.ON said: "The UK EU referendum was always a matter solely for the voters and they have now spoken. It is expected there will now be a period of negotiation led by the UK Government and during this time and beyond our focus will remain on our customers."

Ends

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Published by [ScottSomerville](#)

24 June 2016



Initial comment in relation to the publication of the "Final Energy Market Reforms" by the Competition and Markets Authority

Commenting on publication of the CMA's "Final Energy Market Reforms" an E.ON spokesman said: "The publication of today's report is a major milestone for customers and the energy sector. As is right we will now review the report in detail to fully understand the implications for our customers."

Ends

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Published by [ScottSomerville](#)

One year on: E.ON customers benefiting from Smart Pay As You Go

E.ON has revealed that 29,500 customers have registered their interest in Smart Pay As You Go since it launched 12 months ago. Smart Pay As You Go is a new way of paying that transforms how customers manage the energy they use^[1].

Around 8,500 E.ON customers are now paying through Smart Pay As You Go, having had smart meters installed in their properties. These customers were previously paying via prepayment meter, on receipt of their bill or by Direct Debit.

David Bird, Managing Director of E.ON's Residential business, said: "We're pleased that around 8,500 customers are now benefiting from the convenience and freedom Smart Pay As You Go can bring.

"Smart Pay As You Go helps put control at our customers' fingertips so they can better manage their energy use and spend, whenever and wherever they are. Around 95 per cent of customers who now have Smart Pay As You Go are taking advantage of the flexibility it offers and topping up their energy through our app or online."

E.ON's Smart Pay As You Go offers customers the following benefits:

- Greater control of their energy use as customers can view their balance online, through the E.ON app^[2] or on an in-home display at any time and keep track of what they're spending in pounds and pence;
- A variety of quick and easy ways to pay as customers can top-up their balance when they choose and in a way that suits them – by app, online, phone and in selected stores^[3].

There are a number of additional benefits specifically for customers who move to Smart Pay As You Go from having had a prepayment meter:

For the first time, customers are offered the same prices as customers who pay by fixed monthly Direct Debit: this means a £70 discount for a dual fuel customer^[4]

- Customers are offered the choice of all E.ON's available tariffs^[5];
- An end to running out of energy unexpectedly at inconvenient times as customers can receive alerts via text or email when their balance is approaching zero and get up to £30 worth of emergency credit ^[6];
- The ability to transfer balances between gas and electricity meters using the app, online or by phone^[7].

And there'll be no more bill shock for customers who move to Smart Pay As You Go having previously paid on receipt of their bill as they can see what they're using and spending in pounds and pence^[8].

David Bird added: "Smart Pay As You Go can make a real difference to our customers, particularly people who'd otherwise pay through a prepayment meter or when their energy bill arrives. Many of the prepayment meter customers we've contacted have chosen Smart Pay As You Go and will start benefitting from increased tariff choices and the same prices as those offered to customers who pay by fixed monthly Direct Debit.

"We look forward to bringing more customers on board and would encourage anyone who thinks they could benefit to get in touch and register their interest."

E.ON announced its Smart Pay As You Go pilot in May 2015 and is now rolling it out to existing eligible customers. Smart Pay As You Go will be made available to customers wishing to join E.ON later this year.

E.ON customers can find out more and register their interest at 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;
- [2] Subject to phone/tablet coverage;
- [3] Customers can top-up at any epay outlet and in any Post Office. E.ON is making it clear during the sign-up process where they can top-up and this doesn't currently include Pay Zone or PayPoint outlets. epay is available in approximately 4,500 stores;
- [4] Smart Pay As You Go customers will receive 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;
- [5] Excludes collective switches;
- [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] Customers must have a minimum of £1 on each meter;
- [8] 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.

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15 June 2016

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Humber Gateway celebrates first year of generation

Humber Gateway's first full year of generation saw the site make a significant contribution to the UK's renewable energy needs after the 73 turbines were fully energised last spring.

Aided by the particularly windy weather experienced by the UK over the winter the period, Humber Gateway, E.ON's fifth UK offshore site, celebrates performance figures higher than expected for the first year of generation with almost 854,400 MW hours of electricity generated to the end of May 2016.

The site which has a capacity of 219MW, enough to power 170,000 homes⁽¹⁾ or around one and a half times the size of Hull⁽²⁾, moved into full operation two months ahead of schedule last May and was officially opened by Energy Minister Andrea Leadsom MP in September.

Jon Beresford, Humber Gateway Plant Manager at E.ON, said: "We're very pleased to see such positive generation results in the first full year of operation which is testament to the efforts of our construction team, who reached the full generation milestone two months ahead of schedule and the smooth hand over to the Operations team last summer.

"Over the last year the Operations team based in Grimsby Fish Dock have worked particularly hard to ensure the sites safe and effective operation including the successful completion of three monthly servicing as required for the first year of operation. This will now move to annual servicing, meaning the site is expected to power more megawatt hours of electricity going forward.

"The wind farm has created 47 full time roles plus five local apprentices who we look forward to welcoming on site later this summer once they've completed their first year of training in the classroom. In our first year of operation we've also been delighted to have made a positive difference to 20 local projects through our Humber Gateway Community Support Fund and encourage any community groups and charities in need of extra support to apply this year."

Humber Gateway team has also celebrated success after being awarded Best Renewable Energy Project in this year's Humber Renewable Awards run by the Hull Daily Mail and attained highly commended for Renewable Energy Installer of the Year in the Lincolnshire Energy Awards held last month.

The site is one of several major renewable energy projects in E.ON's portfolio which includes London Array, the world's largest operational offshore wind farm, the Blackburn Meadows Biomass Plant in Sheffield and the Rampion Offshore Wind Farm project currently in construction 13km off the Sussex coast.

Ends

Notes to editors

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

2 = Based on 2011 census data;

3 = The Community Support Fund is part of E.ON's Humber Gateway £2m Benefit Fund. Applications can be obtained from the local parish council, through Mercury Group on 01482 782287 and www.humbergatewayopportunities.com or via E.ON's website at eonenergy.com/humber. The closing date for entries is 31st July 2016.

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Published by [VictoriaBlake](#)

25 May 2016

Keys, lights, kids...?! Everyday forgotten items take their toll

- One in ten Brits forget to take their children to school at least once a year
- Forgetting to turn electrical items off or cancel ongoing payments could be costing households more than £230 a year
- [E.ON Touch](#) can help people control their heating and hot water from afar

New research from E.ON¹ has revealed the true extent of everyday forgetfulness in the UK, with one in six (15%) Britons admitting to leaving the house without brushing their teeth at least once a month and one in ten (11%) forgetting to take their children to school at least once a year.

Other oversights when going out include forgetting keys at home (23% have done this at least once in the past year), forgetting to lock the front door (21% have done this at least once in the past year), forgetting to close windows (9% do this at least once a week), and forgetting to buy milk or a key ingredient (25% do this at least once a month). One in twenty even admit to forgetting to feed their pets at least once a month (7%).

Furthermore, when leaving home for a short break, one in six respondents say they've forgotten to take the rubbish out (15%), throw away food in the fridge (18%) and turn off lights (15%).

One in ten have returned from a short break to find that heating had been left on (11%) and one in twenty have accidentally left a tap running (4%).

With the research showing that people have electrical items on for a number of hours each day – such as games consoles on for an average of six hours a day, TVs on for an average of nine hours a day and set top boxes on for twelve hours a day – the costs can soon mount up, far beyond what most consumers expect.

One in six of those questioned (16%) think leaving items on doesn't really impact their energy bill with the average estimated cost of forgetting to turn off heating, hot water and appliances coming in at £38 a year. However the Energy Savings Trust² estimates that an average household will spend twice that – up to £80 a year – just powering appliances that aren't being used or that are left on standby.

When factoring in the cost of forgetting to change, update or cancel subscriptions like gym memberships and magazine subscriptions, the annual average of which is £150 per person³, the annual contribution to the forgetful economy could be upwards of £230 per household per year.

The research also highlights that younger people are much more likely to forget to switch off electrical items, whereas the older people are more likely to leave items switched on intentionally. People aged 55+ are twice as likely as those aged 18-24 to leave electrical items on intentionally (46% vs 23%), whereas 18-24 year olds are more likely to simply forget (6% vs 21%). In addition, the younger age group are more likely than those aged 55+ to be in too much of a rush to turn things off (12% vs 2%).

The good news is that increasingly smart technologies are helping give people more control of their homes, even when they're not in them. For example, [E.ON Touch](#) allows customers to remotely control both their heating and hot water anytime and anywhere with the use of a smartphone app⁴. Like online banking, these products allow people greater capacity to monitor and control.

Talking about the findings of the research conducted by E.ON, **Scott Somerville** said: "Everyday forgetfulness costs us money – there's no doubt about it. It's impossible to calculate the cost of some forgotten items, like booking tickets well in advance, but we can clearly see that leaving lights on and forgetting to cancel subscriptions are hitting us where it hurts: our bank accounts.

"Thankfully increasingly smart technologies and homes are giving us more and more control over our finances and our homes, even when we're at work or on holiday. Having passed the front door of breakfast club with my kids still in the back of the car recently, I'm slightly relieved that I am among the one in ten people who've taken one of my children on an accidental detour rather than straight to school!"

The top 10 things Brits forget or forget to do at least once a month are:

1. To buy milk/a key ingredient (26%)
2. To unplug/turn off chargers when going out (25%)
3. To close windows when going out (17%)
4. To switch off heating when going out (17%)
5. To clean teeth before going out (15%)
6. Their glasses when going out (13%)
7. To switch off lights when going out (13%)
8. To take the rubbish out on bin day (13%)
9. To switch off the hot water when going out (12%)
10. Where they've parked the car (9%)

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

Ends

Notes to editors

1. Based on research with 2,000 people living in the UK by OnePoll in April-May 2016;
2. Source: <http://tools.energysavingtrust.org.uk/Electricity/Products-and-appliances>;
3. Source: <http://www.moneywise.co.uk/news/2015-05-11/150-wasted-ever-year-unused-subscriptions>;
4. Must be an Android or IOS smartphone.

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Published by [NaomiTroy](#)

E.ON's Smart Metering Centre of Excellence celebrates five years since opening in Nottingham

Back in 2011, E.ON opened its Smart Metering Centre of Excellence in Nottingham. This marked a significant milestone for E.ON as it began its mission to install eight million smart meters in its customers' properties as part of the nationwide smart metering rollout.

Smart meters offer a number of benefits for customers, including helping bring an end to estimated bills and being able to see how much energy is being used in pounds and pence, in real time, and over days, weeks, months or years with a smart energy display.

Back in 2011, just 20 advisors formed a team dedicated to helping E.ON's very first smart meter customers from its Wyvern House offices in Nuthall.

Five years on, and now based at E.ON's Trinity House offices in the heart of Nottingham, the Smart Metering Centre of Excellence is made up of more than 180 colleagues who support over half a million E.ON customers who've had smart meters installed in their properties so far.

