

Business

Keeping you up to date with our latest business developments



Welcome

to the first Consultant and Broker newsletter for 2009.

We hope you've had a good break and we're looking forward to working with you in what we hope will be another very successful year.

In 2008, our business delivered on a number of key milestones:

- new product launches - Access, Access Plus and Connect
- delivery of our automated commissions payment system, supported by a dedicated commissions payment team
- hosting of our first annual Consultant and Broker conference
- development and trial of our Consultant and Broker interface (CaBi).

Also, Datamonitor's independent survey stated that "TPIs rated the service provided by E.ON as the best in the market".*

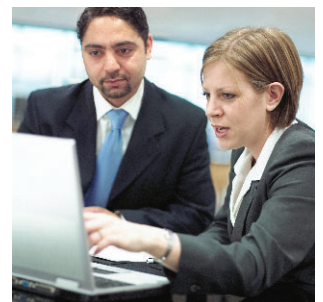
Building on these successes, we're working on a number of exciting new initiatives which will be launched throughout 2009:

- new range of SME products
- new flexible product portfolio
- improved SME contract processing
- improved tender processing and allocation
- CaBi roll-out and enhancements.

Keep an eye on your inbox to ensure you're up to date with the latest developments.

*Source - Datamonitor's report "Third Party Intermediaries - Only the strongest will survive", in which 50 TPIs were surveyed during Q1 2008. Published July 2008.

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CaBi has arrived

Your instant access to customer information

We're delighted to announce that the trial of our new Consultant and Broker interface (CaBi) was a huge success. CaBi is now available on our website - cabi.eoneenergy.com. If you already work with us, we'll be in touch soon as part of our phased roll-out for training and registration.

CaBi has two main areas - one enables anyone to see an overview of our products, contact details and the benefits of working with us. The other, which is password protected, has been designed solely for the Consultants and Brokers we work with. In this area of the site, CaBi provides instant and live access to information about your customer accounts, whenever it's needed.

The simple search facilities allow users to view information about customers' accounts. The account information can then be sorted and exported, or individually selected and viewed in more detail.

CaBi also includes editions of this newsletter and organisation charts with contact details, so you can ensure you speak to the most relevant person for your enquiry.

This is just the beginning. We've started work on Phase Two of CaBi which will see new functionality being added. We look forward to sharing more information with you in our next newsletter.

Working with Ofgem

As part of Ofgem's "Energy Supply Probe", they have consulted with us on several topics including the role of Third Party Intermediaries. We have responded to their request and will be liaising with them throughout the consultation process. As we know more, we'll keep you updated. For more information on Ofgem's initial findings, please see their website - [click here](#).



A new system for SME Brokers

Over the next few weeks, we'll be implementing a new system into our SME Broker support team.

The system has several benefits:

- enhanced efficiency of our contract inputting process
- improved visibility of your customers' contracts - a report of the status of these contracts will be provided
- a reduction in the number of paper contract pads we issue, meaning less of an environmental impact
- a reduction in the number of duplicate contract submissions.

SME Brokers who'll be helping us to trial the new system have already received information from their Account Managers, and we'll keep everyone updated on our progress.

Kelie rises to the challenge

We're pleased to welcome Kelie Muldoon who joined the Consultant and Broker team as our Operational Support Manager at the end of 2008. Kelie joined E.ON seven years ago and has experience across various business teams including servicing, customer journey and complaints.

Kelie is responsible for both the Commission and Broker support teams, and when asked about her role she says: "My main priorities at the moment are to speed up the inputting of Broker contracts, improve their quality and journey and ensure our Brokers receive prompt payment. I like a challenge and there's plenty to keep me busy in this new role!"



New SME products on the way

We've just started a project to review our SME Consultant and Broker product range. Your Relationship Managers will keep you updated on our progress and we should be in a position to give you a full overview of our new range in our next edition.

Catch up on the latest news

We've rounded up the latest news from across the E.ON group - simply click on the headline to find out more.

- E.ON and RWE form joint venture to build UK nuclear power stations.
- E.ON to sell German generation capacity to competitors.
- E.ON stands by power plant plans.
- EU-Commission welcomes and accepts E.ON initiatives to spur competition.

→ Have your say

We'd really like to know what you want to see more or less of in this newsletter, as well as features that would be of interest for future editions. Email us at:

consultantbulletin@eonenergy.com