

Understanding your annual statement

A customer's guide

Proud to power Tower Bridge

Mr A Smith
20 Sample Street
SampleVille
SAM PLE

Your account number
123 123 123 123

Statement date
9 March 2013

Statement period
10 March 2012 – 09 March 2013

Address of energy supply
20 Sample Street, SampleVille, SAMPLE

Hello Mr Smith
Here's your annual energy statement

It feels better when you're in control. We're sending you this statement to help you choose the best energy deal for your home. It contains all the information you need to make the most of your account with us.

Page 1 looks at your energy usage and page 3 shows you how much energy are you using

How much energy are you using

Period	Electricity (Yearly cost)	Gas (Yearly cost)
10 Mar 2011 – 9 Mar 2012	£350	£650
10 Mar 2012 – 9 Mar 2013	£450	£700
Projection for 10 Mar 2013 – 9 Mar 2014	£450	£700

10 Mar 2011 – 9 Mar 2012 Total cost: £1,152.65
10 Mar 2012 – 9 Mar 2013 Total cost: £1,232.59
Projection for 10 Mar 2013 – 9 Mar 2014 Total cost: £1,211.85

Over the last 12 months, your total costs were £1,232.59, (which is £79.94 more than the same period last year). We've used your meter readings to estimate the following usage over the last 12 months: 3,300 kWh of electricity (£502.14) and 16,500 kWh of gas (£730.45).

If you use the same amount of electricity and gas over the next 12 months, we estimate your costs will come to £1,211.85. This uses our latest prices, including your discounts and added charges, like VAT. It is for comparison purposes; your regular payments are worked out differently & take the weather into account. You're on our Blue+Price Promise May 2014 tariff, so your energy prices won't go up or down in the next 12 months.

Your annual statement

Annual statements are issued to customers once a year. We'll issue your annual statement on the anniversary of your supply start date with us. These are now separate from your energy bill.

Your annual statement will provide information about your current usage, your current tariff, and also presents you with other tariff options. If you're unsure which type of annual statement you've received, you can find this information under payment method on the last page of your annual statement.

The type of annual statement you receive is based on your payment method, meter type or your preferences. Below are examples of a few some of our annual statements **Click** on the one you want to view.

- **Cash/cheque**
- **Budget Direct Debit**
- **Prepayment**

Your account with us

Here's all the information about your energy supply and your account.

Fuel type
Electricity and gas

Payment method
Cash/Cheque

Customer services
www.edfenergy.com

- ✓ View and pay bills
- ✓ Submit meter readings
- ✓ Change your product
- ✓ Get help from one of our advisors on Live Chat

0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

Electricity emergency?
0800 056 8090
Lines open 24 hours a day

Gas emergency?
0800 111 999
Lines open 24 hours a day

EDF Energy
Freepost RRYZ-BRTT-CBJS
Osprey House, Osprey Road
Exeter EX2 7WN

We know you have a choice of energy provider. Thanks for choosing us.

Page 3 of 4

Page 1 of your **Cash Cheque** annual statement explained

Click on the numbers below for a closer look

1 Your account number

This is your unique customer number for your EDF Energy account. Please quote this when you contact us.

2 Statement date

This is the date we generated this annual statement

3 Statement period

This is the period that this annual statement covers

4 Address of energy supply

This is the property which has used the energy if different to your mailing address.

5 How much energy are you using?

These graphs show your actual usage over the last 12 months and usage for the same period for the previous year (if available).

 orange indicates electricity
 blue indicates gas

Please note: If you have been with EDF Energy for less than 2 years, only your last year's usage period will be displayed.

Only one fuel will be displayed if you are single fuel customer, or you have Dual Fuel with us but we've been supplying your other fuel for less than 12 months.

6 Your comparative usage

This section compares how much more or less you have paid this 12 months compared to the last.

7 Projected usage

This section shows the projected costs of your energy next year if you use the same as in the last 12 months based on your current prices. It is for comparison purposes only.