Graham Line, Director of Smart Metering at E.ON, said: "We're thrilled to be celebrating our Smart Metering Centre of Excellence's fifth anniversary. Smart meters are already leading to a huge shift within the energy industry – transforming our sector for the better by allowing customers and suppliers to understand how energy is being used at a micro level in near real time. They say that 'knowledge is power' and with the detailed information smart meters provide customers are now being empowered to make a real difference to the way they use energy on a daily basis, which in turn can help to lower bills.

"Our Smart Metering Centre of Excellence advisors in Nottingham work alongside colleagues in our wider smart metering team, which includes around 80 experts based in our Bolton and Kingswinford offices and some 650 field-based technicians. All of our specialists are crucial in helping our customers realise the benefits smart meters can bring and we look forward to further expanding our smart metering team as we continue to accelerate our smart metering activities between now and the end of the mass rollout phase."

Lord Bourne, Energy Minister, Department of Energy and Climate Change, said: "The smart meter rollout is gaining real momentum. It's pleasing to see suppliers making good progress so consumers experience the end of estimated bills, helping them to become more energy efficient. Energy suppliers are in the driving seat, supporting this Government's commitment to upgrade our energy infrastructure so it's fit for the 21st century."

Recruiting for smart meter technician field-based roles

E.ON is currently expanding its wider smart metering team and is aiming to recruit up to 250 field-based technicians during 2016 to help install electricity and gas smart meters in customers' properties. There are positions open for 180 experienced metering technicians alongside specific opportunities for 50 people who'll be offered the chance to gain the qualifications needed to fulfil the role and 20 apprentices (aged 17-24) who aren't in education, employment or training.

The key areas for the recruitment drive include the East and West Midlands, North and South Wales, North London, Hertfordshire, Norfolk, Yorkshire, the North East and the North West. E.ON will also be looking to recruit suitable candidates from within the organisation. For further information regarding the current smart metering technician roles and how to apply, visit eon-uk-careers.com/smartjobs

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

Ends

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17 May 2016



E.ON to recruit up to 400 people at its Bedford office

E.ON has announced that over the next 12 months it will be recruiting up to 400 people to work at its Bedford office in Caxton Road to help deliver the services it offers to its customers.

E.ON, one of the UK's largest energy suppliers, is looking to recruit people from Bedford and the surrounding areas into permanent, part-time and full-time customer service positions. Successful candidates will join the 350 colleagues already based at the Bedford site to help respond to and identify solutions for customers' issues while working within a highly valued team to deliver a genuinely helpful service.

For the majority of these roles, applicants aren't required to have previous customer service experience or specific qualifications. Successful candidates will receive a formal induction and a 14 week period of training on a job development plan. E.ON is committed to ensuring that its colleagues have the necessary training to not only effectively fulfil their specific roles, but have the support to grow and develop a career within the business over the longer term.

This recruitment drive is part of E.ON's commitment to support the local communities where it operates, as well as to continually improve the services it offers to its customers; the successful candidates will play a vital role in achieving these goals.

Richard Fuller, MP for Bedford, said: "I am delighted that E.ON has decided to double its workforce in Bedford by creating up to 400 new permanent jobs. Since 2010, unemployment in Bedford has fallen by nearly half but there is more to do. E.ON has been a large employer in Bedford for many years and I am pleased that they are continuing their investment in Bedford and creating more new jobs. This is a vote of confidence in Bedford as a great place to do business."

Dave Newborough, E.ON's HR Director, said: "We're committed to providing real jobs and real career opportunities at E.ON. Our colleagues are vital to the successful running of our business by directly helping our customers with their energy needs, to providing support behind the scenes on a daily basis.

"The colleagues currently working at our Bedford office do an excellent job in dealing with our customers' queries and have played an integral role in helping us come top of the larger suppliers for customer satisfaction in the uSwitch.com Energy Awards for four years running.

"We hope to encourage people to join E.ON and help us to continually improve the services we offer to our customers, while we support them in forging a successful, long term career within our business."

Dan Hutchinson, Team Manager and former customer service advisor at E.ON, said: "I started at E.ON 9 years ago as a customer service advisor and have progressed to managing a team of 15 people. Since starting at the company, I've taken every opportunity to train in order to develop my existing skills and to build a career at E.ON. The support from my line managers and the business as a whole has been really positive and I would definitely recommend E.ON as an employer."

The application process is now open and a phased recruitment approach will be undertaken over the next 12 months:

- Apply [here](#) for the Section Manager roles
- Apply [here](#) for the Team Manager roles
- To apply for the Customer Service Advisor roles, please register your interest at E.ONResourcing@manpowergroup.co.uk
- For further information about job opportunities and working for E.ON, please visit eon-uk-careers.com/en/careers

In February, E.ON also announced that it will be recruiting up to 500 technicians over the next two years to help install electricity and gas smart meters in customers' properties across the country. For further information regarding the current roles and how to apply, please visit eon-uk-careers.com/smartjobs

Ends

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Published by [VictoriaBlake](#)

10 May 2016

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Keep it green: Hotel guests favour a sustainable stay, yet admit to using more energy than ever before

- Third of guests say hotels and B&Bs should be judged on sustainability, with an accreditation system similar to food and service quality
- 1 in 5 people would be more likely to stay in or recommend a B&B or boutique hotel if it used renewable energy sources

Boutique hotels and B&Bs can win customers through adopting sustainable practices, a new survey from E.ON¹ has found. The survey of 2,000 people found that almost one in five would be more likely to stay in or recommend a B&B or boutique hotel if it used renewable energy sources such as solar panels (19%), while similar numbers would be swayed by knowing the hotel used energy efficient measures such as low energy lighting (17%).

Half of guests say that the sustainability and energy use of a hotel is important to them. One in 10 want their accommodation to have smart thermostats in the room so they can monitor their energy usage, while a similar number want recycled water system.

The research also found that half of hotel guests would be willing to be an ‘eco-customer’ if they got a 10% discount for adopting environmentally friendly behaviours such as using a single towel during their stay, having their lights and electricity on stand-by, and using a limited supply for hot water.

Almost a third of guests go so far as to say that hotels should be judged on how sustainable they are, with an accreditation system to rank their sustainability.

However, with a third of people admitting to use more energy than they would at home, boutiques may need to think about how to incentivise their guests to keep their energy use down, as well as ensuring their own energy systems are as efficient as possible. Most hospitality businesses refurbish every 7–10 years and this provides a significant opportunity to implement these changing guest preferences as well as adapting for energy savings. According to the Carbon Trust², some hospitality businesses have seen energy costs reduce by as much as 40% if energy efficiency opportunities are maximised during refurbishment.

Pat and Anthony Greenwood, owners of a [luxury B&B in South Devon](#), implemented a number of renewable energy sources and energy efficiency measures, including solar panels and an air source heat pump, to be sustainable. They said: “Being purpose-built we were fortunate to be able to take advantage of the latest technology and building practice to ensure maximum efficiency and sustainability.

“Our guests are impressed by the energy efficiency of our home and frequently comment on our policies of using locally sourced ingredients, our own eggs, fruit and home-made bread for breakfasts. We have achieved the highest level of ‘greenness’ on Tripadvisor (Platinum) and it gives us great pleasure to promote our business as sustainable and efficient. On top of that, as we generate more electricity than we use, we are able to sell surplus energy to the grid.”

Phil Gilbert, Head of Business Energy Solutions at E.ON, said: “The changes in travelling habits and the demands of guests will have a significant impact on hotels both small and large – not just from their impact on energy consumption, it’s also something to bear in mind when renovating your accommodation.

“As well as changes to the infrastructure, hotel owners and managers can consider ways of how to incentivise their guests to keep their energy use down, and to ensure their energy systems are as efficient as possible.

“Cutting down waste, using smart technology to manage buildings and possibly generating their own power are all options for hotels to consider and E.ON can help throughout the whole process from concept to management.”

E.ON has developed an online [Energy Toolkit](#) which helps businesses of all sizes track and adapt their energy use through reports and alerts. It can also provide Business Energy Management systems which show real-time consumption of electricity and gas in your premises at any point in time and connects to technology like wireless smart plugs and to help power down non-essential power use out of hours. [Contact](#) an account manager if you are interested in knowing more.

End

Notes to Editors:

1 E.ON commissioned research by OnePoll of 2,000 UK adults in March 2016

2 Carbon Trust advice for hospitality http://www.carbontrust.com/media/39220/ctv013_hospitality.pdf

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E.ON launches Live Chat as more customers choose digital channels to manage their energy needs

E.ON has today (FRI) launched Live Chat which will help further improve the service it offers and give customers another way to manage their energy needs.

Live Chat provides customers with an instant digital service, in addition to E.ON's existing email, Facebook and Twitter channels, enabling them to talk directly with E.ON's customer service advisors via its [website](#). Live Chat supports E.ON's strategy to meet the ever changing needs of its customers, with more than 44 per cent of customers choosing to use its digital channels to manage their energy accounts and services in 2015, compared with 30 per cent at the beginning of 2014.

E.ON estimates it will initially undertake approximately 50,000 chats in 2016 and over 120,000 in 2017. It's also expected that Live Chat will help ensure customers get their queries resolved there and then where possible, while other advisors continue to support customers who don't have access to digital channels or who want to discuss their enquiry over the phone.

David Bird, Managing Director of E.ON's Residential business, said: "We want our customers to be able to contact us easily, quickly and in a number of different ways that suit their individual needs.

"Over the past six months we've responded to more than 22,000 customer questions via our social media channels and, in January, for the first time ever, our digital interactions with customers exceeded the number of offline interactions we had, highlighting a significant shift in customer preferences when it comes to managing their energy accounts.

"Last year we came top of the larger suppliers for customer satisfaction in the uSwitch.com Energy Awards, retaining this title for a fourth year in a row. It's important we continue to listen to our customers' views and improve the services we offer. Our customers' feedback shows us that instant messaging is now one of their preferred channels in terms of driving satisfaction, so we believe the introduction of Live Chat is an important milestone for our customers and for our business."

E.ON's Live Chat is now available for residential customer enquiries^[1] and can be accessed through the '[Live Chat](#)' button on the appropriate pages at [eonenergy.com](#). The service will be accessible via E.ON's mobile app in the next 12 months.

Ends

Notes to Editors:

[1] – Currently excludes residential sales and payments. These options will be incorporated over the next 12 months.

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04 May 2016

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E.ON opens £100k fund and invites local community groups to apply

E.ON has opened this year's £100k Humber Gateway Offshore Wind Farm Community Support Fund and is inviting local sustainable projects to apply for funding.

The fund was set up in 2015 to help support community and voluntary organisations as well as registered charities in the parishes which border the wind farm between Easington and Preston. Last year 20 projects benefited from the first tranche of £100k funding, ranging from refurbishment of a village hall, the improvement of facilities at a local football club to increasing the number of rural internet connections in the area.

