edfenergy.com

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Enjoy peace of mind. With our Fixed Price 2014 tariff, your energy prices won't increase before 31 March 2014, guaranteed.

Protect yourself from rising costs with Fixed Price 2014

- **Peace of mind** – with protection against any unexpected price increases until 31 March 2014
- **Great deals from simple changes** – by choosing Fixed Price 2014 you could get a discount of up to £47* a year compared to our Standard (Variable) tariff. Plus as an EDF Energy customer, if you pay by monthly Direct Debit, you could get £69* discount a year plus a further £8.40* a year by having both your electricity and gas supplies with us
- **Easier budgeting** – knowing that your prices will stay the same until 31 March 2014 means it's easier to budget and plan effectively

* The tariff discount of £47.95 is based on a Dual Fuel customer with typical average consumption of 3,300kWh electricity and 16,500kWh gas on EDF Energy's Fixed Price 2014 tariff, compared to an equivalent customer on EDF Energy's Standard (Variable) tariff. Savings also include monthly discount of 6% for paying by Direct Debit (equal to £69.75 per annum including VAT - based on a typical average consumption of 3,300kWh electricity and 16,500kWh gas) and a Dual Fuel discount of £8.40 (including VAT) per year from taking both fuels with EDF Energy. Monthly Direct Debit discounts are applied before VAT and any other discounts have been deducted. Please note, this is an indicative amount and it may be different based on your meter type, consumption, fuel and payment type.

The information published is correct at time of publication (January 2012). Any savings messages are effective from 7 February 2012 and are subject to change.

"Fixed price plans can provide peace of mind in a climate of rising energy prices."

Source: gocompare.com

What happens next?

If you're a new EDF Energy customer

- We'll start the process of transferring your account(s) straight away
- Fixed Price 2014 has lots to offer, but if you do want to change your mind, there's a 12-day cooling off period (from the date you sign/agree your contract), in which you can cancel the transfer and not be charged an Early Termination Fee. Just write to us at; **EDF Energy, Freepost RRYZ-BRTT-CBJS, Osprey House, Osprey Road, Exeter, EX2 7WN**
- After the 12-day cooling off period, your supply could take up to 3 weeks to transfer to us. We'll write to you to confirm your account number(s) and the date your supply(s) will start^, as well as contacting your old supplier and agreeing your meter reading(s)

If you've recently signed up to Fixed Price 2014

- Along with your confirmation letter, you're receiving this booklet as a reminder of the benefits and features of the tariff. From this point there is nothing else you need to do

If you've requested information about Fixed Price 2014

- The quickest and easiest way for you to sign up is by visiting us online at **www.edfenergy.com** - alternatively, contact us on **0800 096 9000‡**, where we'll be happy to help you with your application

^ If you're a new customer, and choose to take both your gas and electricity from us, your supplies could start on different dates. You may also be placed on our Standard (Variable) tariff while the transfer to our Fixed Price 2014 tariff goes through. If you're an existing customer, you will remain on your existing tariff whilst your registration is processed.

‡ Calls to this number may be monitored and recorded as part of our customer care programme. 0800 calls are free from UK landlines, other network operators' charges may vary.

EDF Energy's Fixed Price 2014 tariff – Domestic Energy Prices

- Electricity prices are shown in the top table below. To find your prices, look in the left hand column and select your area. Once you've selected your area, look along the top to see which meter applies to you (Standard or Economy 7)
- Gas prices are in the bottom table. The prices are the same for all areas
- Rates are shown including and excluding VAT. They comprise a daily standing charge and the relevant unit rates (kWh). The rates are explained in more detail in the notes section opposite