Proud to power Tower Bridge



Mr A Smith
20 Sample Street
SampleVille
SAM PLE

Your account number 123 123 123 123 **1**

Statement date 9 March 2013 **2**

Statement period 10 March 2012 – 09 March 2013 **3**

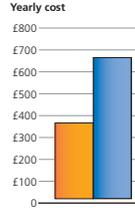
Address of energy supply 20 Sample Street, SampleVille, SAMPLE **4**

Hello Mr Smith

Here's your annual energy statement

It **feels better** when you're in control. That's why we're sending you this statement. It contains all the information you need to choose the best energy deal for you. Page 1 looks at your usage, page 2 presents options that could save you money, and page 3 provides an overview of your account with us.

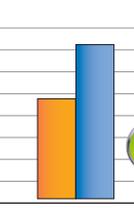
How much energy are you using?



10 Mar 2011 – 9 Mar 2012
Total cost: £1,152.65



10 Mar 2012 – 9 Mar 2013
Total cost: £1,232.59



Projection for 10 Mar 2013 – 9 Mar 2014
Total cost: £1,211.85

6 Over the last 12 months, your total costs were £1,232.59, (which is £79.94 more than the same period last year). We've used your meter readings to estimate the following usage over the last 12 months: 3,300 kWh of electricity (£502.14) and 16,500 kWh of gas (£730.45).

7 If you use the same amount of electricity and gas over the next 12 months, we estimate your costs will come to £1,211.85. This uses our latest prices, including your discounts and added charges, like VAT. It is for comparison purposes; your regular payments are worked out differently & take the weather into account. You're on our Blue+Price Promise May 2014 tariff, so your energy prices won't go up or down in the next 12 months.

There's more on the other side →

Page 1 of 4

Your annual statement | [Cash/cheque p1](#) | [Cash/cheque p2](#) | [Cash/cheque p3](#) | [Cash/cheque p4](#) | [Budget DD p1](#) | [Budget DD p2](#) | [Budget DD p3](#) | [Budget DD p4](#) | [Prepay p1](#) | [Prepay p2](#) | [Prepay p3](#) | [Prepay p4](#)

Page 2 of your **Cash Cheque** annual statement explained

Click on the numbers below for a closer look

8 The energy labels

The energy label gives key facts about your energy tariff at a glance. The first label provide information on your current tariff, including your tariff type, annual cost (based on your usage for the last 12 months), information on any termination fees, information on sources of electricity we buy to supply you and reminds you of our Thank You rewards programme. Some of our other tariff energy label(s) will be displayed below, so you will be able to compare your current tariffs with some of our other available options.

9 Your right to switch

This displays a message to remind your that can change energy supplier at any time, and where you can find independent advice on this subject.

10 Did you know?

This shows how much you can save by signing up to monthly Direct Debit.

If you have chosen to receive marketing messages from us, these messages will show you the benefits of upgrading to Dual Fuel and [MyAccount](#) if these are relevant to you.

Your options with EDF Energy

We believe in treating our customers fairly. On this page, you'll find details of your current tariff compared with others we have available today. Unless you're already on our cheapest prices, we'll show them below. If you want to learn more or choose a different tariff, you can log into www.edfenergy.com/myaccount

Your current tariff - Blue+Price Promise May 2014

 Fixed tariff	 Your annual cost if you use the same next year** £1,212	 No termination fee £0	 Electricity from a low carbon source*	 Thank you
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For flexibility - Standard (Variable)

 Variable tariff	 Your annual cost if you use the same next year** £1,331	 No termination fee £0	 Electricity from various energy sources	 Thank you
--	--	--	--	--

* This is based on your electricity and/or gas use for the last year. It is the difference between your annual cost and what it would have been if you'd paid by monthly Direct Debit. We have accounted for any months in which you benefited from the discount.
§ Monthly Direct Debit projections are based on your last 12 months energy usage and today's prices on the tariffs listed above. They include our 6% monthly Direct Debit discount that is applied before any other discounts a VAT.
** This is based on your electricity and/or gas use for the last year. It includes your payment method and discounts, if any apply.
^ Electricity is transmitted through the National Grid so you won't receive yours directly from a low-carbon nuclear source.