Sandra Stephens, Renewables Stakeholder Manager at E.ON, said: "Our aim is to make a real difference to people living in the surrounding parishes of our Humber Gateway Wind Farm and last year we were absolutely delighted to be able to help such a diverse and interesting range of organisations. Having seen the many improvements to local life that the scheme has already made we'd now very much like to encourage community groups and charities in need of an extra boost to apply."

David Clark, member of the funding committee of Keyingham Village Hall, said: "We were delighted that the independent community panel set up by E.ON approved our application for funding. The money and support we received from the company enabled us to undertake a number of maintenance projects that would otherwise have not been possible - securing this important community facility for the future.

"Our village hall is a centre for numerous activities throughout the week, covering all ages and helping to avoid social isolation."

Paul Collins from the Spurn Bird Observatory Trust, said: "Thanks to E.ON's generous donation for monitoring equipment, we were able to continue our scientific studies on the wildlife of the East Riding. Showing all visitors, especially children, the importance of our natural environment through our bird monitoring programme - hopefully a visit they will never forget."

The Community Support Fund is part of E.ON's Humber Gateway £2m Benefit Fund launched in February 2015 to help make a positive difference to the local community. Applications can be obtained from the local parish council, through Mercury Group on 01482 782287 and www.humbergatewayopportunities.com or via E.ON's website at eonenergy.com/humber.

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 is 31st July 2016.

Ends

Notes to editors

- In 2015 E.ON contributed around £10,000 to both Keyingham Village Hall and Spurn Bird Observatory Trust;
- Keyingham Village Hall used the funding to help bring the facility up to a high modern standard. This included replacing the 'small hall' roof, replacing windows, improving disabled access in all areas, re-finishing the hardwood floors of the main hall/'Rainbow room' and installing new flooring in the entrance area and toilets;
- Spurn Bird Observatory Trust used the funding to pay for new netting and ringing equipment so that the team can continue its valuable work in capturing data from up to 20,000 birds per year;
- 18 other organisation benefited from the 2015 Humber Gateway Community Support Fund including: Ottringham Village Hall (£7,000), The HUBB (£10,000), Association for the Conservation of Sunk Island (£4,000), Easington United Football Club (£6,000), Welwick Parish Council (£4,044), Hedon Festival (£660), Paull Parish Council (£10,000), Ryehill Village Institute (£10,000), Thorngumbald Pre-school (£1,888), Ottringham Village Institute (£10,000), Welwick and Weeton In Bloom (£1,975), Paul Village Hall (£10,000), Hedon Museum Society (£1,675), Spurn Observatory Trust (£9,961) and the Evergreens, Easington (£3,000).

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£2,524: The estimated cost of 'heart-over-head' home-hunting revealed

- Brits estimate that overlooking energy efficiency when house hunting costs them £2,524¹
- The feel of a house is more important for home hunters than the likelihood of flooding or the amount of improvement work required
- '[E.ON Homebuyer's Guide](#)' launched to help people better understand a property's energy improvement requirements and potential savings

New research from E.ON² reveals the cost of making 'heart-over-head' decisions when it comes to house hunting, with Brits estimating they spend on average £2,524 to improve the energy efficiency of a property once it's theirs¹.

The research, conducted among 2,000 people who've bought their home within the last five years, also shows that we're more concerned about the feel of a house (36%) than its likelihood of flooding (30%) or the amount of improvement work required (22%).

One in three say they place little importance on energy efficiency measures like the central heating system (34%), double glazing (33%), or the energy efficiency rating (31%) when looking around a property for the first time.

Two thirds (68%) say they hadn't budgeted for making improvements, and one in three (31%) say they may not have bought the property had they known the cost of making it more energy efficient. One in ten (11%) also said they'd received higher energy bills than they'd anticipated within six months of moving in.

To help people understand more about energy efficiency, what to look out for during property viewings and what could cost them further down the line, E.ON is today launching its brand new online interactive tool – the [E.ON Homebuyer's Guide](#). The guide is designed to be used alongside the Energy Performance Certificate (EPC) to help people get a fuller picture of a property's energy pitfalls and potential.

While the EPC remains an important assessment of a property's energy efficiency, E.ON's research highlights that many home hunters aren't reaping the benefits of its property-specific recommendations.

Two thirds (62%) of people surveyed say they didn't act on any of the recommendations made in their EPC. One fifth of this group (22%) cited the fact that they didn't understand the recommendations or didn't read them. One in 20 (5%) said they didn't know what an EPC is.

The figures also show that many buyers significantly overestimate the cost of some property upgrades. For instance, when asked about the price of having cavity walls insulated, respondents estimate the total cost to be £975 on average – almost twice the typical cost of £500³. A similar picture emerges for secondary glazing, with home hunters expecting to pay £648 on average per secondary glazed window: more than six times the typical cost of £100⁴.

David Bird, Managing Director of E.ON's Residential business, said: "For most people, property is the biggest financial purchase we make. While it's only natural to get drawn in by aesthetics, it's important to think about the potential costs of running and improving the property too.

"EPCs give home hunters a good idea about this – but our research shows that people don't always refer to or understand the property's EPC. That's why we've launched the '[E.ON Homebuyer's Guide](#)'-- a new, easy to understand tool that home hunters can use via their mobile phone or tablet as they go on property viewings.

"The tool prompts people to think about a variety of areas, from windows, heating, boilers and even a property's orientation, and gives an indication of how much these areas would cost to improve and potential savings that could be made. People can easily save the information that's relevant for a particular property and refer back to it later while making the decision about whether to put forward an offer.

"Looking for a new home can be a stressful time and we hope our new Homebuyer's Guide will help take some of the guesswork out of the equation."

The E.ON Homebuyer's Guide is available at [eonenergy.com/homebuyers](#)

Ends

Notes to Editors:

1. Based on research conducted by OnePoll in March 2016 among 2,000 adults (UK homeowners who bought their house in the last 5 years) across the UK. Respondents were asked to estimate how much they spent on improving their current home's energy efficiency;
2. Based on research conducted by OnePoll in March 2016 among 2,000 adults (UK homeowners who bought their house in the last 5 years) across the UK. Further details about sample and data available on request;
3. £500 figure sourced from [E.ON's Saving Energy Toolkit](#);
4. £100 figure sourced from [E.ON's Saving Energy Toolkit](#).

The following table shows the relative importance of various factors when people were looking around a new property for the first time:

Aspect of property	% rating this as important
Location/being in a good area	46%
Structural soundness	40%
Absence of damp	39%
Number of bedrooms	37%
Feel of the home	36%
Likelihood of flooding	30%
Improvement work required	22%
Good energy efficiency rating	20%
Loft insulation or cavity wall insulation	20%
Neighbours	18%
Cleanliness	17%
Period features	17%
The Council Tax band	15%
Decor	13%

About the E.ON Homebuyer's Guide

The E.ON Homebuyer's Guide is an interactive property exploration tool, designed to help home hunters understand what may impact a property's energy use and bill. The guide covers ten aspects of a property: walls, windows, fires, heating, appliances, boilers, draughts, hot water, lofts and smart thermostats. The guide provides figures for improvement costs and potential savings where possible. The E.ON Homebuyer's Guide is available from the E.ON website at [eonenergy.com/homebuyers](#)

For more information contact:

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29 April 2016

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TUC and E.ON urge businesses to sign up to new voluntary charter to support workers diagnosed with a terminal illness

E.ON has become the first company to sign up to the TUC's new voluntary charter which is aimed at helping employees with a terminal diagnosis to continue to work.

The charter is part of the TUC's 'Dying to Work' campaign which is seeking to change the law to secure terminally ill workers a protected period where they cannot be dismissed as a result of their diagnosis. The charter sets out how employers can support terminally ill workers following their diagnosis.

Dying to Work was set up by the TUC following the case of Jacqui Woodcock, a 58-year-old sales manager from Derbyshire, who was forced out of her job after being diagnosed with terminal breast cancer.

The official launch of the charter took place during an event at Parliament, where E.ON's HR Director, Dave Newborough, TUC Deputy General Secretary Paul Nowak, campaigners and MPs gathered together in support of the activity.

Dave Newborough, HR Director at E.ON, said: "It's been really inspiring to be at Parliament to support the Dying to Work campaign with the TUC. Supporting our colleagues through difficult times has always been hugely important to E.ON. For us it's about doing the right thing.

By signing this charter, we're formalising our commitment to helping colleagues who are diagnosed with a terminal illness and of course, their families. We'd welcome other companies joining us in supporting this worthy cause."

TUC Deputy General Secretary Paul Nowak, said: "Today's event was a key milestone in our campaign and will hopefully lead to more employers signing up to our charter.

"E.ON have provided a welcome lead in supporting workers who face a terminal illness. They have shown that it is the right thing to do and we need others now to follow their example."

GMB Senior Organiser Martin Allen, said: "It is absolutely to E.ON's credit that they have been the very first blue chip multinational company to fully endorse the TUC Dying to Work Campaign and adopt the Employee Charter. This is living proof of Employers and Trade Union's working together for the benefit of all".

Pauline Latham OBE MP said: "It's great to have E.ON help launch the Dying to Work Campaign. E.ON are a flagship employer in Derbyshire and the East Midlands, and by being the first company in the UK to sign up to the Dying to Work charter, they are setting a standard I hope other companies follow.

"I have worked on this campaign which my constituent Jacqui Woodcock started in 2012 and it is fantastic to have E.ON support it."

To find out more the Dying to Work campaign and the voluntary charter visit www.dyingtowork.co.uk

Ends

Notes to editors

- The TUC *Dying to Work Voluntary Charter* states the following:

1. We recognise that terminal illness requires support and understanding and not additional and avoidable stress and worry.
2. Terminally ill workers will be secure in the knowledge that we will support them following their diagnosis and we recognise that safe and reasonable work can help maintain dignity, offer a valuable distraction and can be therapeutic in itself.
3. We will provide our employees with the security of work, peace of mind and the right to choose the best course of action for themselves and their families which helps them through this challenging period with dignity and without undue financial loss.
4. We support the TUC's *Dying to Work* campaign so that all employees battling terminal illness have adequate employment protection and have their death in service benefits protected for the loved ones they leave behind.
5. In addition to the Charter, a negotiator's guide to terminal illness will also be launched at the same time outlining how union reps can raise the issue of terminal illness and broach the topic with employers.

-

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Published by [NaomiTroy](#).

28 April 2016

E.ON and Trent & Dove Housing offer smarter solutions for 1,000 tenants in Burton-on-Trent

E.ON and Trent & Dove Housing Association have joined forces to offer smart meters to 1,000 tenants in Burton-on-Trent to help them gain greater visibility and control of their energy use and to help lower their energy bills.

E.ON is writing to its electricity and gas customers directly to offer the smart meters and explain that these are free to install.

