

Read. Reduce. Reward.

EDF Energy is a trading name used by EDF Energy Customers plc. Reg. No. 02228297 whose Registered Office is at 40 Grosvenor Place, Victoria, 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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Save today. Save tomorrow.



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Once you've read the new rules, why not recycle this booklet? It could stop that table leg from wobbling. Or end up shredded as hamster bedding. Unless, of course, you want to read it again at some point...

The Read. Reduce. Reward scheme rules

Part 1 – General

1. Only customers holding a current EDF Energy domestic electricity or gas and electricity account ('customers') are eligible to register and collect points with EDF Energy under the Read. Reduce. Reward scheme in accordance with these rules.
2. The points to be applied under this scheme (as set out below) are specific to each qualifying energy account. Points applied on gas accounts are entirely separate from points on electricity accounts. Customers with more than one type of energy account must fulfil the Qualification Criteria (in accordance with these rules) in respect of each of those accounts in order to receive the relevant points in respect of both of those accounts. Customers with only one type of energy account will only qualify for the relevant points on that energy account. EDF Energy reserves the right to alter the timing of the allocation of the Nectar reward points, including the right, at its discretion, to elect to award points in advance.
3. In order to be eligible to receive points under this scheme, customers must fully comply with these rules and satisfy all of the following Qualification Criteria throughout the relevant billing period
 - The customer must have held an energy account with EDF Energy which has been live on supply for the full billing period applicable to their contract with EDF Energy;
 - The customer must not have any outstanding debt of more than £25 on any EDF Energy account;
 - The customer must not have breached any of the terms of their energy supply contracts;
 - EDF Energy must not during the bill period have received from the customer (or any other person on behalf of the customer) notice of the customer's intention to end their energy account with EDF Energy or to transfer the account to another supplier.

Customers who do not satisfy all of the Qualification Criteria in any one bill period will not be eligible for any points in respect of that period.

4. Customers will only become eligible to collect points under this scheme by registering their Nectar card account with EDF Energy in relation to this scheme (only one Nectar account may be nominated per customer – all points issued in connection with this scheme will be issued to that Nectar account). Customers may register online at www.edfenergy.com/nectarforhome
5. As a Nectar account is required in order to use and redeem points, customers who have not registered their Nectar card account with EDF Energy in relation to this scheme, will not be eligible to collect points in connection with this scheme but can still participate on a 'no-points collection' basis. There will be no cash alternative provided.
6. Customers already on a Read and Reward scheme can join this scheme on the condition that they are withdrawn from their Read and Reward scheme. Points provided and collected under this scheme will

replace (and not be in addition to) any previous incentive associated with their participation in a Read and Reward scheme. This scheme is not appropriate for Prepayment Customers. Consequently, Prepayment Customers cannot participate in this scheme.

7. Collection of points under this scheme will commence once the customer has submitted their first customer own-read in connection with Part 2, following receipt of confirmation that they have been registered under this scheme and that the scheme has commenced.
8. The Nectar Programme is operated and managed by Loyalty Management UK Limited ('LMUK'). Use and redemption of points through Nectar accounts and the use of information collected by LMUK through the Nectar Programme is at all times subject to the Nectar Collector Rules (which includes Nectar's Policy on Privacy and Data Protection), full details of which are available at www.nectar.com. EDF Energy has no control over the enforcement of the Nectar Collector Rules by LMUK or the management of Nectar accounts or the use or redemption of points. EDF Energy's sole obligation to customers collecting points under this scheme is to issue points during the term of the scheme in accordance with these rules. Note: in accordance with the Nectar Collector Rules, points have no cash value.
9. Bills issued in respect of final accounts due to moving house or closure of account will involve a different process to standard cyclical bills and are therefore not eligible for any points under this scheme.
10. Disputed bills will not be eligible for any points under this scheme; however replacement bills may be eligible for points, subject to the discretion of EDF Energy.
11. This is an internet-based scheme and therefore all communications from EDF Energy will be delivered by internet communication or email. No responsibility is accepted by EDF Energy for communications lost, damaged or delayed in transit. EDF Energy reserves the right to withhold points even where communications are alleged not to have been received. No read submission will be accepted via any postal route.
12. Participation in this scheme is without prejudice to, and shall not affect, EDF Energy's ongoing rights and remedies under the terms and conditions of the relevant gas and electricity supply contracts with the customer, which shall at all times take precedence over these terms in the event of any conflict.
13. If at anytime, in EDF Energy's reasonable opinion, a customer is deemed to be abusing this scheme or failing to fully participate (eg, by persistently failing to provide timely and validated meter readings), EDF Energy reserves the right to withdraw such a customer from this scheme and refuse to allow re-registration.
14. EDF Energy reserves the right to amend all or any part of these rules (including the number of points to be provided in connection with any offer or this scheme) at any time by publishing any such amendments on its website. All such amendments shall take effect from the date of publication.

