



Bob Fletcher  
Joint Office of Gas Transporters  
First Floor South  
31 Homer Road  
Solihull  
West Midlands  
B91 3LT

8 January 2010

**E.ON UK plc**  
Newstead Court  
Sherwood Park  
Little Oak Drive  
Annesley  
Nottinghamshire  
NG15 0DR

[www.eon-uk.com](http://www.eon-uk.com)

Please respond to:  
Brian Durber  
Tel: 01538 386923  
Mob: 07768 031942

[Brian.durber@eonenergy.com](mailto:Brian.durber@eonenergy.com)

Dear Bob

**Response to UNC Modification Proposal 0231V:  
Changes to the Reasonable Endeavours Scheme to better  
incentivise the investigation of theft**

UNC 0231V has two components, one dealing with governance and one with claim levels.

**Governance**

We agree with the Proposer that the suggested changes to the two existing documents that deal with the Reasonable Endeavours Scheme will transfer the appropriate parts to UNC governance whilst retaining those that need to remain under the direct control of Ofgem and thus bring clarity.

**Claim Levels**

The Proposal seeks to increase the compensation payments available to shippers where the relevant supplier has been unable to recover costs from customers using 'reasonable endeavours'. We agree that the existing levels do not provide sufficient incentive and on the understanding that claims will continue to receive appropriate scrutiny by the transporters agent the capped amount per claim type should be increased.

We are therefore in support of UNC 0231V.

Yours sincerely  
Brian Durber (by email) Retail Regulation