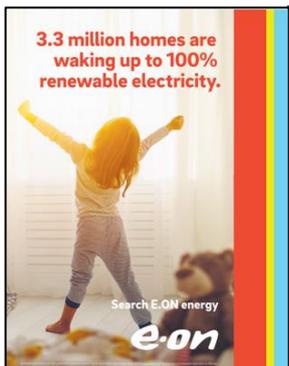


E.ON Guide – helping energy customers



3.3 million homes are waking up to 100% renewable electricity.

We've put this guide together to help caseworkers and researchers that work for politicians to best help their constituents, particularly E.ON customers, if they have questions concerning energy.

There's a wealth of information for our customers at eonenergy.com/help but if you need further help or advice, don't hesitate to contact us at EONUKPublicAffairs@eon-uk.com

E.ON

- E.ON is one of the largest energy companies in the world focussed on clean growth. What we do reflects the key emerging trends of a decentralised, digital and renewable new energy world: smart energy networks; innovative customer solutions and renewable energy.
- We believe that tackling climate change means a happier, healthier and more productive economy. Support for the UK target to reach net zero emissions is fundamental to E.ON's business strategy.
- E.ON has a strong record in delivering on Government energy policy objectives:
 - We have been investing billions in building renewable energy projects since the 1990s, including building the world's first offshore wind farm in the North Sea. We now reach nearly a fifth of households and small businesses across Britain and all now receive 100% renewable electricity on all tariffs, as standard, at no extra cost. Today we only allow our employees to choose electric vehicles through our company car scheme.
 - We have delivered more than 1.3 million energy efficiency measures for those who need them most, saving more than 15 million tonnes of CO₂.
 - We have installed more smart meters for our customers than almost any other energy company. In 2019, we had 2.3 million E.ON customers using smart meters and will have a million more by the end of 2020.
 - We employ more than 8,000 people across Britain, with more than 800 highly skilled technicians and 340 apprentices recruited in the last three years, and a 90%+ utilisation of the apprenticeship levy.

E.ON & npower

- E.ON is in the process of acquiring Innogy, the parent company of npower, from RWE. We have received clearance and have now acquired the majority of shares. However, until we are able to acquire 100% of shares in Innogy, expected sometime in 2020, E.ON and npower will continue to act as separate businesses.
- Customers of both companies should continue to use the separate contact information for each for the time being. If you are contacted by a customer of either company and you need further support, don't hesitate to contact us directly and we'll try and get any query resolved.

Paying for the energy our customers use

What should the customer do if they can't afford to pay?

- All E.ON advisors are specially trained to sensitively help our customers in difficult circumstances, such as vulnerabilities, changing life circumstances, or having problems with paying outstanding bills. We can give customers who are struggling, more time to pay and agree an affordable repayment plan to rid themselves of debt over time.
- Our Extra Support team can organise home visits, and we can put customers in touch with organisations who provide free, independent debt advice and advise them on how they can use less and pay less for their energy.
- We would urge any customer in difficult circumstances to contact us as quickly as possible to make us aware of their situation (eonenergy.com/help or 0345 052 0000). We can then advise the customer of how we can support or what additional help they may be able to receive.

What additional support can E.ON provide?

We also offer a variety of options to help eligible customers save money:

Warm Home Discount:

- This is the Government's main method of supporting people with energy bills: a £140 annual rebate towards electricity costs administered by energy suppliers and paid for through the energy bills of other customers (rather than through general taxation).
- Anyone receiving pension credit will automatically receive the Warm Home Discount payment in their bills each year without taking any further action as part of the *Priority Group*.
- Others may only be eligible as part of the *Broader Group* and must apply separately to their energy supplier each year in order to receive the rebate. There are not enough Government prescribed funds to cover all eligible customers in the *Broader Group*, so the Warm Home Discount is often oversubscribed, and some eligible customers miss out on payment year to year. Many smaller energy suppliers do not offer the Warm Home Discount to their customers at all.
- Applications for the *Broader Group* are dealt with on a first come, first served basis therefore it is important that customers apply as soon as possible each year when the scheme is open to applications (roughly between August-January). Customers can visit our website to get more information or to apply: <https://www.eonenergy.com/warm-home-discount.html>

ECO & the Affordable Warmth Scheme:

- Affordable Warmth is another name for the Home Heating Cost Reduction Obligation (HHCRO). HHCRO is one of the 3 targets set by ECO (The Energy Companies Obligation). ECO creates a legal obligation on some energy suppliers to improve the energy efficiency of households of those on low incomes or on certain benefits. Many smaller energy suppliers are not bound by ECO and do not offer Affordable Warmth.
- The Affordable Warmth scheme makes energy-related home improvements like new boilers and insulation available to people on low incomes and/or on certain benefits. These improvements will help keep homes warm all year round and reduce heating bills. However, Affordable Warmth applications can take some weeks to process and should not be used for people in urgent need (e.g. no heating due to a boiler failure).
- E.ON customers can apply online for free cavity wall installation, free loft installation or a heavily discounted new boiler: <https://www.eonenergy.com/home-heating/affordable-warmth.html>

E.ON Energy Fund:

- The E.ON Energy Fund can help our customers pay existing or final E.ON bill arrears and providing debt management support. It can also be used for providing new energy efficient white goods to eligible customers such as washing machines, cookers and gas boilers. For more information please visit: <https://www.eonenergy.com/more-for-your-home/energy-fund.html>

District heating

Who should the customer contact?

- Heat networks and district heating are becoming more common in the UK but are still relatively rare. We believe it's a great way to heat homes and businesses as an alternative to conventional gas boilers, with both environmental and cost benefits for customers. E.ON is now a market leader in heat networks across the UK.
- However, district heating is not currently regulated in the same way as electricity and gas supply and customers do not necessarily receive the same level of protection as they would if buying electricity or gas from energy suppliers like E.ON. While we wait for regulation to catch up, E.ON has led the development of a voluntary industry code called 'The Heat Trust': <https://heattrust.org/>
- E.ON HEAT is a separate business to E.ON which is responsible for our district heating sites and customers supplied under a district heating scheme. Customers can manage their E.ON HEAT account through the dedicated website <https://heat.eonenergy.com/>
- If E.ON HEAT customers have an emergency or a complaint they can speak to our support team by calling **0345 302 4312**

Smart meters

- Smart meters bring benefits to customers and to the UK, removing the need to estimate bills – the source of more than 60% of customer complaints according to Citizens Advice – and enabling the smarter, decentralised, decarbonised energy system we need to tackle climate change. We believe it will be impossible for the UK to reach its climate change targets without smart meters.
- We have installed more smart meters – and more 2nd generation SMETS2 meters - for our customers than almost any other energy company. In 2019, we had 2.3 million E.ON customers using smart meters and will have a million more by the end of 2020.

Are smart meters compulsory? Why are E.ON requesting to install a smart meter?

- For customers, the rollout of smart meters is currently voluntary. Customers cannot be forced to have a smart meter installed, though energy suppliers can expect enforcement action, including fines, if they fail to persuade enough of their customers to arrange to fit a smart meter to the Government-mandated deadline.
- Some tariffs we offer are smart conditional, therefore customers agree to be contacted to arrange having smart meters fitted when choosing specific tariffs. If a customer doesn't want to agree to having a smart meter fitted then they aren't forced to do so, as we do offer our Standard Variable Tariff, E.ON Energy Plan.

Is smart data safe?

- All information and data stored on a smart meter is protected by security controls, so the data can only be accessed by authorised parties with the customers consent or with licensed permission.

What happens if a customer remains unhappy with an E.ON complaint?

Gas and electricity customers:

Customers can have their complaint reviewed by the Energy Ombudsman if:

- The complaint is about gas or electricity, including Feed-In Tariffs, Green Deal, Warm Home Discount or their E.ON HEAT account, and has been ongoing for 8 weeks or more, or;
- We have sent a Final Resolution Offer Letter (also known as a deadlock letter) describing what we can do to resolve the complaint

For anything else:

Customers can have their complaint reviewed by the Retail Ombudsman, known as Utilities ADR if:

- The complaint is about anything other than gas or electricity including solar panels and boiler installations (including installations made through the ECO scheme) and has been ongoing for 8 weeks or more, or,
- We have sent the customer a Final Resolution Offer Letter (also known as a deadlock letter) describing what we can do to resolve the complaint.

E.ON 2020 v6; eonenergy.com/help / 0345 052 0000 / EONUKPublicAffairs@eon-uk.com;



Leading the energy transition:
smart, sustainable, personalised