Smart meters offer a number of benefits, including:

- helping bring an end to estimated bills;
- enabling customers to see how much energy is being used – in real time and over time – with a smart energy display;
- giving an indication of how much appliances cost to run;
- automatically sending meter readings to suppliers, removing the need for customers to submit meter readings.

Smart Pay As You Go being offered to tenants with prepayment meters

Tenants with prepayment meters will also be offered Smart Pay As You Go – a new way of paying that offers customers the benefits of smart meters as well as enabling them to top up their account whenever and wherever they are – by going online, using the app or over the phone.

Smart Pay As You Go customers can also view their balance at any time and receive alerts by text or email when their balance is running low. In addition, by choosing Smart Pay As You Go, tenants can save money by choosing from any of E.ON's available tariffs and paying the same prices as Direct Debit customers.

Graham Line, Director of Smart Metering at E.ON, said: "We're always looking for ways to help our customers and are really pleased to be working with Trent & Dove Housing to bring smart meters and Smart Pay As You Go to tenants in Burton-on-Trent.

"We've installed more than half a million smart meters in our customers' properties over the past four years. Most customers say they track their energy use more closely once they have a smart meter and that they're satisfied with their bills, and we hope this feedback will be echoed by tenants here. We'd encourage any tenants interested in learning more about their energy use and in lowering their bills to look out for their letter to ensure they don't miss out."

Steve Grocock, Director of Property Services at Trent & Dove Housing, said: "This is great news for Trent & Dove Housing's customers. Although smart meters don't need to be in customers' homes until 2020, this project means that customers will be benefitting much sooner and hopefully saving lots of energy and money as a result."

Ends

Notes to editors

About E.ON's smart metering programme

E.ON believes smart meters will be transformational for the energy industry and will improve the experience for customers by helping them gain greater visibility of their energy use and spend and helping bring an end to estimated bills. E.ON is committed to getting smart meters into its customers' homes and businesses so they can see the benefits for themselves. Over the past four years, E.ON has installed more than half a million smart meters in its customers' properties.

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

About Trent & Dove Housing

Formed in 2001, Trent & Dove is a Housing Association, otherwise referred to as a Registered Provider (RP), providing affordable housing for rent and shared ownership across East Staffordshire and South Derbyshire. With effect from the 1st April 2009, Trent & Dove Housing Limited became a charitable industrial and provident society registered with the Financial Services Authority.

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19 April 2016

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E.ON comment re: Ofgem statement regarding Age UK Enterprises tariff

An E.ON spokesman said:

"We are clearly pleased that Ofgem has found there is no case to open an investigation regarding our relationship with Age UK Enterprises. We take our regulatory requirements extremely seriously and we continue to put our customers first; ensuring they have the information and tools they need to choose a tariff which best suits their needs."

Ends

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Published by [ScottSomerville](#)

E.ON reveals Top 20 areas to have benefitted from the E.ON Energy Fund one year after its launch

One year after launching its E.ON Energy Fund, E.ON has revealed the Top 20 Local Authority areas to have received funding so far.

More than £2.5 million worth of support has been given away since the launch of the E.ON Energy Fund in April 2015. Over 4,700 awards have been made, in the form of payments towards energy debt or new boilers and white goods, with Birmingham residents having received the most funding, followed by Manchester and Leeds.

The Top 20 areas (split by Local Authority area) to have received funding through the E.ON Energy Fund are:

1. Birmingham (£99,000)	8. Liverpool East (£32,000)	15. Calderdale (£24,000)
2. Manchester (£77,000)	9. Lindsey (£29,000)	16. Cornwall (£23,000)
3. Leeds (£60,000)	10. Wirral (£29,000)	17. Stockport (£23,000)
4. Bradford (£48,000)	11. Leicester (£28,000)	18. Hertsmere (£23,000)
5. Salford (£46,000)	12. South Lakeland (£28,000)	19. Rossendale (£23,000)
6. Nottingham (£40,000)	13. Glasgow City (£26,000)	20. Tower Hamlets (£23,000)
7. Bury (£33,000)	14. Wigan (£24,000)	

E.ON is reminding people who are concerned about their energy bills and victims of recent floods to get in touch to find out if they're eligible for support through the fund.

Available support

The E.ON Energy Fund offers support to eligible people by helping them pay off energy debt and by providing or replacing their boilers and white goods, such as washing machines, fridges, freezers and cookers. Eligible applicants who need support because of recent floods can claim for multiple white goods.

New e-learning vouchers

The E.ON Energy Fund now also offers applicants the option to apply for an e-learning voucher as part of its award package, providing access to courses which target core and specialist skills with the aim of helping people find and retain employment. People who are awarded an e-learning voucher can access a range of training including Microsoft Word and Excel, business, project management, and food health and hygiene courses.

Eligibility

- The E.ON Energy Fund is open to all energy customers, regardless of their energy supplier.
- 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 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.

How to apply

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

- Applicants can fill in a form for the E.ON Energy Fund at eonenergyfund.com or telephone **03303 80 10 90**.
- People who've suffered as a result of recent floods who want to be considered for the offer of multiple white goods should state **'FLOOD APPLICATION'** on the free text box of the application form and apply **before 31st May 2016**.

Ends

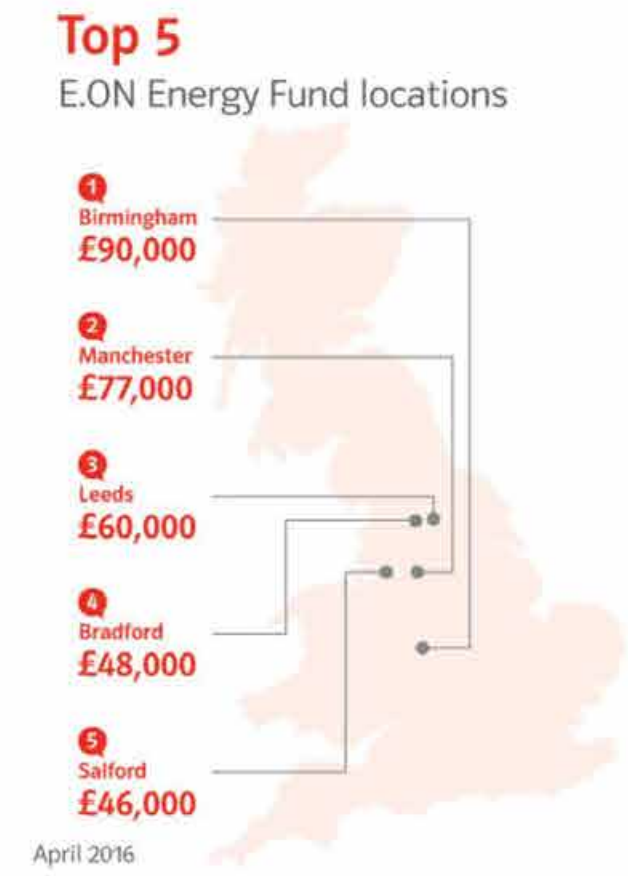
Notes to editors:

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.

For more information contact:

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



Many more areas have benefitted from the E.ON Energy Fund including:

6 Nottingham	£40,000	13 Glasgow City	£26,000
7 Bury	£33,000	14 Wigan	£24,000
8 Liverpool	£32,000	15 Calderdale	£24,000
9 East Lindsey	£29,000	16 Cornwall	£23,000
10 Wirral	£29,000	17 Stockport	£23,000
11 Leicester	£28,000	18 Hertsmere	£23,000
12 South Lakeland	£28,000	19 Rossendale	£23,000
		20 Tower Hamlets	£23,000

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Deadline extended for people affected by floods to apply for help through the E.ON Energy Fund

People who’ve been affected by flooding over recent months are being advised that the deadline for applying for support through the E.ON Energy Fund has been extended to **31st May 2016**. Successful applicants can get support with paying off energy debt and replacement boilers and white goods.

The E.ON Energy Fund is open to customers of any energy supplier, not just E.ON. Applicants can usually claim for one appliance per household – either a fridge, freezer, washing machine or cooker. However, until the end of May, eligible people whose homes have suffered as a result of recent floods are able to apply for up to four white goods per household.

More than £2 million worth of support has been awarded since the fund launched in April 2015. Of this, more than £115,000 has gone towards helping households who needed support following recent floods.

David Bird, Managing Director of E.ON’s Residential business, said: “Our E.ON Energy Fund was set up nearly a year ago to provide practical support for people struggling with their energy bills and we’re pleased to have helped almost 2,800 households so far. This includes people who’ve been affected by recent floods and we hope that, by extending the deadline for applications by two months, many more people will benefit. We’d urge anybody who thinks they’re eligible and who hasn’t yet applied to contact us to see if and how we can support them.”

Eligibility details:

In order to be eligible for support, it’s required that applicants or someone in their household meet one of the following criteria and 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.

To apply for funding:

- Charis Grants independently manages the E.ON Energy Fund; from processing applications, to making decisions on funding, and issuing payments. To access the simple application form for the E.ON Energy Fund, visit eonenenergyfund.com or telephone **03303 80 10 90**.
- People who’ve suffered as a result of recent flooding should state **'Flood application'** on the free text box of their application form and apply **before 31st May 2016** if they’d like to be considered for the offer of multiple white goods.

Ends

Notes to editors:

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.

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10 March 2016

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E.ON volunteers expand support for Nottinghamshire primary schools to help improve pupils' literacy skills and energy awareness

As part of its ongoing education programme in Nottinghamshire, energy company E.ON has begun working with Glenbrook Primary School in Bilborough, Nottingham to provide reading support for pupils to help improve their basic reading skills.

Eight E.ON volunteers will be visiting the school for two hours every three weeks to provide one on one reading support for pupils aged 5-7 years. The volunteers will be reading a selection of energy related books to help educate and excite the pupils about various aspects of energy- from how electricity is generated to how it is used in the home. The 20 energy books are also being donated to the school by E.ON as part of the reading and volunteer support programme.

Samantha Eyre, Head Teacher at Glenbrook Primary School, said: "We're really excited to welcome the eight E.ON volunteers to our school to support our reading programme. We know from experience the impact reading can have on our children's attainment and self-esteem, so it's really important for us that the pupils are as engaged as possible in this programme.

"Having the support of companies such as E.ON is vital for the success of these programmes and we know the volunteers will really inspire our pupils. The energy books donated by E.ON are great and will really help to get the children excited about the subject of energy, whilst improving their reading skills at the same time."

Alison Gibson, Senior Community Relations Officer at E.ON, said: "We began running the reading programme last year at Morven Park Primary School in Kirkby-in-Ashfield and so far E.ON volunteers have spent over 80 hours reading energy related books with the pupils.

"We're really pleased to be able to expand the programme this year and we look forward to working with Glenbrook Primary school throughout 2016."

Throughout 2015, E.ON reached more than 3,600 primary and secondary school pupils in Nottinghamshire with its energy education and Science, Technology, Engineering and Maths (STEM) activities.