Your right to switch

We'd like to remind you that you can change your energy supplier at any time. For independent advice about switching, visit www.consumerfocus.org.uk

Did you know

Last year, you could have saved £70.91 if you paid by monthly Direct Debit*. Our 6% discount is applied before any other discounts and VAT. For a discount that's well worth having, visit www.edfenergy.com/directdebit

With monthly Direct Debit[§]

This projection would be **£1,251[§]**

Continues on the next page →

Page 2 of 4

Page 3 of your **Cash Cheque** annual statement explained

Click on the numbers below for a closer look

11 Breakdown of your tariff

This section shows key facts about your tariff.

12 Contact details

Our contact details are prominently displayed on the top right hand corner making it easy to get in touch. This section also displays the telephone numbers you need if you have a gas or electricity emergency.

Your account with us

Here's all the important information about your energy supply and your contract with us - neatly in one place

Supplier EDF Energy	Your electricity tariff Blue+Price Promise May 2014	
Fuel type Electricity and gas	Unit rate 12.34p per kWh	
Payment method Cash/Cheque	Standing charge 14.00p per day	
	Tariff ends on May 2014	
	Exit fees £0	

Your gas tariff Blue+Price Promise May 2014		
Unit rate 3.779p per kWh		
Standing charge 22.00p per day		
Tariff ends on May 2014		
Exit fees £0		

Customer services
www.edfenergy.com

- ✓ View and pay bills
- ✓ Submit meter readings
- ✓ Change your product
- ✓ Get help from one of our advisors on Live Chat

0800 096 9000
8am–8pm Mon–Fri, 8am–2pm Sat

Electricity emergency?
0800 056 8090
Lines open 24 hours a day

Gas emergency?
0800 111 999
Lines open 24 hours a day

EDF Energy
Freepost RRYZ-BRTT-CBJS
Osprey House, Osprey Road
Exeter EX2 7WN

We know you have a choice of energy provider.
Thanks for choosing us.



Page 3 of 4

Page 4 of your **Cash Cheque** annual statement explained

Click on the numbers below for a closer look

13 Your principle terms

This section details a summary of your principle terms for your current tariff. To view your full terms please visit www.edfenergy.com/tariff-info

Your principal terms

13

This section summarises your contractual terms. For your full terms and conditions please visit www.edfenergy.com/product-terms