Electricity prices (see notes A, 1, 3, 4)						
Regions		Standard Meter		Economy 7 Meter*		
		DAILY STANDING CHARGE[v]	UNIT RATE (kWh)	DAILY STANDING CHARGE[v]	DAY RATE (kWh)	NIGHT RATE (kWh)
East Midlands (EMEB)	exc VAT	20.46p	11.45p	25.57p	15.54p	4.62p
	inc VAT	21.48p	12.02p	26.85p	16.32p	4.85p
Eastern (EELC)	exc VAT	20.76p	11.48p	28.52p	13.69p	5.23p
	inc VAT	21.80p	12.05p	29.95p	14.37p	5.49p
London (London)	exc VAT	21.01p	11.79p	26.45p	13.71p	5.91p
	inc VAT	22.06p	12.38p	27.77p	14.40p	6.21p
Midlands (Midlands)	exc VAT	21.17p	11.72p	26.00p	15.18p	4.76p
	inc VAT	22.23p	12.31p	27.30p	15.94p	5.00p
North East (Northern)	exc VAT	20.85p	11.61p	27.86p	14.61p	4.83p
	inc VAT	21.89p	12.19p	29.25p	15.34p	5.07p
North Scotland (Scottish Hydro)	exc VAT	22.00p	12.31p	29.67p	16.28p	5.29p
	inc VAT	23.10p	12.93p	31.15p	17.09p	5.55p
North Wales (MANWEB)	exc VAT	22.36p	12.39p	26.30p	16.46p	4.51p
	inc VAT	23.48p	13.01p	27.62p	17.28p	4.74p
North West (NORWEB)	exc VAT	20.71p	11.65p	26.99p	14.70p	4.60p
	inc VAT	21.75p	12.23p	28.34p	15.44p	4.83p
South East (Seeboard)	exc VAT	20.99p	11.78p	26.68p	14.80p	4.66p
	inc VAT	22.04p	12.37p	28.01p	15.54p	4.89p
South Scotland (Scottish Power)	exc VAT	21.12p	11.53p	28.80p	15.05p	4.75p
	inc VAT	22.18p	12.11p	30.24p	15.80p	4.99p
South Wales (SWALEC)	exc VAT	21.89p	12.35p	28.64p	15.61p	4.50p
	inc VAT	22.98p	12.97p	30.07p	16.39p	4.73p
South West (SWEB)	exc VAT	22.39p	12.68p	27.36p	15.63p	4.99p
	inc VAT	23.51p	13.31p	28.73p	16.41p	5.24p
Southern (Southern)	exc VAT	21.27p	12.01p	23.94p	15.52p	4.63p
	inc VAT	22.33p	12.61p	25.14p	16.30p	4.86p
Yorkshire (Yorkshire)	exc VAT	20.90p	11.62p	27.92p	14.65p	4.69p
	inc VAT	21.95p	12.20p	29.32p	15.38p	4.92p

Gas prices (see notes B, 2, 3)†			
		DAILY STANDING CHARGE[v]	UNIT RATE (kWh)
All areas	exc VAT	21.49p	3.387p
	inc VAT	22.56p	3.556p

Additional Charges, Discounts and Notes for EDF Energy's Fixed Price 2014 tariff

The information published is correct at time of publication (January 2012). Any savings messages are effective from 7 February 2012 and are subject to change. These prices will be effective on your account once we have successfully registered you (please refer to Rule 2 of the Fixed Price 2014 Full Tariff Rules). For further details on tariff information please call us free on 0800 096 9000‡.

Note that some of these prices have been naturally rounded. In some instances, more decimals may be shown on your bill. Where prices are shown 'including VAT', the VAT will be charged at 5%.

Additional Charges and Discounts

A. As defined in the Fixed Price 2014 Full Tariff Rules, a £35 Early Termination Fee will be applied to your electricity account should you change your supplier or switch to an alternative EDF Energy tariff before 31 March 2012; or a £15 Early Termination Fee will be applied to your electricity account should you change your supplier or switch to an alternative EDF Energy tariff between 1 April 2012 and 31 March 2013. No Early Termination Fee will be applied if you withdraw between 1 April 2013 and 31 March 2014.