The educational activities form part of E.ON's broader community offering, which saw more than 13,000 school pupils in over 250 schools nationwide take part in one of its energy education programmes in 2015. To find out more about how E.ON is working with local communities and how to get involved visit eonenergy.com/community.

E.ON has worked with Business in the Community as part of its 'Right to Read' programme to help develop relationships with schools.

Ends

Notes to editors

Business in the Community

Business in the Community is the Prince's Responsible Business Network. Its 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.

The Right to Read programme aims to raise literacy standards by increasing the number of trained volunteers providing support for primary school pupils.

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10 March 2016

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Initial comment in relation to the publication of the "summary of provisional decision on remedies" by the Competition and Markets Authority

E.ON has today (THURS) taken note of the "summary of provisional decision on remedies" produced by the Competition and Markets Authority (CMA).

Commenting on the publication of the material an E.ON spokesman said: "The publication of today's summary 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 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 June."

Ends

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Published by [ScottSomerville](#)

E.ON UK Supply Activities: full-year report shows a decline in sales and profit while overall investment continues to rise

E.ON UK has today (WED) announced details of its financial performance in 2015.

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

	Full-Year 2014	Full-Year 2015
Sales (Turnover) £m	7,433	6,859
Profit (EBITDA) £m	294	267
Investment £m	63	71

E.ON UK has reported that turnover decreased in 2015 when compared to full-year 2014 figures. This is predominately a result of its 3.5% cut in standard gas prices in January last year and the continuing competitive market environment, which also had an impact on profits. However, E.ON's investment during this period increased to £71 million – £8 million more than in 2014.

E.ON UK Chief Executive Tony Cocker said: "Our customers are at the heart of everything we do and our 10,000 colleagues in the UK work incredibly hard every day to ensure that our customers receive the best possible service. Last year we came top of the larger suppliers for customer satisfaction in the uSwitch.com Energy Awards, retaining this title for a fourth year in a row. However, we know there is more work to be done and we're committed to building on this achievement by continuing to put our customers first and improve our services in 2016 and beyond.

"As such, we're always looking at ways we can make our services better and develop new solutions for our customers. Therefore, it's important we keep investing in our business and our people, and in 2015 we invested more than £71 million in our Supply business alone for the benefit of our customers – this is equivalent to almost £200,000 each day, or £135 per minute.

"We want to make energy easy for our customers, helping them understand their energy use and in turn, control their energy bills. For example, we're seeing more and more people taking advantage of our online and digital services which can alert our customers to our cheapest tariffs, help them track their energy use and make paying bills easier. Smart meters will also be key to achieving this goal and over the last four years we've installed more than half a million smart meters in our customers' properties and we're committed to ramping up this important roll-out over the next few years.

"Over the next two years we'll be recruiting up to [500 people in our smart metering team](#). Our smart meter recruitment drive will mean we have the necessary number of technicians to attend more appointments, as well as supporting the economy by creating real job opportunities for skilled technicians, people with no previous metering experience and those wishing to join at apprenticeship level.

"We've also been working hard to ensure our business customers use no more energy than they need. Our [Business Energy Audits](#) service offers customers a complete tailored report on how business premises use energy and identifies where savings and improvements might be made to increase energy efficiency. We're pleased that our business customers are taking advantage of this service, as well as our [Energy Toolkit](#) where more than 13,500 SME customers have signed up to receive online energy saving advice.

"Another important step we've taken in the last twelve months is launching the £6 million [E.ON Energy Fund](#) for people who may need extra help with their energy bills. To date we've given away around £2 million worth of support to almost 2,800 households and of those, 1,995 households have received financial support to pay off energy debt and 794 households have been helped through the provision or replacement of boilers or white goods. Of the £2 million awarded, the Fund has given more than £75,000 worth of support to households affected by the recent flooding in areas such as Cumbria, Northumberland and Scotland."

Generation, Upstream and other activities in the UK: sales fall due to difficult market conditions affecting generation assets but profit increases as renewable projects become operational

Generation, Upstream and other activities operating in the UK:

	Full-Year 2014	Full-Year 2015
Sales (Turnover) £m	1,709	1,481
Profit (EBITDA) £m	406	490
Investment £m	657	441

Commenting on the results across E.ON's other activities in the UK, Tony Cocker said: "A now fully operational Humber Gateway Offshore Wind Farm, which was officially opened by the Minister of State for Energy and Climate Change, Andrea Leadsom MP, helped contribute towards a £84 million increase in profit in our generation and upstream businesses last year. The completion of this project in June also impacted our overall investment figure compared with 2014 levels.

"Over half of the £441 million invested last year was spent on renewable developments such as Humber Gateway and the [Rampion Offshore Wind Farm](#) project. However, we continued to invest substantially in a range of other projects – the district heating scheme at [Blackburn Meadows Biomass Plant](#) and upgrading our Citigen CHP Plant in the City of London are just two examples. We firmly believe that the UK's energy infrastructure requires a mix of generation assets so we can meet the objectives of ensuring security of supply, reducing carbon emissions and keeping energy affordable.

"Investment in these projects not only supports the transition to a lower carbon economy, but also helps create a number of job and new business opportunities. For example, during the planned three year construction period at Rampion, it is estimated that a workforce of up to 650 will be employed, with approximately 60 full-time permanent jobs created when the wind farm is fully operational. We invest directly in these projects and in the areas and local communities in which we operate. Last year for instance we provided more than £850,000 of grants to community groups based near our operational onshore and offshore wind farms.

"However, as we continue to experience difficult market conditions, operating other plant sustainably is an ongoing challenge. This reality was highlighted in June last year when we made the tough decision to cease normal operations at our Killingholme Power Station following an unsuccessful bid in the first capacity auction in 2014. However, in December 2015 Killingholme was included in the Supplemental Balancing Reserve service following a second tender and it will now be available to provide 600MW of electricity when needed during winter 2016/17. While it is good news that Killingholme's generation capability will help keep the lights on next winter, this does not detract from the overall disappointment regarding the longer term outlook for the plant."

Ends

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02 March 2016

E.ON launches Business Energy Audits which offer savings advice that's guaranteed to pay back

E.ON has launched a new business energy audit service which is backed by a guarantee that the audits will identify energy saving measures that will be worth more than their initial cost.

The [Business Energy Audits](#) – aimed primarily at small and medium-sized businesses – interrogate the size and sector of a company, how they operate and where they use the most energy. They are carried out by specialist engineers either by telephone or through site visits.

During the audit, business owners can talk through what changes could be made; ranging from improving the building fabric, upgrading to more efficient equipment, or even changing working practices and staff behaviours to help lower their energy use and bills.

Engineers then produce a tailored report around potential upgrades and the trade-offs between implementation costs and the savings they could deliver, providing the information business owners need to make any follow-up investment decisions.

Iain Walker, Head of Business Energy Sales at E.ON, said: "Customers told us they often didn't know where to turn when seeking help and advice in becoming more energy efficient, but they valued our experience and knowledge in helping them to use less energy and lower their bills.

"Our Business Energy Audits offer a complete tailored view of how business premises use energy and where savings and improvements might be made to improve efficiency. To back that up, we guarantee the audit will identify savings more than the cost of the audit or we'll give customers their money back."

CASE STUDIES

[Roberts Supermarket](#) is a busy food store based in Coventry.

Owner Amrit Singh: "Like all small businesses, we need to do all we can to keep our costs down, in order to make a profit.

"Energy used to be our first or second biggest cost, now it's our fourth or fifth. Although the price of energy has gone up, we're using less of it because E.ON's Energy Toolkit.

"We're saving a massive £600 a month thanks to the Toolkit, which is fantastic. It suggested we change the fans in our fridges, which now have thermostats, and they've already paid for themselves. We've also invested in new refrigeration doors for our chiller units.

"It was a big investment but thanks to the Toolkit we could see the long-term savings would be worth it."

[Charleston Farm](#) is a 1,400 acre dairy farm in Fittlehampton, Sussex, producing 8,840 litres of milk a year.

Owner Tom Gribble: "Before the audit I thought we spent the most on lighting, but it actually makes up less than 4% of our electricity bill! The biggest culprits were water heating at 40% and milk cooling at 20%.

"My energy audit revealed I could cut my energy costs by 31% just by making a few simple changes.

"For example, putting timer switches on our water heaters so they run during the off-peak period, will save us around £173 a year. Similarly, heating the water to wash our milking parlour overnight on a night saver rate will save us around £650 a year. Cleaning our refrigeration equipment more often to improve airflow will save around £206 a year.

"The audit really opened my eyes to the energy we were wasting and where we could save."

Telephone audits are priced £180 per property and the property under audit must spend over £2,000 a year to qualify for the guarantee. For the on-site audit – priced £600 – the property must spend over £6,000 a year to qualify for the guarantee.

The audits are backed by a new range of tools designed by E.ON to help business customers manage their energy use and invest in new ways of cutting their energy consumption.

These include the online [Energy Toolkit](#) which gives customers a clear and simple view of how they use energy, allowing them to monitor buildings and audit their activities. The Toolkit uses this insight to recommend simple changes they could make to save energy and costs in their business and offers discounts on energy efficient products such as more efficient LED lighting from supplier [Rexel](#) and smart metering to ensure more accurate bills.

Businesses should call **0330 400 1734** or visit www.eonenergy.com/for-your-business/small-to-medium-energy-users/saving-energy/energy-advice to find out more and book a suitable date and time for their Business Energy Audit.

Ends

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E.ON urges people concerned about energy bills and victims of recent floods to see if they're eligible for support through the £6 million E.ON Energy Fund

- Successful applicants could receive help with the payment of energy debt and through the provision of white goods and boilers, regardless of their energy supplier
- £2 million worth of support given to almost 2,800 households since the launch of the E.ON Energy Fund in April 2015

E.ON is urging anyone who's concerned about their winter energy bills and victims of recent floods to get in touch to find out if they're eligible for support through its £6 million E.ON Energy Fund.

Some 2,789 households have received help with more than £2 million worth of support since the Fund launched in April last year. Of those, 1,995 households have received financial support to pay off energy debt and 794 households have been helped through the provision or replacement of boilers or white goods.

Of the £2 million awarded, the Fund has given more than £75,000 worth of support to 281 households who've applied following recent floods in areas such as Cumbria, Northumberland and Scotland.

What support is available?

Successful applicants can get help in the form of:

- financial assistance with paying off energy debt, be that to E.ON or any other supplier;
- the provision or replacement of a boiler;
- the provision or replacement of a white good – be that a washing machine, fridge, freezer, or cooker. Eligible applicants who need support because of recent floods can claim for multiple white goods.

Who's eligible for support?

The E.ON Energy Fund is open to all energy customers, regardless of their energy supplier.

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 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 Jobseekers 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.

How do I apply?