Your current tariff

Blue+Price promise May 2014

- The daily standing charge and unit rates of the tariff on the date of this statement are set out above and will apply until at least 31.05.2014 (the "End Date"). Prices will not increase until the End Date.
- Once your supply starts on the Blue+ Price Promise May 2014 tariff, you will receive a regular update about your product status in comparison to the market. Specifically, if at any time after the launch of Blue +Price Promise May 2014, EDF Energy identifies that a supplier (including EDF Energy) has released a new product which, based on typical annual consumption; current prevailing prices; and excluding cash back, voucher or other indirect financial benefits or rewards, would result in a projected annual energy bill that was at least £52 (inc. VAT) less than the equivalent annual energy bill based on Blue +Price Promise May 2014 prices (which for the purposes of the product we would treat as being more than £1 cheaper a week), then you will be provided with a price alert notification within a maximum of 10 days of EDF Energy receiving published prices from the relevant supplier.
- We will ensure that by the end of the "Fuel Mix Reporting Year" we will have obtained an amount of low carbon Nuclear electricity that at least matches the total volume of electricity we have estimated has been supplied to all Blue +Price Promise May 2014 customers in that period, using the same method used to create our fuel label, which is described in the Electricity (Fuel Mix Disclosure) Regulations 2005.
- You can choose to offset the CO₂ emissions associated with your gas supply on this tariff. Where You participate in the scheme you will pay an additional charge of 0.153 p/kWh (no VAT applies) extra for the gas supplied as part of Your supply contract.
- We will notify you at least 30 working days in advance of your tariff End Date. You'll be able to choose a new tariff from our other available tariffs at that time. If by 31.05.14 you haven't either chosen a new tariff with us or notified us that you will be leaving, then you'll automatically be transferred to our Standard (Variable) tariff.
- There are no cancellation or early termination fees associated with the Blue +Price Promise May 2014 tariff.
- The following discounts are available to you in the following circumstances: a. If you pay us by fixed monthly direct debit you will receive a discount of 6%; b. If you take both gas and electricity from us at the same supply address you will receive a discount of £8.40 pa. which will be calculated on a pro-rata basis and credited to your gas bill.
- If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.
- The duration of your supply contract is evergreen, this means it will continue until it is terminated in accordance with Clause 4 of your supply terms and conditions, for example by either of us providing the correct amount of notice or for breach of contract. You can end this contract at any time within 12 days of entering into it by writing to us, emailing us at CP@edfenergy.com or by phoning us on 0800 096 9000. After that time you can still end this contract at any time by giving us 28 days notice, or by giving us two working days notice if you are moving address. Also, if we change any of our terms to your material disadvantage without your prior agreement you will be given the opportunity to end this contract and change supplier before the change takes effect. We will explain what you need to do and by when, when we notify you of any such change. However please note that under your terms we have the right to prevent you from ending your contract and/or changing supplier (for whatever reason) in the circumstances set out in our supply licence, including where there is outstanding debt on your account.
- Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our full terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full terms and conditions, a copy of which would have been provided to you when you originally joined us. To ensure this is the case, and for the purposes of full transparency, we will send you updated copies of our full terms and conditions at least once every 12 months. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly. Your full terms and conditions, tariff terms and conditions and your schedule of charges are made available to you at all times via www.edfenergy.com/tariff-info or by contacting us on 0800 096 9000.

Impartial Advice

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus. For more information and a list of accredited sites visit www.consumerfocus.org.uk

Page 1 of your **Budget Direct Debit** annual statement explained

Click on the numbers below for a closer look

1 Your account number

This is your unique customer number for your EDF Energy account. Please quote this when you contact us.

2 Statement date

This is the date we generated this annual statement

3 Statement period

This is the period that this annual statement covers

4 Address of energy supply

This is the property which has used the energy if different to your mailing address.

5 How much energy are you using?

These graphs show your actual usage over the last 12 months and usage for the same period for the previous year (if available).

 orange indicates electricity
 blue indicates gas

Please note: If you have been with EDF Energy for less than 2 years, only your last year's usage period will be displayed.

Only one fuel will be displayed if you are single fuel customer, or you have Dual Fuel with us but we've been supplying your other fuel for less than 12 months.

6 Your comparative usage

This section compares how much more or less you have paid this 12 months compared to the last.

7 Projected usage

This section shows the projected costs of your energy next year if you use the same as in the last 12 months based on your current prices. It is for comparison purposes only.

Proud to power Tower Bridge




Mr A Smith
20 Sample Street
SampleVille
SAM PLE

Your account number
123 123 123 1
Statement date
9 Mar 2013 2
Statement period
10 Mar 2012 – 09 Mar 2013 3
Address of energy supply
20 Sample Street, SampleVille, SAMPLE 4

Hello Mr Smith

Here's your annual energy statement

It **feels better** when you're in control. That's why we're sending you this statement. It contains all the information you need to choose the best energy deal for you. Page 1 looks at your usage, page 2 presents options that could save you money, and page 3 provides an overview of your account with us.

How much energy are you using?

Electricity



Period	Total cost
10 Mar 2011 – 9 Mar 2012	£530.11
10 Mar 2012 – 9 Mar 2013	£560.66
Projection for 10 Mar 2013 – 9 Mar 2014	£537.62

6 Over the last 12 months, your total costs were £560.66, [which is £30.55 more than the same period last year]. We've used your meter readings to estimate the following usage over the last 12 months: 4,000 kWh of electricity (£560.66).

