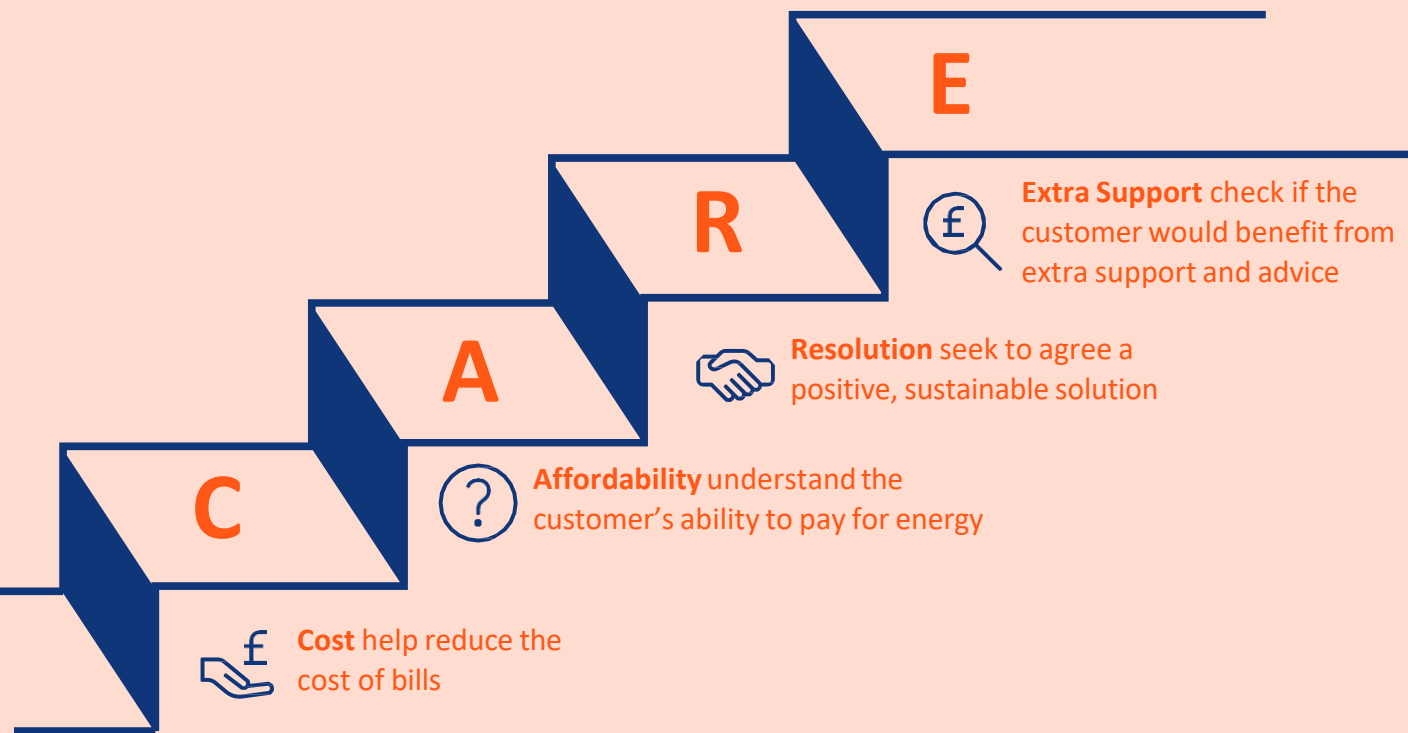


EDF support for those who need it most



CARE steps of support

At the start of 2022 we launched our CARE Steps of Support to ensure we always provide a level of support that's tailored to individual needs.



Pay As You Go



We have proactive monitoring, campaigns and support packages in place for our PAYG customers

This includes the provision of discretionary credit and a pause to debt repayment plans if a customer is unable to afford to top up their meter.



Financial assistance

We provide rebates via our customer fund or in partnership with organisations.



