

# Paying your energy bills



Save today. Save tomorrow.



## Your gas and electricity

This booklet provides details of the different ways you can pay for your gas and electricity. We offer a wide range of payment methods to make it as convenient as possible for you to pay your bills. Just choose the method that suits you best.

## Contents

Ways to pay	4
Having trouble paying?	6
Alternative payments options	8
How to avoid disconnection	12
Getting in touch	14
Other ways we can help	15

## You can pay by:

### Direct Debit

Our Direct Debit payment plan is simple to set up, and with regular payments you can spread the cost of your energy over the whole year.

To find out more, just call us free on

**0800 096 9000\***

or visit:

[www.edfenergy.com/dd](http://www.edfenergy.com/dd)

### Cash or cheque when you receive your bill

- You can pay your bill when you receive it at your bank or building society by cash or cheque. Please make cheques payable to EDF Energy Customers PLC and write your customer account number on the back

### EnergyCard

- An EnergyCard lets you spread your payments evenly throughout the year. You can use your EnergyCard at the Post Office® or at any PayPoint outlet – either the same amount or a different amount each time. Any outstanding amount must be paid in full on receipt of your bill



### Prepayment meter

- This lets you pay as you go for gas and electricity, helping you to budget better

### Third Party Deduction Scheme

- If you receive certain government benefits, you may be eligible to join this scheme to pay for your energy directly out of your benefits

## Having trouble paying?

If you're at all worried about paying for your gas or electricity, don't feel you have to wait until the bill arrives before talking to us. The earlier you get in touch, the sooner we can help.

If you tell us about your situation, we will agree how much you need to pay based on the amount you owe us, your future energy usage and what you can afford (taking into account any other debts you may have).

For customers who have difficulty paying their bills, we recommend one of the following payment options:

- Making a regular payment of an agreed amount, which you can afford
- Having a prepayment meter installed in your home, if it's safe and practical
- Paying under the Third Party Deduction Scheme – see **page 8** for more details



Having chosen from the list opposite, we'll ask you to confirm that you can manage what we've arranged, so that you can continue using your gas or electricity.

If you're not able to keep up with payments, please get in touch immediately and we may be able to agree a different amount or offer an alternative payment method.

You may be able to reduce your energy costs through energy efficiency measures.

For some easy and practical ways to reduce the amount of energy you use, you can request a copy of our Energy Efficiency booklet by calling **0800 096 9000\***

Your local Citizens Advice Bureau or any local financial advice centre may also offer help to those with financial difficulties. Their details are at the back of this booklet (page 15).

## Third Party Deduction Scheme

If you owe money for energy bills and you receive Income Support, Pension Credit or other state benefits, you may be able to join the Government's Fuel Direct Scheme.

This uses money from your benefit to pay us directly. To apply, you need to contact the Department for Work and Pensions (DWP).

For more information, visit [www.dwp.gov.uk](http://www.dwp.gov.uk)

If you tell us you've been in touch with the DWP or another financial support agency about your outstanding bill, we can talk to them too – if this will help you. We will give you five days from the date you contact any of these organisations, to agree a payment arrangement with us. However, if your case takes longer than five days to sort out, please keep us informed.

## Security deposits

In some circumstances, e.g. if you have had previous difficulties paying for your gas or electricity, we may ask you to provide a security deposit before we supply you with gas or electricity. Alternatively, we may ask you to pay by a secure payment method.

You can do this in a number of ways:

- By paying a cash deposit
- By joining a Direct Debit payment plan
- By choosing to install a prepayment meter where it is safe and practical to do so

## Why we might fit a prepayment meter

A prepayment meter lets you pay for your gas and electricity as you go, with no need for quarterly meter readings or bills. Because you pay for your energy as you use it, a prepayment meter may help you to budget more effectively.

- EDF Energy Prepayment customers pay exactly the same for electricity as our customers who receive quarterly bills
- You have direct control over how much gas or electricity you use and how much you spend

### What if customers refuse to have a prepayment meter?

In some instances, when customers don't let us fit the meter, we may ask a Magistrates' Court for a warrant of entry. This gives us the right to go into homes without permission to disconnect the supply. Even if the meter is outside the home, we may still need to go inside. Of course, we always send customers a written warning before we apply for a rights-of-entry warrant and there are many steps taken before this stage. Customers are billed for the cost of these warrants.