7 If you use the same amount of electricity over the next 12 months, we estimate your costs will come to £537.62. This uses our latest prices, including your discounts and added charges, like VAT. It is for comparison purposes. Your regular payments are worked out differently & take the weather into account. You're on our Blue+Price Promise May 2014 tariff, so your energy prices won't go up or down in the next 12 months.

We haven't included your consumption for gas because it's been under 12 months since we started supplying your property with gas. When it's been a full year, we'll send another statement.

There's more on the other side →

Page 1 of 4

Page 2 of your **Budget Direct Debit** annual statement explained

Click on the numbers below for a closer look

8 The energy labels

The energy label gives key facts about your energy tariff at a glance. The first label provide information on your current tariff, including your tariff type, annual cost (based on your usage for the last 12 months), information on any termination fees, information on sources of electricity we buy to supply you and reminds you of our Thank You rewards programme. Some of our other tariff energy label(s) will be displayed below, so you will be able to compare your current tariffs with some of our other available options.

9 Your right to switch

This displays a message to remind your that can change energy supplier at any time, and where you can find independent advice on this subject.

10 Did you know?

If you have chosen to receive marketing messages from us, these messages will show you the benefits of upgrading to Dual Fuel and [MyAccount](#) if these are relevant to you.

Your options with EDF Energy

We believe in treating our customers fairly. On this page, you'll find details of your current tariff compared with others we have available today. Unless you're already on our cheapest prices, we'll show them below. If you want to learn more or choose a different tariff, you can log into www.edfenergy.com/myaccount

Your current tariff - Blue+Price Promise May 2014

 Fixed tariff	 Your annual cost if you use the same next year**	 No termination fee	 Electricity from a low carbon source*	 Thank you
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FOR FLEXIBILITY - Standard (Variable)

 Variable tariff	 Your annual cost if you use the same next year**	 No termination fee	 Electricity from various energy sources	 Thank you
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FOR PEACE OF MIND - Blue +Fixed Price March 2015

 Fixed tariff	 Your annual cost if you use the same next year**	 Termination fee	 Electricity from a low-carbon source*	 Thank you
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Your right to switch

We'd like to remind you that you can change your energy supplier at any time. For independent advice about switching, visit www.consumerfocus.org.uk

Did you know

MyAccount lets you manage your account online whenever you like. Whether you want to submit a meter reading, pay your bill or change tariffs – it makes your life easier. Register today at www.edfenergy.com/myaccount

Continues on the next page →

Page 2 of 4

Your annual statement | Cash/cheque p1 | Cash/cheque p2 | Cash/cheque p3 | Cash/cheque p4 | Budget DD p1 | **Budget DD p2** | Budget DD p3 | Budget DD p4 | Prepay p1 | Prepay p2 | Prepay p3 | Prepay p4

Page 3 of your **Budget Direct Debit** annual statement explained

Click on the numbers below for a closer look

11 Breakdown of your tariff

This section shows key facts about your tariff.

12 Contact details

Our contact details are prominently displayed on the top right hand corner making it easy to get in touch. This section also displays the telephone numbers you need if you have a gas or electricity emergency.

Your account with us

Here's all the important information about about your energy supply and your contract with us - neatly in one place

Supplier	Your electricity tariff	Blue+Price Promise May 2014
EDF Energy	Unit rate	12.34p per kWh
Fuel type	Standing charge	14.00p per day
Electricity	Tariff ends on	May 2014
Payment method	Exit fees	£0

Customer services
www.edfenergy.com

- ✓ View and pay bills
- ✓ Submit meter readings
- ✓ Change your product
- ✓ Get help from one of our advisors on Live Chat

0800 096 9000
8am–8pm Mon–Fri,
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Osprey House, Osprey Road
Exeter EX2 7WN

We know you have a choice of energy provider. Thanks for choosing us.