Warm Home Discount scheme

We're providing more support to customers through the Warm Home Discount scheme, by allocating a total of £5.4million.

Total
£5.4m
in the Warm Home Discount scheme



Launched **Scotland broader group rebate in September 2022**



Over 302,000 customers automatically identified as eligible



Improved targeting to ensure the rebate is provided to those who need it most

Total
£47m
in rebates awarded



Customer support

Our financial support for helping customers who're facing financial difficulties:



Provided debt relief to 1,056 of our most vulnerable customers in 2022



747 awards for energy efficient white goods to our most vulnerable customers



Of those customers still in energy debt after receiving an award, we've seen a reduction in the debt of **67% after 12 months**



87% of supported customers remain debt free after at least 12 months



Partners

In 2021 we committed £5.4m by working with third parties to help fuel-poor customers

Committed
£5.4m
to help
customers

citizens
advice Plymouth

- ✓ 31,965 customers receiving debt assessments and access to self-help resources
- ✓ 8,389 customers receiving detailed debt assistance

IncomeMax

- ✓ 5,050 households receiving a benefit entitlement check

Total more than
£1.4m
increased
income

- ✓ 4,727 customers supported to receive increased income totaling £1,430,532



Action for Warm Homes

- ✓ 117,898 consumers benefitted from energy advice
- ✓ £600,000 of new benefits claimed



- ✓ 3,139 customers receiving help with seasonal health interventions

- ✓ 12,003 customers receiving energy efficiency measures



Energy Company Obligation (ECO)

EDF is the market leader in ECO – a government energy efficiency scheme set up to tackle fuel poverty and help reduce carbon emissions

Over
£100m
of support to
households

- ✓ We delivered over £100m of support in 2022 helping insulate and improve the energy efficiency of homes across Britain. We'll deliver a further £82m in 2023



- ✓ Since 2022 we have delivered 30,000 energy efficiency measures in 7,000 homes saving these customers £6m on their bills each year

Delivered
£6m
in bill
savings

Other initiatives



Warm Home Discount funded



EDF funded outside of Warm Home Discount



Winter Efficiency Scheme



- ✓ Specialist support for customers to reduce their consumption



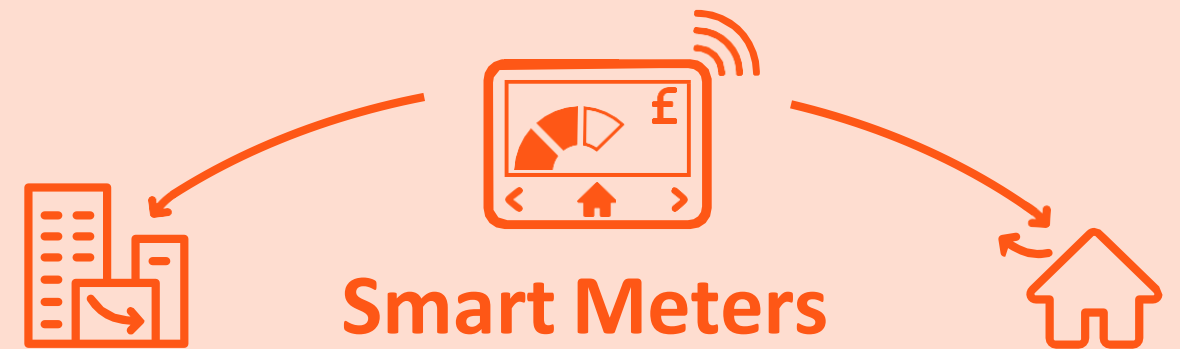
- ✓ Boiler repair /replacement and energy-efficient white goods also provided



Reach Out



- ✓ Our partnership focused on increasing engagement from hard to reach customers who may be in financial difficulty



- ✓ With smart meters, customers are more empowered to make informed energy usage decisions – critical to delivering Net Zero



- ✓ Smart meter data lets us identify issues and step in to support customers who may need extra help