### If your situation changes, please get in touch

If anything changes – whether it's to do with your financial or personal situation – please get in touch. We'll be happy to talk about other ways you can pay (by regular instalments, for example). We want to do everything we can to help you stay connected and find an affordable way to pay your bills.

## Disconnection

We'll only disconnect your supply in exceptional circumstances. You can avoid this by getting in touch with us as soon as possible to do one of the following:

- Pay your bill in full
- Agree an arrangement to pay
- Agree to have a prepayment meter installed if it's safe and practical for us to do this
- Join the Third Party Deduction Scheme

If you are a pensioner living alone or living only with other pensioners or children under 18, we won't disconnect you during the

winter months (between 1 October and 31 March).

If you or someone else at your property is chronically sick, of pensionable age or disabled, we'll try to avoid disconnection in the winter months.

### Smart Meter

If you have a smart meter and you fail to pay for the energy you use, we may choose to remotely disconnect your energy supply or to remotely limit the amount of energy supplied to your premises, once you reach a certain level of debt on your account.



## Reconnection

If you do get disconnected because you have not paid your bill (or have not contacted us to discuss the situation), we guarantee to reconnect you within two working days, if you do one of the following:

- Pay the amount you owe us in full, including any outstanding energy and service charges. You can pay by cash, debit card, banker's draft or building society cheque
- Agree to have a prepayment meter installed (if safe and practical). We will set the meter to collect the amount you owe, at a weekly rate you agree you can afford. The meter will also let you pay for your gas and electricity as you use it

## Seeking further assistance

### How to contact us

#### Website

Visit **edfenergy.com** and click on 'Contact us' to fill in our online contact form

#### Phone

Lines are open between 8am-8pm Monday to Friday, 8.30am – 2pm Saturdays

For prepayment general enquiries, please call us free on **0800 015 1733\***

For residential enquires, please call us free on **0800 096 9000\***

#### Write

If you want to write to us, please send your letters to:

Correspondence Manager  
EDF Energy  
Osprey House, Osprey Road, Sowton Industrial Estate, Exeter, EX2 7WN

#### Making a complaint

If you would like to make a complaint please speak to one of our customer service advisers on **0800 096 9000\***. If they have not been able to resolve your complaint please ask to speak to a manager. If you are still not happy after speaking to a manager, please send an email to the Director of Customer Services at [customerservicesdirector@edfenergy.com](mailto:customerservicesdirector@edfenergy.com) or alternatively write to the Freepost address; Customer Services Director, EDF Energy, Freepost RRYZ-BRRT-CBJS, Osprey House, Osprey Road, Exeter, EX2 7WN.

The Director of Customer Services will then get back to you within 10 working days.

If you are still not satisfied, please visit the Energy Ombudsman website: [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk) or phone them on **0845 055 0760\***.

\* '0800' numbers are free from UK landlines, other network operators' charges may vary. Calls may be monitored and recorded as part of our Customer Care programme.

\* '0845' numbers are charged at local rate from BT landlines, other network operators' charges may vary. Calls may be monitored and recorded as part of Customer Care programmes.

### Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450\***.

### Other useful contact information

Citizens Advice Bureau **www.adviceguide.org.uk**. Look in your phone book or on the website for details of your local office.

For free confidential and independent debt advice contact National Debtline on **0808 808 4000** or visit **www.mymoneysteps.org.uk**.

### Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us free on **0800 096 9000\*** and we'll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages.

This guide is also available as a text only version in French, Urdu, Bengali, Somali, Gujarati, Turkish, Hindi, Punjabi and Welsh.



**\*edfenergy.com**

\*EDF Energy is a trading name used by EDF Energy Customers plc. Reg. No. 02228297 whose Registered Office is at 40 Grosvenor Place, London SW1X 7EN, incorporated in England and Wales. The responsibility for performance of the supply obligations for all EDF Energy supply contracts rests with EDF Energy Customers plc.

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\*Calls to EDF Energy's 0800 numbers may be monitored and recorded as part of our customer care programme and are free from BT landlines but other network operators' may charge for these calls.

\*R61.IH.XXX.10/11.V2

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