

# Corporate Residential Revenue Policy: Disconnection for Non-Payment of Debt

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Version: 2.2 – Final (Ref. No. RL 007)



Subject: **Corporate Residential Revenue Policy: Disconnection for Non-Payment of Debt**

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**This document is not confidential**

Policy Scope: covers	Brands	Products	Area
	London Energy	Electricity	In Area
	SWEB Energy	Gas	Out of Area
	Seeboard Energy		
	EDF Energy		

## Document History

Version	Section	Page	Summary of Change
1.0			Original
1.1			Draft
1.2		1	Draft – reference to closure of account and awareness of customer's circumstances added
2.0			Final
2.1			Reference to Virgin Home Energy amended to EDF Energy, reference to Telephony product removed
2.2			Customer exemptions re-defined

## **1.0 Policy Statement**

It will be the policy of EDF Energy to disconnect a Residential Customer for Non Payment of Debt if

- i) The Customer does not pay their balance in full by the Warrant Execution stage of the debt follow up process and it has not been possible to install a pre-payment meter

Authority must be obtained, prior to each disconnection, from a senior member of the Operational Revenue Management Team

Once disconnected the account should be closed immediately and referred for Term Debt collection (see "Reconnection of a Customer Disconnected for Non Payment of Debt Policy").

## **2.0 Exemptions**

Where we are aware of the customer's circumstances, we will not disconnect a vulnerable customer, where the definition of vulnerable applied is consistent with the definition quoted within the Energy Retail Association paper 'Protecting Vulnerable Customers from disconnection.'

The definition being 'A customer is vulnerable if for reasons of age, health, disability or severe financial insecurity they are unable to safeguard their personal welfare or the personal welfare of other members of the household.'