

Business

Keeping you up to date with our latest business developments



Welcome to the April edition of our Consultant and Broker newsletter

It's been a momentous first quarter here at E.ON. At the end of January we announced our intention to focus our resource and investment on the Half-Hourly and major gas corporate markets to deliver a 'best in class' proposition. As a result, we've taken the decision to exit the corporate multi site (50+ sites) market - for more details see our article on the next page.



We'd like to thank those Consultants and Brokers who have played an important role in communicating this announcement to our multi-site customers and also reassuring those customers not affected.

This quarter we've successfully rolled out our new Consultant and Broker interface (CaBi) to the majority of users. It's been very well received, with traffic to the site significantly exceeding our expectations. If you don't have access to CaBi, please contact your Relationship Manager.

We're now busy preparing for our second annual Consultant conference. Our guest speakers will be discussing the current state of the UK and global economies. We'll also have a colleague from our European Energy Trading Team in Dusseldorf giving a view of the energy markets, including what's been happening and why. Invitations are being sent out now. If you've not received yours yet, please contact your Relationship Manager.

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Targeting Half-Hourly and major gas users

In February we announced our decision to withdraw from the large multi-site supply market. This means we can put greater emphasis on the supply of energy to Half-Hourly and major gas users.

The decision followed a full review of our Corporate business in the UK over the last six months. In practical terms this means we'll no longer bid for new customers or renew existing customer contracts with:

- 50 or more Non Half-Hourly electricity metered sites
- 50 or more Non Daily Metered gas sites.

Customers who are currently with us will continue to benefit from our full service, commitment and support until the end of their agreed contract.

We'd like to assure you that we'll continue to supply energy to all other segments of the business market, and will continue to quote for new and renewal business where a customer seeks a contract for:

- Half-Hourly electricity sites
- Daily Metered gas sites
- less than 50 Non Half-Hourly electricity sites
- less than 50 Non Daily Metered gas sites
- unmetered supplies (UMS).

Should you have any questions or concerns, please contact your Relationship or Account Manager.

Credit checking for SME customers

We've recently introduced credit checking for all new and existing SME customers. Historically we've only carried out credit checks on our Corporate customers. However, given the current economic climate and the risk associated with payment performance, we've made the decision to roll-out credit checking to our SME customers too.

All business customers applying for our products are now required to provide a standard set of information so we can perform a credit check. Depending on your method of contract submission, the information will be captured on the contract, verbal agreement or spreadsheet. All applications must have consent from either the company Owner or Director or an Authorised Officer, acting on their behalf, prior to us performing the credit check. Those companies that do not consent to the credit check will not be offered a supply contract, unless a supply is already in place, in which case we'll ask for a Direct Debit to be set up.

If the credit check states 'Accept', the applicant will be offered the products they have requested. Should the credit check state 'Decline', we will not be able to take the applicant on, unless a supply is already in place, and again we'll ask for a Direct Debit to be set up.



You'll be informed of the credit score outcome through the usual reporting method - the Contract Reception spreadsheet from the Consultant team and Contract Reception Reporting from the Broker team on Mondays, Wednesdays and Fridays.

All systems are go!

Our SME Broker Contract Reception (CONREC) system is now fully operational. All contracts, submitted via the approved spreadsheet, can now be automatically uploaded, validated and sent to registration on the date the contract is received. This is a huge improvement on our previously manual processes.

Once the contracts have been uploaded, the new system will perform a variety of checks, including industry data and Direct Debit detail checks before presenting the contracts for registration. Any contracts failing the initial checks are reported immediately and will need to be corrected and re-submitted. Reports showing the status of contracts are sent out on Monday, Wednesday and Friday of each week.

Apologies

We'd like to take this opportunity to apologise for the recent system issues which we know have caused delay and frustration for SME Brokers and Consultants. Unfortunately our efforts to improve and develop our systems have, in the short term, caused delays.

"Our recent investments in development have been aimed at improving the service levels you experience," states Andy Taylor, SME Consultant and Broker Sales Manager. "Unfortunately, this long-term aim has resulted in some short-term pain. I'm confident that once up and running, and fully trained out, our new systems will make us even easier to do business with and that we're now through the worst and look forward to success during the rest of 2009."

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 calls for ramp up of financial support for carbon capture and storage
- E.ON is part of consortium to bid for Round 3 UK Offshore Wind Farm Programme
- The future's bright at E.ON's Ratcliffe-on-Soar Power Station
- E.ON to launch new online learning software for schools