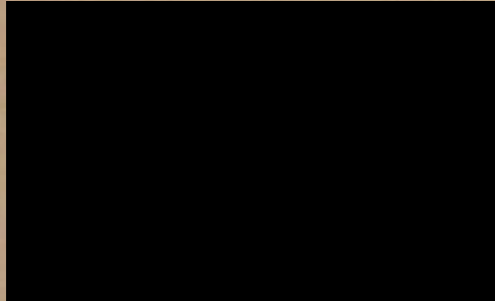
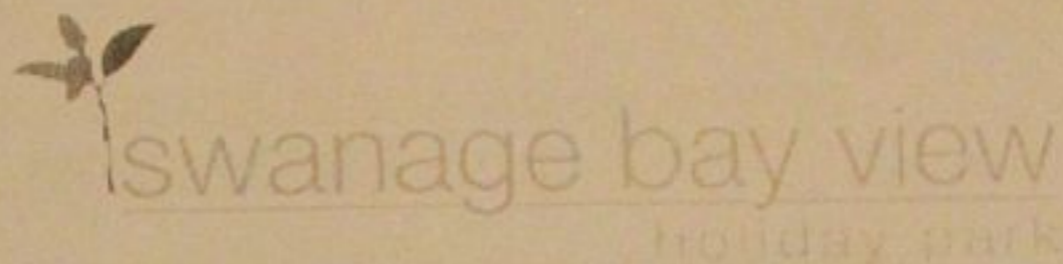


22 February 2013



Dear [Redacted]

RE: Electricity Prices and SMART Meter upgrade

I am writing to inform you of an exciting new upgrade coming to our parks over the winter period.

You may have heard in the media about the Department of Energy's initiative to introduce new SMART Meters into 31 Million homes across the UK. The 'SMART Meter Roll-out' is due to start in 2014 but Darwin has managed to secure a deal with the UK Distributor to install this technology for our own customers.

We are hoping that the introduction of this new Utility Company metering technology will once and for all alleviate our owners concerns and queries with regards to electricity charges.

We will be arranging for the suppliers to attend a workshop meeting on the park and you will be invited to attend in order to raise any questions or concerns that you may have.

In the meantime please read on for more information on the changes ahead:-

Meter Upgrade

- **New Smart Meter:** Your existing meter will be removed and replaced with a **new Smart Meter** which will be installed in the electric box outside your van. You will also be given the option of having a **new SMART Energy Monitor** inside your van.

The Energy Monitor will communicate wirelessly with your Smart Meter providing you with important real-time information such as:-

1. The current pence per unit rate you are being charged.
2. A day-to-day running total of your energy consumption.
3. The average cost of the energy you have used during the previous day/week/month/year.
4. The current credit balance on your Smart Meter.

- **Conformity:**

The new Smart Meters we are installing are EXACTLY the same as those currently being installed by **British Gas** in 1 Million homes across the UK. Please follow this link for more information:-

http://www.britishgas.co.uk/smarter-living/control-energy/smart-meters.html?WT.mc_id=PPC40033168&WT.srch=1

You will also find details of the Smart meter & Energy Monitor on the **Government's Department of Energy & Climate Change (DECC)** website: - http://www.decc.gov.uk/en/content/cms/tackling/smart_meters/smart_meters.aspx

- **Accuracy & Reliability:** The Smart meter has been manufactured to exactly the same standards as the meters provided to the Energy Supply Companies and therefore conforms to the latest **MID** (Measuring Instrument Directive) regulations; so you can be assured of absolute accuracy and reliability.

- **Installation:** Installation of the meters will start in February and should be completed within 4-6 weeks.

Charges

- **Current Legislation:** In accordance with **MRP** (Maximum Resale Price) legislation 2003 we will be operating a totally transparent '*cost pass through system*' for electricity and gas charges at all of our parks.

In simple terms this means that you will pay EXACTLY the same for your energy as we pay to the Energy Supplier i.e. there is no increase or profit element whatsoever. You will therefore benefit from our buying power and all commercially negotiated bulk-buy discounts will be passed on to you so in theory you should have cheaper energy costs in your van than you do at home .

We have reviewed the energy costs currently being charged to our parks by our Energy Supplier. Should you choose to take up this exciting offer, I can confirm that in 2013 your charges will be as follows:-

- **Tariff:** p per kWh (inc. Vat @ 5%)
- **Service Charge:** 51.43p per day (inc. Vat @ 20%)

Prepayment Customers

When your new Smart Meter has been installed you will have the option to pay for your energy on a "*Pay-As-You-Go*" basis. This means that you will be able to add prepaid credits to your meter via the office that can be uploaded directly to your meter using an online web portal. Your Smart Meter receives the credits using a built-in GSM Modem and SMS technology.

Emergency Credit

Your Smart Meter will be programmed with a push-button 'Emergency Credit' facility. This means that in the event that your prepaid credit balance runs low and the office is closed you will be able to select a small back-up reserve via the 'Energy Monitor' or directly on the meter using the Orange button. The Emergency Credit can only be invoked when the credit balance runs below £1.00 and the amount used will be carried forward and deducted from your next payment.

Remote Monitoring

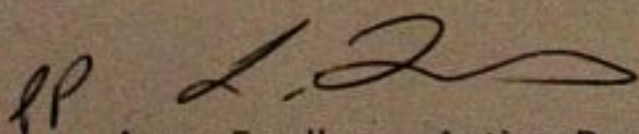
It is the intention of Darwin to operate a completely transparent system for the resale of electricity across all of our parks. With the introduction of new Smart Meters comes new GSM technology and in order to encourage trust in the supplier/customer relationship we are willing to open up **general access to the energy consumption data and costs.**

You will therefore be provided with login details that will give you **24/7 access to an online web portal** at: - www.smartprepay.co.uk . Using this web portal will enable you to monitor your own meter from anywhere in the World where you have a reliable internet connection. You will have access to data such as:-

- **Online Meter Readings:** Your Smart Meter will send a weekly meter reading to the web portal every Monday morning. You will be able to view your current and historical meter readings online.
- **Prepaid Credit Balance:** You will also be able to view the credit balance of your new Smart Meter online which again is updated to the web portal on a weekly basis. This will be useful for making sure your credit balance remains topped up.
- **Payment History:** You will be able to see a record of all of your electricity payments which will include the value of each of the payments you have made as well as a date/time stamp and confirmation that the transaction was successful.

I hope that you have found the information contained in this letter useful and reassuring.

Yours sincerely,



Anne Foulkes – Acting Park Manager