B. As defined in the Fixed Price 2014 Full Tariff Rules, a £35 Early Termination Fee will be applied to your gas account should you change your supplier or switch to an alternative EDF Energy tariff before 31 March 2012; or a £15 Early Termination Fee will be applied to your gas account should you change your supplier or switch to an alternative EDF Energy tariff between 1 April 2012 and 31 March 2013. No Early Termination Fee will be applied if you withdraw between 1 April 2013 and 31 March 2014.

1. An electricity customer paying by monthly Direct Debit will receive a 6% discount on their energy charges which will be credited to their electricity bill on a pro-rated basis in line with their billing frequency. This discount is calculated prior to any other discounts and VAT being applied.

2. A gas customer paying by monthly Direct Debit will receive a 6% discount on their energy charges which will be credited to their gas bill on a pro-rated basis in line with their billing frequency. This discount is calculated prior to any other discounts and VAT being applied.

3. A Dual Fuel customer paying by monthly Direct Debit will receive a 6% discount on their energy charges which will be credited to their energy bill on a pro-rated basis in line with their billing frequency. This discount is calculated prior to any other discounts and VAT being applied. A Dual Fuel Customer will also receive a yearly Dual Fuel discount of £8.40 (£8.00 excluding VAT) per annum, irrespective of their payment method. This is calculated daily and is credited to the customer's gas bills on a pro-rated basis in line with their billing frequency.

4. An Electricity Bill Saver discount is available to customers supplied by EDF Energy in the Seeboard, SWEB and London regions with no mains gas supply and who have an active electricity account. Customers will receive a discount equivalent to £8.40 (£8.00 excluding VAT) per annum, which will be credited to the account on a pro-rated basis in line with the customers billing frequency.

Notes

- The charges stated on this tariff sheet are dependent upon the suitability of the existing metering at your premises
- The charges stated in this leaflet are only available for the supply of gas and electricity to continuously occupied premises used exclusively or mainly for domestic purposes within the areas defined above
- The Dual Fuel and monthly Direct Debit discounts are only applicable to tariffs within this leaflet. The Dual Fuel discount is subject to you having a concurrent supply of gas and electricity under an EDF Energy Domestic Supply Contract
- You will not receive the discount for any period where there is no such concurrent supply (eg, where supply of one fuel has not commenced or the supply of one fuel ends but the supply of the other fuel continues)

* Economy 7 night kWh will be supplied for a total of 7 hours between 10pm and 8am (actual times set by the local network operator) and these will be charged at the night kWh rate. All other kWh will be charged at the day kWh rate. Where there are any changes to these prices and/or tariff structures during a billing period, charges and/or tariff structures will be pro-rated for the number of days up to the price change date. The new charges will apply pro-rata for the remaining bill period. Estimated data may be used in accordance with clause 5 of your Full Tariff Rules (shown overleaf).

[v] Daily Standing Charges (where shown) are payable whether or not electricity/gas is consumed at your premises.

† Note these gas prices only apply when taken as part of a Dual Fuel supply under this scheme.

‡ Calls to this number may be monitored and recorded as part of our customer care programme. 0800 calls are free from UK landlines, other network operators' charges may vary.

Important information

- Fixed Price 2014 is available to Dual Fuel and Electricity only customers with Standard and Economy 7 meters
- Fixed Price 2014 guarantees fixed prices until 31 March 2014. This means the price you pay for your Daily Standing Charge and each unit of energy you use won't change until this date
- We'll remind you when Fixed Price 2014 is coming to an end, at least 30 working days in advance. You'll be able to choose a new tariff from our other available tariffs at the time. If you haven't chosen a new tariff by 31 March 2014, you'll automatically be transferred to our Standard (Variable) tariff
- If you decide to change tariff or supplier, you may be charged an Early Termination Fee of £35 for gas and £35 for electricity (a total of £70 for Dual Fuel customers) if you leave before 31 March 2012; or an Early Termination Fee of £15 for gas and £15 for electricity (a total of £30 for Dual Fuel customers) if you leave between 1 April 2012 and 31 March 2013. No Early Termination Fee will be applied if you leave between 1 April 2013 and 31 March 2014
- This tariff is available for a limited time only and can be withdrawn at any time
- Fixed Price 2014 Full Tariff Rules apply in addition to EDF Energy's Energy Supply Terms and Conditions, which are available online at **www.edfenergy.com/terms** or on request by contacting us free on **0800 096 9000‡**