- To apply, fill in the application form for the E.ON Energy Fund at eonenergyfund.com or telephone **03303 80 10 90**.
- People who've suffered as a result of recent floods 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 E.ON Energy Fund is independently managed by Charis Grants which looks after all aspects of the process – from handling 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

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18 February 2016

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E.ON set to recruit technicians as it ramps up smart meter rollout

E.ON has today announced that it hopes to recruit up to 250 technicians during 2016 to help install electricity and gas smart meters in customers' homes across the country.

E.ON has installed more than half a million smart meters over the last four years and is looking to recruit a number of technicians of varying skills and backgrounds to help install smart meters in its customers' properties.

The 250 headcount will consist of:

- 180 experienced metering technicians;
- 50 candidates who'll be given the opportunity to gain the electrical metering installation and ACS gas qualifications needed to fulfil the role;
- 20 apprentices, aged between 17-24 years, who aren't in education, employment or training.

The key areas for the recruitment drive will include North and South Wales, North London, Hertfordshire, Norfolk, the East and West Midlands, Yorkshire, the North East and the North West. E.ON will also be looking to recruit suitable candidates from within the organisation.

The successful candidates will join E.ON's existing Field Operations Smart Metering team which consists of over 650 technicians who are vital in supporting the government's target of installing smart meters in all homes by 2020.

Lord Bourne Energy Minister said: "Rolling out smart meters is a key part of our plan to make sure our energy infrastructure is fit for the 21st century. It's great to see that as well as helping billpayers take control of their energy use, smart meters are helping to power the economy by creating jobs and financial security for working people and their families."

Dave Newborough, HR Director at E.ON UK, said: "We employ around 10,000 people in the UK and have a strong track record of investing in the training and development of our colleagues."

"As well as inviting people from within our organisation to apply, this programme will provide real opportunities and jobs for successful external candidates too – including people with no previous metering experience and those wishing to join at apprenticeship level. We believe this is hugely important; we want to help encourage more people to join the energy industry, especially as we're facing a potential skills shortage within the sector."

"Smart meters will be transformational for the UK energy industry; they'll improve the experience energy customers have for the better, helping them gain greater visibility of their energy use and spend."

"We've already installed more than half a million smart meters in our customers' properties. But with almost five million customers, we've still got a lot of work to do and our new smart meter technicians will make a huge difference to the progress we're making and, crucially, to our customers."

E.ON is also working with its recruitment partners to encourage candidates to apply who have left or are looking for employment outside of the armed forces.

Ben Mitchelmore, Field Operations Smart Metering Apprentice at E.ON, said: "I left the armed forces in 2015 after eight years of service and my new role at E.ON has enabled me to adapt and build on the technical skills that I had already gained. I've now got the opportunity to develop new skills and build a stable career path for the future."

"The experience and training to date has been great and I can't wait to get on the road with the team, helping and supporting our customers with their new smart meters."

E.ON's smart meter recruitment drive will continue into 2017, with a similar number of roles available. For further information regarding the current roles and how to apply, please visit eon-uk-careers.com/smartjobs

Ends

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17 February 2016



E.ON invites community groups to apply for funding from its Energy Action Fund

E.ON is inviting charities and community groups to apply for up to £2,000 of funding through its Energy Action Fund.

To be eligible for funding, charities and community groups must put forward requests to support activities that help bring about a reduction in their own energy use, help generate energy from a renewable source, or provide energy efficiency advice for local people.

Applicants are being encouraged to get their funding requests in now, ahead of the application deadline of Friday, 8th April 2016. The maximum amount awarded to any one group is £2,000, which may cover the full or part cost of energy-related improvements and activities.

Suzanne Doxey, Community Relations Manager at E.ON, said: "I'm really pleased to be announcing a fresh round of our Energy Action Fund. When judging previous applications to the fund, it's been heartening to come across so many groups with a keen interest in energy, matched by an enthusiasm for sharing the benefits of the projects they're proposing with the wider community.

"Of course we can't fund every application, but when we come across a really deserving project which has been thoroughly researched and planned, and just lacks the money to proceed, it's great to be able to help with the E.ON Energy Action Fund."

Since its launch in 2013, E.ON's Energy Action Fund has distributed over £75,000 to more than 40 community groups nationwide to support qualifying energy-related projects.

For full Terms and Conditions for the E.ON Energy Fund and to access the application form, please visit eonenergy.com/About-eon/Community/energy-action-fund

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15 February 2016



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E.ON's Blackburn Meadows becomes a new beacon for Sheffield

E.ON has today (Monday) announced the completion of architectural works at Blackburn Meadows Biomass Plant in Sheffield, which has been carefully designed to provide a striking new landmark for the city.

Central to E.ON's architectural design strategy for Blackburn Meadows, working with architectural partner BDP, was to create a landmark structure to signify the gateway in and out of Sheffield, much like the Tinsley Towers which stood prominently on the site for almost 70 years until they were demolished in 2008.

Much of the renewable plant's exterior is clad in black profiled steel and dark brick to reflect the industrial heritage of the area. This material acts as a formidable contrast to the plant's landmark feature; an orange polycarbonate enclosure that houses the boilers and at night is illuminated internally providing a gentle beacon of light across the landscape.

Other design features at Blackburn Meadows carefully enhance and complement the environment and surrounding landscape. These include green roofs on the plant's visitor centre and landscaping to the south of the site, promoting biodiversity and attracting a variety of wildlife.

Mike Wake, Head of Business Heat & Power Solutions at E.ON, said: "Blackburn Meadows is a shining example of the continued investment we're making in renewable energy generation in the UK.

"The site has for many years been associated with the energy industry and the iconic Tinsley Towers. From an architectural perspective, therefore, our goal for Blackburn Meadows was to design a plant that would reflect the history of the site and which would also provide a visually striking landmark.

"The completion of the project is a proud moment for all those who have been involved in the development of Blackburn Meadows and we hope, in time, the local community will hold a similar affection to Blackburn Meadows as they did the Tinsley Towers for so many years."

E.ON will also put in place a Community Benefit Fund worth up to £25,000 a year to support local projects throughout the lifetime of Blackburn Meadows. E.ON will provide further details on how to apply for the funding in due course.

Ends

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Oswestry and Kings Heath pupils win national STEM competition and chance to star on radio

Five pupils from Oswestry School in Shropshire and five pupils from King Edward VI Camp Hill School for Girls in Kings Heath have jointly won a national schools competition, organised by E.ON, aimed at inspiring young people to take up STEM (Science, Technology, Engineering and Maths) subjects.

Both teams of girls, aged 12 to 14, entered the competition as they share an interest in STEM subjects and wanted to show how their creative side could be used to promote these topics to other pupils. Their ads were chosen as the two winners from over 50 entries because both groups of pupils impressed the judges with their creative approach to key messages about STEM subjects.

As part of their prize, the teams spent a morning at their local radio station, Signal 107, where they had the opportunity to re-record their ads in a professional studio. The professionally produced ads were later broadcast live on Signal 107, and will be hosted on [E.ON's YouTube channel](#).

Amelie, one of the pupils from the winning team at Oswestry School, said: "We're thrilled to have won this national competition and had no idea our entry would be a winner! We entered the competition as we really enjoyed the media workshop and using our creative skills and are all passionate about STEM subjects."

"The tour of the radio station was really interesting and to be given the opportunity to re-record our ad in a professional studio was great. I was so excited to hear our ad broadcast on air for my family and friends to listen to and I hope it encourages more pupils to take an interest in STEM subjects."

Suzanne Doxey, Community Relations Manager at E.ON, said: "We were so impressed with the standard of entries for the competition and how creative the radio ads were, it was really tough to pick just two winners."

"The messages and information the pupils managed to incorporate into the commercials was really inspiring and it was clear to see how passionate the pupils are about encouraging others to take an interest in STEM subjects. We hope the pupils enjoyed producing the ads as much as we enjoyed listening to them!"

E.ON has teamed up with ucreate to run the competition, to provide a new, innovative way of promoting STEM related topics to secondary school students by using the tools of the media.

The educational activities form part of E.ON's broader community offering, which saw more than 13,000 school pupils in over 250 schools nationwide take part in one of its energy education activities in 2015. To find out more about how E.ON is working with local communities and how to get involved visit eonenergy.com/community.

Ends

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E.ON helps to improve employability skills for hundreds of Nottingham pupils

During 2015, more than 800 secondary school pupils from across Nottingham had the opportunity to develop their employability skills through workshops organised by E.ON, with some of them having the chance to visit an E.ON office to gain an insight into the world of work.

The Careers Lab and E.ON's Youth Pathway workshops offered hands-on learning activities for pupils aged 14-16 years, designed specifically to encourage them to think about their careers and enhance their employability skills at a time when they're about to embark on making crucial decisions for their future career paths.

Topics covered in the workshops ranged from the importance of personal image, to developing teamworking and communications skills. The activities aim to bridge the gap between the skills pupils learn at school and the additional skills employers look for in potential employees.

David Tungate, Principal at the Nottingham Academy, said: "It's been a great pleasure working with E.ON over the past 12 months and the programmes we've taken part in have had a really positive impact on participating pupils.

"The E.ON Youth Pathway and Careers Lab workshops have offered pupils who may be considering an apprenticeship or applying for higher or further education the chance to increase their employability skills and to experience the world of work. To be given the opportunity to meet E.ON employees and experience the office environment first-hand is an invaluable experience for these pupils. We look forward to continuing to work with E.ON over the next year and being able to offer our pupils more exciting opportunities."

Dave Newborough, HR Director at E.ON, said: "We're really pleased with how our employability programmes have been received in Nottingham schools throughout the last year and it's great to have reached so many pupils.

"Research we've carried out shows that a fifth (20%) of 16-18 year olds in the East Midlands didn't know what they wanted to do after finishing school or education¹. The research also reveals that nearly one in six 16-18 year olds (15%) say that they don't think they need to consider future career choices yet¹. This shows us there's a great opportunity for local businesses like E.ON to support pupils in their career progression at this vital point in their education."

Throughout 2015, E.ON also reached more than 3,600 primary and secondary school pupils in Nottinghamshire with energy education and Science, Technology, Engineering and Maths (STEM) activities.

The educational activities form part of E.ON's broader community offering, which saw more than 13,000 school pupils in over 250 schools nationwide take part in one of its energy education activities in 2015. To find out more about how E.ON is working with local communities and how to get involved visit eonenergy.com/community.

Ends

Notes to editors

1. Stats based on research which was conducted for E.ON by OnePoll among 500 pupils aged 16-18 (23rd – 28th July 2015).

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09 February 2016



Media Statement on behalf of E.ON UK regarding Age UK Enterprises

E.ON and Age UK Enterprises have announced that they are temporarily to stop offering an Age UK Enterprises branded tariff to new and renewing E.ON customers from Wednesday 10 February 2016. This decision has been reached on a mutual basis and both organisations retain confidence in the tariff offered to customers. However, due to continued speculation regarding the partnership, both organisations feel it is right to pause and reflect on the best way for both parties to achieve their shared goal of helping customers.