15. This scheme shall, subject to 16 below, continue until such time as it is withdrawn by EDF Energy providing 28 days' notice of such withdrawal is published on its website.
16. EDF Energy reserves the right to withdraw or suspend this scheme immediately if at any time LMUK ceases to trade or the Nectar Programme comes to an end or EDF Energy's right to issue points is withdrawn or suspended (for whatever reason). Notice of any such withdrawal or suspension will be published on the EDF Energy website as soon as reasonably possible, but shall take effect immediately. In such circumstances, EDF Energy reserves the right to transfer customers onto an alternative scheme; details of any such transfer shall again be published on the EDF Energy website.
17. References to 'points' are references to Nectar points.
18. Registering under this scheme is subject to, and will be deemed to be full acceptance of, these rules. By registering and accepting these rules, you are also agreeing to allow EDF Energy to use, disclose and share with other relevant companies (including LMUK) all information relating to you which is reasonably required for the purposes of registering you, managing and properly operating this scheme, setting up your Nectar account and providing you with details of the Nectar Programme and what sponsor benefits (including identifying the relevant sponsor) are available to you under the Nectar Programme. Customers should not seek to register under this scheme if any of these provisions is unacceptable. This does not affect information collected by LMUK through the Nectar Programme which is held on the basis of the Nectar Policy on Privacy and Data Protection.

Part 2 – Read Rewards

19. EDF Energy will issue a read reminder requesting customers to provide a meter reading via the EDF Energy website or the automated telephone service for the accounts that the customer has registered under this scheme. Note: readings must be provided via the website or the automated telephone service and not by email reply. If EDF Energy receives an error message in relation to any email address provided by the customer, EDF Energy will write to the customer to advise of this and request the customer contact EDF Energy to provide an alternative email address ('Email Address Correction Letter'). If EDF Energy has to issue more than two Email Address Correction Letters, we reserve the right at any time thereafter to withdraw the customer from this scheme, and EDF Energy shall have no liability to award points to a customer where such customer does not receive the read reminders due to having registered an invalid email address.
20. All meter readings provided by the customer must be received by EDF Energy within seven days after the date on the email reminder ('Reminders') issued by EDF Energy (Read Window).

Provided that EDF Energy has been able to use the reading given by the customer to generate the relevant energy bill ('Valid Read'), the relevant number of points will subsequently be issued to the customer's nominated Nectar account.

21. Points are applied in respect of cyclic energy bills relating to a single energy account, irrespective of the number of meters involved. Customers with energy accounts covering more than one meter must provide readings for all meters relating to such accounts in order to qualify for points.
22. All readings will be validated by EDF Energy according to normal consumption averages; if readings fail such validation and appear to be inaccurate, points may be withheld by EDF Energy.
23. If the reading provided by the customer cannot be validated as above (either as a result of its late receipt or as a result of the read failing validation), no points will be issued under this part of the scheme in respect of that bill.
24. For regulatory and safety reasons, EDF Energy must visit to inspect the customer's meter at least once every two years. This will not affect any points that would otherwise be applied and customers must continue to allow access to meter readers at all times.
25. EDF Energy reserves the right to appoint a meter reader to take a reading at any time; this will not affect the application of points, providing all other rules have been adhered to.
26. It is the customer's sole responsibility to gain access to read their meter for the purposes of this scheme and to take all relevant and necessary health and safety precautions when doing so. The customer must not undertake any unsafe practices and EDF Energy accepts no liability for the customer adopting any such practices. Special terms apply to customers who are Priority Services Customers, have genuine disabilities that prevent participation in this scheme, or that have complex metering arrangements. Such customers should contact EDF Energy on 0800 096 9000 for further details.
27. For the purpose of calculating the relevant points under Paragraph 28 below, only the first reading provided by the customer during the relevant Read Window will be considered. Meter readings must be provided using the internet or phone routes identified on the relevant reminder.
28. During the term of this scheme, provided all rules are satisfied and the customer has registered their Nectar card in accordance with paragraph 4 of these rules, Valid Reads provided by the internet will qualify for a maximum of 1,000 points per energy account per year. Valid Reads provided by the phone will qualify for 200 points per energy account a maximum of 800 points per energy account, per year. Readings supplied by any other method will not qualify for any points under this scheme.
29. If at any time you suspect your meter has developed a fault or appears in any way unsafe, please ring the relevant telephone numbers set out on your gas and electricity bills.
30. For the avoidance of doubt, no more than 1,000 points will be issued under this part of the scheme for a single energy account in any 12-month period. EDF Energy reserves the right to alter the timing of the allocation of the Nectar reward points, including the right, at its discretion, to award points in advance.

Part 3 – Reduce Rewards

- Customers on the scheme will automatically be registered to 'Team Energy'. This is a programme which provides regular email communication on ways to reduce energy usage (customers can opt out of the scheme at any time via the unsubscribe link within the Team Energy customer email).
- Customers can earn additional Nectar points (1,000 per fuel) by completing the Online Energy Audit tool; this replaces the previous scheme where customers were rewarded for reducing their consumption by comparing Year 2 versus Year 1 consumption and proceeding years. (This can only be earned once in a 12-month period, EDF Energy reserves the right to withdraw or change this offering, details of which will be published on the EDF Energy website at the relevant time).

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