Full Tariff Rules for EDF Energy's Fixed Price 2014

1. All Customers ("You, Your") of EDF Energy ("We, Us or Our") who do not have any outstanding debt and who receive Electricity, Gas or Dual Fuel subject to a Standard or Economy 7 tariff ("qualifying tariff") via a standard credit meter ("qualifying meter") are eligible to apply to transfer from their existing tariff(s) onto EDF Energy's Fixed Price 2014 (FP2014) tariff.

2. We will transfer each of Your existing accounts onto the FP2014 tariff after We have received and verified Your registration confirming Your desire to join Our FP2014 tariff. We will write to You (by letter or email, depending on Your chosen communication method) to confirm which account(s) have successfully been transferred onto the FP2014 tariff, and the date this will take place (Start Date). You will not be able to benefit from any tariff rates connected with the FP2014 tariff on any account unless and until such confirmation of Your start date has been provided by Us. If You are an existing Customer, You will remain on your current tariff until Your account has been processed and a written confirmation has been provided by Us; if You have not received such confirmation within 60 days of Your application You should contact Us free on 0800 096 9000‡ for further details. If You are a new Customer, You may be placed onto Our Standard (Variable) tariff until the transfer to Your requested tariff is processed and a written confirmation has been provided by Us; if You have not received such confirmation within 90 days of Your application You should contact Us free on 0800 096 9000‡ for further details. We reserve the right to withdraw the FP2014 tariff from sale at any time by publishing this on Our website. Any applications We receive after this date will not be accepted.

3. Whilst You are supplied on the FP2014 tariff You will not receive any further unit rate increases until after 31 March 2014 ('End Date').

4. If You sign up to be supplied on Our FP2014 tariff You will be required to transfer all Your qualifying fuel accounts with Us onto the FP2014 tariff rates. Details of the unit rates for the FP2014 tariff are included in this leaflet or will have been given to You with Your FP2014 tariff supply contract. Alternatively, further copies are available on request by contacting Us free on 0800 096 9000‡ quoting "Fixed Price 2014".

5. Our FP2014 tariff rates will apply to all energy consumed by You from the date We apply the FP2014 tariff(s) to Your account(s) and until Your accounts are withdrawn from the FP2014 tariff in accordance with these rules or Your supply terms, for whatever reason. Where the tariff is withdrawn, the following bill received by You will show the charges pro-rated for the period up to the withdrawal date (based on Our FP2014 tariff rates) and the period after the withdrawal date (based on the new tariff You are placed on). We shall be entitled to rely on Our own estimated meter readings for Your consumption up to and after such withdrawal date in order to carry out such pro-rating of charges. If after signing up to Our FP2014 tariff, You change energy supplier or (for whatever reason) take a supply on any tariff other than Our FP2014 tariffs, You will immediately be automatically and permanently withdrawn from the FP2014 tariff.

6. You agree to remain on the FP2014 tariff for each account until 31 March 2014. If You change supplier or switch to an alternative EDF Energy tariff at any time before this date, You acknowledge and agree that We may apply an Early Termination Fee to Your energy account(s). This fee will be:- (i) £35 for electricity accounts and £35 for gas accounts (a total of £70 for customers with both gas and electricity accounts) if you withdraw from the tariff before 31 March 2012. (ii) £15 for electricity accounts and £15 for gas accounts (a total of £30 for customers with both gas and electricity accounts) if you withdraw from the tariff between 1 April 2012 and 31 March 2013. Such fee will become a debt on Your energy account(s) and will be recovered through Our normal billing processes. No Early Termination Fee will be applied if you withdraw between 1 April 2013 and 31 March 2014 or if the reason You are being withdrawn from Our FP2014 tariff is because You are moving home.