E.ON customers on existing Age UK Enterprises tariffs are unaffected by this move and can continue until their contract end date or move without penalty between E.ON tariffs at any point. The Age UK Enterprises tariff has no exit fees meaning customers can change supplier at any point without incurring any charge.

Ends

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29 January 2016



E.ON 5.1% gas price reduction effective this Monday – 1 February

E.ON's 5.1% gas price reduction comes into effect on Monday 1 February and reduces standard dual fuel bills by £32⁽¹⁾ a year, equivalent to 3 weeks' gas use⁽²⁾. The move comes despite market uncertainty and increases in non-energy parts of the bill, making E.ON Energy Plan the cheapest variable offering of the large suppliers⁽³⁾. This remains true even after SSE's gas cut comes into effect at the end of March (29th).

Last Friday the company also launched E.ON Energy Fixed 1 Year v19, which, being priced at £769 a year for the average unrestricted dual fuel customer is one of the cheapest dual fuel energy tariffs available in Britain today⁽⁴⁾. The tariff is available to new and existing customers. Any E.ON customer wishing to change to the tariff can do so without incurring an exit fee.

Ends

Notes to editors

- 1 = Based on Ofgem typical domestic consumption of 12,500 kWh gas across all payment methods and regions.
- 2 = Gas price reduction applied as a 6.14% single unit rate reduction meaning that excluding standing charges is equivalent to 22 days of daily use if remaining in the same home for 12 consecutive months. Based on Ofgem typical domestic consumption of 12,500 kWh as an average across all regions.
- 3 = E.ON Energy Plan is priced at £1,047 a year based on Ofgem average annual consumption of 3,100 kWh for single rate electricity and 12,500 kWh gas with payment by fixed monthly Direct Debit and paperless bills (£1,057 without paperless discount). Correct as 29 January 2016.
- 4 = Fixed 1 Year v19 is available to dual fuel and electricity only customers across all regions on standard and Economy 7 meters. A national average annual bill of £769 is based on Ofgem typical domestic consumption of 3,100 kWh for single rate electricity meters and 12,500 kWh gas, with payment by fixed monthly Direct Debit with paperless billing (£779 without paperless discount). May be withdrawn from sale at any time.

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25 January 2016



Construction team battle the elements to begin installation of first foundations at Rampion Offshore Wind Farm

Rampion Offshore Wind Limited has announced that the project remains on schedule with the installation of the first turbine foundation due to start this week, despite adverse weather conditions disrupting enabling works to prepare the seabed.

Work to prepare the seabed for the 116 turbines began in September and the initial load of foundations arrived on site from the Netherlands last week. Construction of the first foundation in the northwest quadrant of the site is planned to begin this week. The ongoing offshore construction work will be project managed from a temporary facility in Newhaven Port until the wind farm's Operations and Maintenance Base is completed in 2017.

Chris Tomlinson, E.ON Development Manager for the Rampion Offshore Wind Farm, said: "After almost six years of development, including community engagement, engineering and environmental surveys, it's a really proud moment to finally be installing the first foundations. These foundations will be piled into the seabed and will act as a base for each of the 140m turbines, which we will start erecting in early 2017.

"I'm pleased that our highly skilled team have been able to overcome the poor weather conditions that we've faced over the last few weeks and continue with the construction of the wind farm as planned."

In preparation for the foundation installation work, Rampion Offshore Wind Limited held an exhibition introducing sea users to the offshore construction plans. Around 50 people attended from the fishing, diving and sailing community on Tuesday 12 January, which also included a Q&A session with the Rampion Project Team and Offshore Construction Manager.

The 400MW project, being built by E.ON, the UK Green Investment Bank and Canadian energy company Enbridge, 13km off the Sussex coast between Brighton and Lancing, 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.

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.

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E.ON launches cheapest dual fuel energy tariff in Britain priced at £769

E.ON has made a new version of its one year dual fuel fixed tariff available which is the cheapest energy tariff available in Britain today⁽¹⁾. E.ON Energy Fixed 1 Year v19 is priced at £769 a year for the average unrestricted dual fuel customer who pays by fixed monthly Direct Debit with paperless bills.⁽¹⁾

The tariff is available to new and existing customers. Any E.ON customer wishing to change to the tariff can do so without any exit fee being applied.

Other key customer aspects connected to the tariff include:

- **Price Alert:** Once customers have opted in E.ON automatically tells customers of new equivalent fixed deals if / when they are offered
- **Discounts - simple and fair:** These are provided as a clear monetary value, not a percentage discount. E.ON customers can receive:
 - Up to £70 a year for paying by fixed monthly Direct Debit (£35 per fuel) or by Smart Pay As You Go;
 - £20 a year for having a dual fuel account;
 - Up to £10 a year for paperless billing (£5 per fuel).
- **Rewards:** 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 Bonus Bonds Multistore vouchers. Almost two million customers have chosen to receive E.ON Reward Points since the scheme launched in December 2013 and E.ON has given away more than £10 million worth of benefits to these customers so far. E.ON Rewards has recently 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 Energy Fund:** The £6 million E.ON Energy Fund has been set up to help people struggling with their energy bills. Eligible pensioners, families, people with disabilities or sickness, and those on low incomes can 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 supplier, and E.ON has so far helped more than 2,500 households with some £1.5 million worth of support since the Fund launched in April 2015.

To find out how E.ON can help customers use and pay for no more energy than they need please visit: eonenergy.com

Ends

Notes to editors

1. E.ON Energy Fixed 1 Year v19 is currently cheaper than any unbundled (e.g. not contingent on a boiler purchase) tariff offered by any of Britain'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 tariffs that are openly available (e.g. excludes collective switch tariffs) using Ofgem typical annual consumption of 3,100 kWh for single rate electricity meters, 1,935 kWh day units and 2,365 kWh night units for Economy 7 meters and 12,500 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 £769 based on payment by fixed monthly Direct Debit with paperless billing (£779 without paperless bill discount). Correct as at 22 January 2016. E.ON can withdraw the tariff from sale at any time.

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21 January 2016



E.ON to no longer progress with the Isles Wind Farm project

After careful consideration E.ON has made the decision not to progress with the proposed Isles Wind Farm project near Newton Aycliffe.

During a detailed review of the project a number of long standing environmental and technical issues have been re-assessed. These include the long-standing objection from the Ministry of Defence, the high level of bird activity on the site, investor uncertainty and changes to Planning Law. The combination of these issues has resulted in E.ON's decision to withdraw from the project.

While onshore wind remains one of the cheapest low carbon technologies available, the Isles Wind Farm project, located approximately 1.5 km east of Newton Aycliffe and 12 km north of Darlington in County Durham, has been affected by a number of objections, since it was submitted to Durham County Council in April 2013 and is no longer technically or economically viable.

E.ON continues to invest in onshore wind and believes it has an important role to play in meeting the UK's 2020 renewable targets. The company has a portfolio of 14 onshore wind projects in various stages of development in Scotland, as well as 16 fully operational sites in the UK.

Ends

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E.ON to reduce standard gas price by 5.1% - the equivalent of 3 weeks' gas use - and launches cheapest fixed tariff on the market of any supplier

All four E.ON dual fuel tariffs will be reduced in price as a result of changes announced ⁽¹⁾

Keypoints:

- 5.1% average reduction⁽²⁾ to standard residential gas price from 1 February 2016;
- Equivalent to 3 weeks' gas use⁽³⁾ or £32 off an average annual gas bill⁽²⁾;
- Britain's cheapest energy tariff available today – new one year fixed dual fuel product with average annual price of £783⁽⁴⁾;
- Britain's cheapest two year fixed tariff available today – an Age UK tariff exclusive to people 60 or over⁽⁵⁾;
- Reduction comes despite an increase in some costs associated with non-energy parts of the bill and ongoing uncertainty due to the Competition and Markets Authority investigation;
- The £6m E.ON Energy Fund offers further support to vulnerable people with grants worth over £1.5m provided to more than 2,500 households in the nine months since it was set up.

E.ON has today (WED) announced it will reduce its standard gas price by an average of 5.1%⁽²⁾ from 1 February 2016. This is equivalent to 3 weeks' gas use⁽²⁾ or £32 off an annual gas bill⁽¹⁾. E.ON has also launched Britain'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 can switch between E.ON products without paying an exit fee⁽⁶⁾.

E.ON has also today launched new versions of its other two dual fuel tariffs which are priced lower than those on sale yesterday. The two year fixed E.ON tariff is available for all customers, whilst the Age UK two year fixed tariff offers a product tailored for people aged 60 or over and provides peace of mind for customers who want to be protected from potential price increases for two years. These two tariffs have no exit fees⁽⁵⁾.

Commenting on the details announced Tony Cocker, Chief Executive of E.ON UK, said: "Today's action once again makes our standard tariff the cheapest variable offering of any of the larger suppliers and our new one year fixed tariff is simply the cheapest product of its type on the market today⁽⁴⁾. Our decision to make these moves is the right thing to do and reinforces just one of the reasons why customers have voted us the UK's number one large energy supplier for customer satisfaction for the last four years running in uSwitch.com's annual awards⁽⁷⁾. Ultimately, we will always try to do our very best for our customers and today's action is a real demonstration of that fact."

Explaining the detail behind the level of the price cut announced today, Tony Cocker continued: "The underlying position is that whilst the price we pay for our customers' energy has fallen, we also have to take account of managing the various other risks in the market which can change, and the fact that many of the other costs that we don't control but do have to bear have increased or may increase. Once you've built in various uncertainties and other factors, whilst the wholesale market movements may translate across to a dual fuel domestic bill for a drop in prices of under 10%, the inclusion of those other factors translates the percentage to the standard gas cut announced today. We will continue to keep all these factors under review."

Other key customer points include:

Smart Pay As You Go: E.ON became the first of the larger six suppliers to level the playing field for prepayment meter customers by offering them the same prices as Direct Debit customers through its Smart Pay As You Go pilot. Smart Pay As You Go, which will be rolled out more widely this year, is a new way of paying that brings an end to estimated bills and allows customers to track their energy spending and top up their account whenever and wherever they are - by going online, using the app or over the phone.

Price Alert: Once customers have opted in E.ON automatically tells customers of new equivalent fixed deals if / when they are offered

Discounts - simple and fair: These are provided as a clear monetary value, not a percentage discount. E.ON customers can receive:

- Up to £70 a year for paying by fixed monthly Direct Debit (£35 per fuel) or by Smart Pay As You Go;
- £20 a year for having a dual fuel account;
- Up to £10 a year for paperless billing (£5 per fuel).
- **Rewards:** 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 Bonus Bonds Multistore vouchers. Almost two million customers have chosen to receive E.ON Reward Points since the scheme launched in December 2013 and E.ON has given away more than £10 million worth of benefits to these customers so far. E.ON Rewards has recently 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 Energy Fund:** The £6 million E.ON Energy Fund has been set up to help people struggling with their energy bills. Eligible pensioners, families, people with disabilities or sickness, and those on low incomes can 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 supplier, and E.ON has so far helped more than 2,500 households with some £1.5 million worth of support since the Fund launched in April 2015.

