

Business

Keeping you up to date with our latest business developments



Corporate bill redesign nearing completion

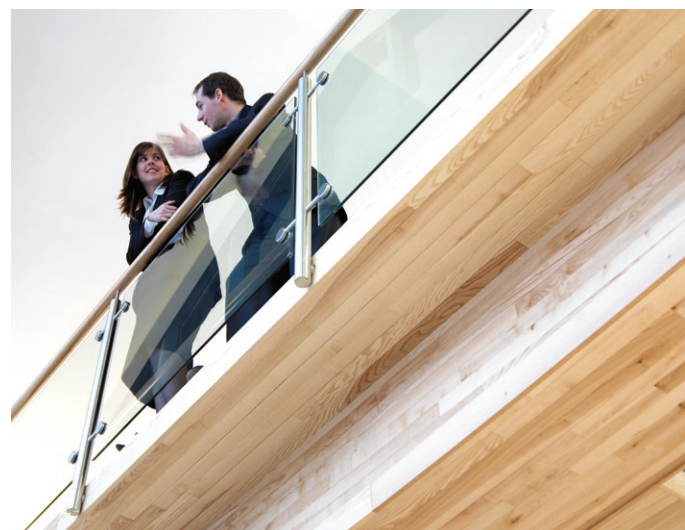
Earlier this year, we successfully launched phase one of our corporate bill redesign by introducing a cover statement sheet for each bill. We're now working on phase two, which will totally transform the bill layout and add in new information.

The final design for the bill was chosen after we carried out research with you and with our customers to find out which of our initial designs was the most popular.

As you can imagine this is a big project involving a lot of system changes and enhancements.

We're aiming to launch the new look corporate bill in Q2 next year. Some of the main changes you'll see are:

- Full-colour bills, making information easier to navigate.
- Energy trackers, showing month by month usage in graph form to highlight days with the highest and lowest consumption.
- The energy contract details, including the contract end date.
- Site by site information, laid out in a format that's easy to understand.





Security of Supply

During last winter's cold snaps, the National Grid issued four Gas Balancing Alerts. These alerts tell the market that gas demand must be reduced to avoid a supply emergency and prevent customers on an Interruptible supply being interrupted. These four warnings were unprecedented as, before this, only one warning had been issued.

As the 2010/11 winter approaches, the nuclear fleet and most other technologies are expected to have higher availability levels than in recent winters. Infrastructures have also been improved, including pipelines to Norway and LNG terminals.

There's also been a reduced demand for gas because of the economic downturn, so we believe that given normal conditions and no unforeseen issues, the system should be able to cope during the coming winter.

However, businesses still need to be prepared for potential issues caused by cold weather, supply failures and global gas demand. We'll keep monitoring the situation throughout the winter and keep you updated on any developments.

New SME Renewals Manager

You've told us that you'd like us to be clearer about when your SME customers are coming up for contract renewal, so we're working to make it easier for you to renew your customers with us.

To help with this, we've created a new dedicated Renewals Team within our SME Broker team. Claire Marshall, who's been in our support team for nearly four years, will manage the Renewals Team and her first task is to recruit five team members.

We're creating the team from scratch, and will also be developing new systems to feed information into CaBi, giving you much better renewals visibility, without changing your existing processes.

As well as handling renewals, the new team will take over the handling of acquisition objections from our team in Leicester. By providing a dedicated function to tell you about any customer transfer objections, you'll be able to act on these sooner.

Of the changes, Claire has said, "We're really excited about our new Renewals Team and we hope you are too. We're aiming to have our new systems in place by the end of Q1 next year and in the meantime, we'll keep you informed of our progress."

Our way of working

Over the last couple of years, we've made some big changes to our Corporates business. We brought all our operations together under one roof in Coventry, and made the hard decision to withdraw from the groups market (50+ sites). During these changes, we recognised that our Corporates business involved a lot of complicated processes and that the different teams supported our customers in different ways.

To help streamline the business, our 'One Way of Working' idea was born. First, the end to end processes carried out by our Portfolio, Credit Management and Registrations departments were mapped out and agreed. We then introduced system enhancements with the aim of providing an efficient and consistent service to all our customers, whichever team they're dealing with.

We're pleased to announce that One Way of Working has now been implemented and we hope you're starting to see the positive effects of this.



ACE commission improvements project

We're making some changes to our Automated Commission Engine (ACE) to make it easier for you to do business with us. If you currently receive ACE commission statements, we'll give you a briefing pack to guide you through all the changes before we go live.

At a glance, here are some of the improvements we're making:

- Standardising our Access and Connect commission statements to make them more consistent, and give you increased clarity around payments and reconciliations.
- Creating new fields to provide more and clearer details for each account.
- Automating some of the data so that payment queries can be resolved more quickly.

Other important news from around the business

Click on the links below to read more.

- E.ON officially opens one of the UK's largest offshore wind farms
- We scoop Gold Digital Impact Award for Corporate Responsibility website
- County Durham wind farm up and running
- Surrey Age UK now more energy efficient thanks to E.ON's Sustainable Energy Fund
- E.ON's Vagr Atferd Marine Device arrives in Orkney for first testing