7. EDF Energy will write to You at least 30 working days prior to the End Date to let You know FP2014 is coming to an end (the "Notice"). If You would like to be put onto another EDF Energy product on the End Date, please contact Us for free on 0800 096 9000‡ within 28 days of receiving the Notice and We will transfer Your energy account(s) onto the alternative EDF Energy product(s) that you have chosen. In these circumstances EDF Energy will update Your account with Your chosen product with effect from the End Date. If You do not contact us within 28 days of receiving the Notice, each of Your energy accounts under the FP2014 tariff will be transferred automatically onto EDF Energy's Standard (Variable) tariff on the End Date.

8. If You are withdrawn from Our FP2014 tariff(s) You will not be entitled to any unit rate increase protection described in the above terms. From that point on Your prices will be subject to the normal price increase rules as described in Your supply contract terms.

9. If You leave Our FP2014 tariff(s) You will not be eligible to re-register for Our FP2014 tariff(s) at any time thereafter without Our express written consent.

10. The FP2014 tariff is not available to customers who are already participating in any of Our other continuing Capped Price, Fixed or Special Price Tariffs ("Related Products"). Customers who are already on Related Products who wish to participate in the FP2014 tariff can only do so on the condition that they are automatically permanently withdrawn from their existing Related Product. Customers who are on Related Products should not seek to take up the FP2014 tariff if this is not acceptable to them.

11. Participation in the FP2014 tariff is without prejudice to and shall not affect Our ongoing rights and remedies under the terms and conditions of Your relevant gas and electricity supply contracts which shall at all times take precedence over these rules in the event of any conflict.

12. We reserve the right to amend all or any part of Our FP2014 tariff terms and conditions at any time by publishing any such amendments on Our website. All such changes shall take effect from the date of publication of such change on Our website. We reserve the right to end the FP2014 tariff at any time, including if We need to do so for reasons of regulatory or statutory compliance.

13. Registering for the FP2014 tariff is subject to and will be deemed to be full acceptance of these terms and conditions. Please do not seek to register for the FP2014 tariff if any of these provisions are unacceptable.

14. Remaining on the FP2014 tariff offer is strictly subject to these rules and will be deemed to be full acceptance of these terms. Customers who have been transferred onto this tariff in accordance with the terms of a previous fixed or capped product, which has ended, should not remain on this tariff offer if they do not wish to be bound by these terms or should contact Us free on 0800 096 9000‡ within 28 days from the Notice in accordance with the terms of their previous tariff. Customers who do not contact Us or remain on this Tariff will continue to be bound by these terms.

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** or alternatively write to the Freepost address; **Customer Services Director, EDF Energy, Freepost RRYZ-BRTT-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 Ombudsman Services - Energy website: **www.ombudsman-services.org** 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.

Our fuel mix

The information in the table below is for the period April 2010 to March 2011 and is consistent across all of EDF Energy's supply licences^. For more information, visit: **www.edfenergy.com/oursustainabilitycommitments**

	Coal	Gas	Nuclear	Renewable	Other	C02 g/kwh	Radioactive g/kwh
EDF Energy	27.9%	5.7%	61.8%	3.9%	0.7%	280	0.0062
UK Average Fuel Mix ∞	28.9%	44.2%	17.3%	7.9%	1.7%	450	0.0017

∞ Source: Department of Energy and Climate Change (DECC)

^ EDF Energy Customers and British Energy Direct Limited. For further information, please visit **www.edfenergy.com/fuelmix**