To find out how E.ON can help customers use and pay for no more energy than they need please visit: eonenergy.com

Ends

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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

What rewards do you offer to your customers? Customers have the capacity to earn E.ON Reward Points, which can be exchanged for vouchers for the high street, via Bonus Bonds Multistore vouchers, 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 price tariffs who have signed up to our Price Alert service 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.

Point of Clarification

- 1) When compared with the previous version of these tariffs. Existing fixed tariff customers will need to change to the new version of tariffs launched on 20th January 2016 to access the lower prices. Variable tariff customers will have the standard gas price reduction applied to their account automatically on the 1 February 2016.
- 2) Based on Ofgem average annual consumption of 12,500 kWh gas, across all payment methods and regions.
- 3) Gas price reduction applied as a 6.14% single unit rate reduction meaning that that excluding standing charges is equivalent to 22 days of daily use if remaining in the same home for 12 consecutive months.
- 4) E.ON Energy Fixed 1 Year v18 is currently cheaper than any unbundled (e.g. not contingent on a boiler purchase) tariff offered by any of Britain'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 a national average using Ofgem typical annual consumption of 3,100 kWh for single rate electricity meters, 1,935 kWh day units and 2,365 kWh night units for Economy 7 meters and 12,500 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 £783 based on payment by fixed monthly Direct Debit with paperless billing (£793 without paperless bill discount). Correct as at 20 January 2016.
- 5) Age UK Fixed 2 Year v6 priced at £939 a year and E.ON Energy Fixed 2 year v8 priced at £1,068 a year based on a national average using Ofgem typical annual consumption of 3,100 kWh for single rate electricity meters, 1,935 kWh day units and 2,365 kWh night units for Economy 7 meters and 12,500 kWh for gas with payment by fixed monthly Direct Debit with paperless billing. The offer is not available to prepayment, restricted hour tariff meters, gas only customers or non-residential customers. Average annual bill of £783 based on payment by fixed monthly Direct Debit with paperless billing (£793 without paperless bill discount). Correct as at 20 January 2016.
- 6) Tariff choices based upon meter suitability.
- 7) E.ON was voted top of the larger six energy suppliers for the fourth year running in the 2015 Energy Customer Satisfaction Report from uSwitch.com in December 2015 <http://www.uswitch.com/media-centre/2015/12/new-figures-reveal-customers-more-satisfied-with-energy-suppliers/>

15 January 2016



Local people invited to public exhibitions for proposed Golticlay Wind Farm

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

The wind farm would be located 15km southwest of Wick and 4km north of Lybster and could feature up to 22 turbines with a capacity of up to 79MW of electricity.

The public exhibitions will be held at Lybster Community Centre, Caithness on Wednesday 27th January and Thursday 28th January between 2pm and 8pm.

Vicki Harrison, Project Developer at E.ON, said: "These sessions are being held to update the local community about our plans while giving them the opportunity to share their views, ask questions and comment on our proposed turbine layout for the site."

"We'd like to invite as many people as possible to come along to the public exhibitions at Lybster Community Centre 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 golticlay@eon.com. For the latest information on the proposals please visit www.eonenergy.com/golticlay.

Ends

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13 January 2016



Completion of Strategic Review of North Sea E&P Business – divestiture of UK Exploration & Production Business to Premier Oil

- E.ON to sell its UK E&P business to Premier Oil
- Transaction is the logical second step of the strategic review of the E&P North Sea business and further reinforces E.ON's financial flexibility
- Strategic review of E.ON's E&P North Sea business is hereby completed

E.ON has signed an agreement to sell 100 percent of its shares in its UK E&P Subsidiary to Premier Oil. The transaction value is \$0.12 billion as at the effective date of January 1st 2015. As a result of the transaction, E.ON will also release provisions for asset retirement obligations (decommissioning obligations) associated with the business of \$0.45 billion as well as realizing \$0.05 billion of value for other adjustments, including the 2015 hedge positions. The transaction will therefore have a total Economic Net Debt Impact to E.ON of \$0.62 billion. In addition, E.ON will retain cash of approximately \$0.15 billion which existed at the effective date.

E.ON placed its North Sea E&P business under strategic review in November 2014. The UK oil and gas upstream portfolio comprises equity interests in 40 licenses, including a 5.20 percent interest in the Elgin-Franklin field, 47.00 percent interest in the Babbage field and a 50.00 percent interest in the Tolmount discovery. The divestment of E.ON E&P UK represents the second and final step in E.ON's review process of the Exploration & Production North Sea business, following the sale of the Norway E&P business which concluded in December 2015.

E.ON CFO Michael Sen said: "The successful sale of our E&P business in the UK represents the final step of the strategic review, with all E.ON E&P North Sea assets having now been divested. This transaction further strengthens our financial profile and provides flexibility to implement our strategy and to reposition the Group. The outcome demonstrates that E.ON E&P is a high performing business with a strong asset base and superbly professional employees. Premier has a long history in the UK and I am convinced that the company will continue to build on this success story in the future. I want to thank all E.ON E&P UK employees for the excellent work they have done as part of E.ON."

The transaction is subject to customary regulatory approvals as well as Premier Oil shareholder and lender approval and is expected to be closed in the first half of 2016.

Background

Premier Oil

Premier Oil plc, founded in 1934 and headquartered in London, is a leading independent exploration and production company with significant oil and gas interests and operations in the North Sea, South East Asia, Pakistan and the Falkland Islands. The company produces around 60,000 boepd and it has an existing portfolio of producing, development and exploration opportunities. As at December 31, 2014, it had reserves and resources of around 800 mmbbl.

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

08 January 2016



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Renewable energy record achieved at London Array

London Array has set a new record for the amount of clean electricity produced by an offshore wind farm in a single calendar month.

December 2015 saw its 175 turbines generate 369,000 MWh of electricity – considerably above target and well above the previous best of 317,000 MWh set last November. The capacity factor for the month, which saw average wind speeds of 11.9m/s (27mph), was 78.9 percent.

The two successive months of production brought net overall output for the year to some 2,500,000 MWh, enough to meet the needs of more than 600,000 UK households*.

Jonathan Duffy, General Manager of London Array, which is the world's largest operational offshore wind farm, said: "Both the monthly and annual figures are excellent results for London Array and show the contribution we are making to the country's energy supply as well as the UK's renewable energy targets.

"Above average winds this winter have helped push production higher but that is only part of the story: we have a great team of people who support the operation and maintenance of the wind farm.

"We have pushed very hard over the past year to build on our earlier successes and develop our approach to turbine maintenance and repair. Together with key contractors DONG Energy and Siemens we have focused on operational efficiency and expanding the amount of time our technicians are able to work offshore. This has helped ensure we extracted the maximum power from the wind and kept turbine availability above 98 per cent over the winter.

"Our performance is also good news for the environment as it will have prevented the release of some 1,075,000 tonnes of carbon dioxide** in 2015, the main gas linked to climate change."

London Array Limited is owned by a consortium of three world-leading renewable energy companies: E.ON (30%), DONG Energy (25%) and Masdar (20%) – and La Caisse de dépôt et placement du Québec (25%), a global investor and one of the largest institutional fund managers in Canada and North America. Their combined experience and expertise help ensure the continuing success of the wind farm.

Ends

*Based on an average household consumption of 4,115 kWh per year;

**Carbon calculations are based on an assumed average carbon intensity from grid supplied electricity of 430g CO₂/kWh.

08 January 2016



E.ON brings science and engineering to life for secondary school pupils

Throughout 2015, over 1,700 pupils from across the UK have joined forces with E.ON to build replica biomass-fired power stations as part of the energy company's interactive Energy Experience education programme.

The pupils were encouraged to think like engineers and work in teams as they undertook Science, Technology, Engineering and Maths (STEM) challenges throughout the workshops at the school. Working to a strict budget and deadline, tasks included designing a silo for storing the biomass fuel and building a hub and turbine blades to generate the power.

Andrew Mushing, Teacher of Science and Lead Aspire Co-ordinator at The Avon Valley School and Performing Arts College, said: "We appreciate being able to offer our pupils alternative ways to learn, and E.ON's STEM workshop covered the topic of biomass and power stations in a really interactive way. Getting the pupils to design and build elements of the power station was a great way for them to learn and has encouraged our pupils to link the classroom elements of science, design and technology to what actually happens in the real world."

Billie-Jean Poole, Senior Community Relations Officer at E.ON, said: "Since it isn't always possible to take a year group into one of our power stations, we developed the STEM workshop to take into schools instead. It forms part of E.ON's Energy Experience educational programme and has been designed to support the National Science Curriculum, with practical elements intended to enable young people to learn about energy in a hands-on and fun way."

The STEM challenge days are delivered in the classroom on behalf of E.ON by the educational charity The Smallpeice Trust and introduce pupils to the sorts of skills required to work in the energy sector.

Josh Payne, Education Officer for The Smallpeice Trust, said: "We're delighted to be working with E.ON to deliver these educational activities for school pupils. We all rely on the next generation of engineers to solve the 21st century's toughest engineering challenges and that's why events like these are so important, giving young people a valuable insight into the professions that will be vital for the future."

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

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Switched on pupils get to grips with circuits at 'E.ON Energises Anything' workshops

Pupils at secondary schools around the country have been making sweet music during a series of brand new workshops which saw participants use anything from bananas, plasticine and coins to make circuits that enabled them to create and play music via their computers.

The innovative 'E.ON Energises Anything' workshops were held at 14 schools over the last term to promote STEM (Science, Technology, Engineering and Maths) subjects. The sessions were designed to help pupils' understanding of electricity, conduction and circuits, and concluded with students performing their musical creations for their classmates.

During the workshops, pupils rolled up their sleeves and experimented with a range of foods, plants and everyday objects which they clipped to circuit boards in order to demonstrate how the items could help conduct electricity.

Billie-Jean Poole, Senior Community Relations Officer at E.ON helped organise the sessions. Billie-Jean said: "The idea behind E.ON Energises Anything is to inspire students to discover for themselves the amazing conducting properties of everyday objects. Pupils also learn how to complete a circuit and then use that power to create different sounds and ultimately make music.

"These hands-on activities have been specifically designed to fit within the physics, design and computing curricula, and to promote STEM topics to young people, but we also hope to provide a bit of fun and entertainment in the classroom."

Joanna Wu, Class Teacher at Turves Green Boys' School in Birmingham, took part in one of the workshops. She said: "The class really enjoyed trying something new and fully embraced the challenges they were set during the workshop. It was a lively session, and judging by the music produced, pupils quickly came to understand that just about any material that can conduct even a tiny bit of electricity can work in this set-up."

E.ON Energises Anything forms part of E.ON's broader educational activities, developed to educate children about where energy comes from and how it is used in our everyday lives.

As well as E.ON Energises Anything, 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.

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