

Business

Keeping you up to date with our latest business developments



New look for Corporate bills

We're making some improvements to our Corporate customer bills to make it easier for your customers to understand their bills. These changes are part of a two phase process and we'll release our brand new, redesigned Corporate bill towards the end of the year.

Released in June 2010, Phase One of the Corporate bill redesign is a general 'clean up' of the bill's information and appearance. We've added a new front page that gives your customers an overview of their account status. At a glance, they can see the amount they need to pay and a summary of what's been brought forward from previous bills. The front page also includes a remittance slip.

Other Phase One changes:

- **Clearer credits** - If we need to withdraw any charges, we'll do this automatically and details will appear clearly in a single line on the customer's bill.
- **Disputed charges** - If you need to dispute any charges, if we're looking into a problem, or if we need to apply a refund, details will appear clearly in a single line on the customer's bill.

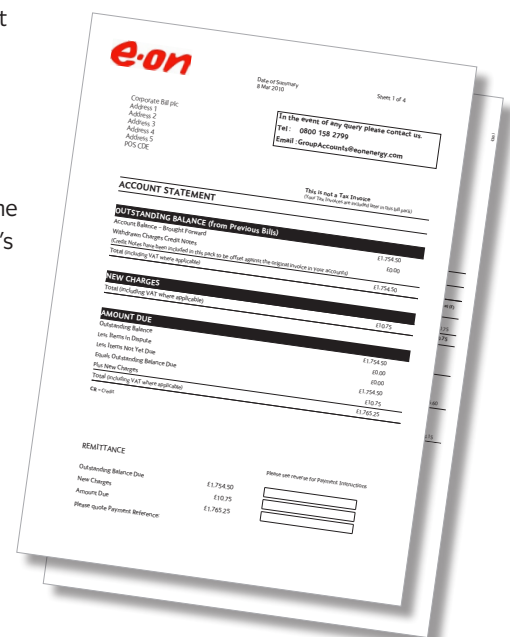
- **Multi-sites** - If the bill covers multiple sites, the total amount billed for each site will now appear at the top of the bill summary section. We've also added the total number of billed sites.
- **A new name for credit notes** - Credit notes are now called 'Withdrawn Charges Credit Notes'. We've also made it easier for customers to see which invoice we've withdrawn the charges from.

What to expect from Phase Two

For Phase Two, we'll completely redesign the bill's look and feel. We're improving the bill's style and layout so that it's easier to read. Changes will include:

- having the bill in colour rather than black and white
- changing how the bill is presented to make sure the information flows logically and related information is clustered together.

To help customers meet their CRC obligations, we're also introducing consumption trackers and will be able to provide site-by-site consumption analysis if required.





SME Net Promoter Score

At the annual conference earlier this year, Iain Walker, Head of SME Sales, talked about the Net Promoter Score (NPS) system and how we're using this method to measure our SME customers' satisfaction.

NPS lets us find out what our customers expect from us and what they really think about our services. By listening, understanding and - most importantly - acting on their feedback, we're then well-placed to deliver a truly exceptional customer experience.

How NPS works

We ask our customers two questions:

1. On a scale of 1-10, how likely would you be to recommend E.ON to another business?
2. Why did you give that score?

Based on their response, we then categorise our customers into one of three groups: Promoters (who rated us 9 or 10), Passives (7 or 8) and Detractors (6 or less). To obtain our Net Promoter score, we subtract the percentage of Detractors from the percentage of Promoters.

Results improve in June

When we held our conference in March, the NPS for SME customers introduced through the consultant and broker channel, were all in negative figures. However, our June survey has shown a massive improvement and two out of the three touch points are now in positive figures. This is great news.

The table below shows our results for NPS surveys completed between January and April compared to our results in the June survey.

Consultants and Brokers		
Touch point	January-April score	June score
Sale	-21%	-7%
Opening meter read	-16%	20%
First Bill	-12%	33%

What are our customers saying?

- They like our prices. This is the main reason that brokers' scores are increasing.
- They don't like not knowing who E.ON are.
- They don't like not receiving their bills.
- They don't like estimated bills.

As a result of this feedback, we're developing a range of initiatives to improve and enhance our customer experience. We'll keep you updated in future issues of this newsletter.

FA Cup sponsorship extended

Our four seasons of sponsorship of The FA Cup were a great success in establishing E.ON as a household name in the UK. So, when The FA approached us in April to suggest a short-term one year deal, we thought about it and agreed the deal in June.

The extension allows us to continue our involvement in football at all levels of the game as we'll retain our position as sponsors of The FA Women's Cup, The FA Youth Cup and The FA Schools Partner.

Our extension allows us to:

- continue to build on our customer advocacy and reduced customer churn
- provide a strong platform to support our national Energy Fit campaign
- maintain our sponsorship presence as we agree an E.ON Group-wide sponsorship strategy and platform for the future.



We're looking forward to further developing our relationship with The FA from the very first kick next season.

New HH Flexible products now available

We've recently made some core changes to our Flexible Half-Hourly (HH) products and they're now available for sale. We've developed the new and improved products in response to the customer feedback we've received since we originally launched these products nine months ago.

The key changes we've made will help make the products easier to sell, and include:

- simplifying two products into one
- allowing higher levels of baseload
- making two rates standard within the product.

The new products will replace the existing HH products for all new customer offers. For more information, contact your relationship manager.

Other important news from around the business

Click on the links below to read more.

- E.ON installs electric car charge points in Coventry and Birmingham
- Talking Energy Live tour kicks off in Solihull
- New CHP plant in Grain generates first power
- Robin Rigg wind farm's mobile exhibition centre takes to the road