Page 3 of 4

Page 4 of your **Budget Direct Debit** annual statement explained

Click on the numbers below for a closer look

13 Your principle terms

This section details a summary of your principle terms for your current tariff. To view your full terms please visit www.edfenergy.com/tariff-info

13

Your principal terms

This section summarises your contractual terms. For your full terms and conditions please visit www.edfenergy.com/product-terms

Your current tariff

Blue+Price promise May 2014

- The daily standing charge and unit rates of the tariff on the date of this statement are set out above and will apply until at least 31.05.2014 (the "End Date"). Prices will not increase until the End Date.
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- We will ensure that by the end of the "Fuel Mix Reporting Year" we will have obtained an amount of low carbon Nuclear electricity that at least matches the total volume of electricity we have estimated has been supplied to all Blue +Price Promise May 2014 customers in that period, using the same method used to create our fuel label, which is described in the Electricity (Fuel Mix Disclosure) Regulations 2005.
- You can choose to offset the CO₂ emissions associated with your gas supply on this tariff. Where you participate in the scheme you will pay an additional charge of 0.153 p/kWh (no VAT applies) extra for the gas supplied as part of your supply contract.
- We will notify you at least 30 working days in advance of your tariff End Date. You'll be able to choose a new tariff from our other available tariffs at that time. If by 31.05.14 you haven't either chosen a new tariff with us or notified us that you will be leaving, then you'll automatically be transferred to our Standard (Variable) tariff.
- There are no cancellation or early termination fees associated with the Blue +Price Promise May 2014 tariff.
- The following discounts are available to you in the following circumstances: a. If you pay us by fixed monthly direct debit you will receive a discount of 6%; b. If you take both gas and electricity from us at the same supply address you will receive a discount of £8.40 pa. which will be calculated on a pro-rata basis and credited to your gas bill.
- If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.
- The duration of your supply contract is evergreen, this means it will continue until it is terminated in accordance with Clause 4 of your supply terms and conditions, for example by either of us providing the correct amount of notice or for breach of contract. You can end this contract at any time within 12 days of entering into it by writing to us, emailing us at CP@edfenergy.com or by phoning us on 0800 096 9000. After that time you can still end this contract at any time by giving us 28 days notice, or by giving us two working days notice if you are moving address. Also, if we change any of our terms to your material disadvantage without your prior agreement you will be given the opportunity to end this contract and change supplier before the change takes effect. We will explain what you need to do and by when, when we notify you of any such change. However please note that under your terms we have the right to prevent you from ending your contract and/or changing supplier (for whatever reason) in the circumstances set out in our supply licence, including where there is outstanding debt on your account.
- Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our full terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full terms and conditions, a copy of which would have been provided to you when you originally joined us. To ensure this is the case, and for the purposes of full transparency, we will send you updated copies of our full terms and conditions at least once every 12 months. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly. Your full terms and conditions, tariff terms and conditions and your schedule of charges are made available to you at all times via www.edfenergy.com/tariff-info or by contacting us on 0800 096 9000.

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Page 1 of your **Prepayment** annual statement explained

Click on the numbers below for a closer look

1 Your account number

This is your unique customer number for your EDF Energy account. Please quote this when you contact us.

2 Statement date

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3 Statement period

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4 Address of energy supply

This is the property which has used the energy if different to your mailing address.

5 How much energy are you using?

These graphs show your actual usage over the last 12 months and usage for the same period for the previous year (if available).

 orange indicates electricity
 blue indicates gas

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Only one fuel will be displayed if you are single fuel customer, or you have Dual Fuel with us but we've been supplying your other fuel for less than 12 months.

6 Your comparative usage

This section compares how much more or less you have paid this 12 months compared to the last.

7 Projected usage

This section shows the projected costs of your energy next year if you use the same as in the last 12 months based on your current prices. It is for comparison purposes only.

Proud to power Tower Bridge





Mr A Smith
20 Sample Street
SampleVille
SAM PLE

Your account number 123 123 123 123 1

Statement date 9 March 2013 2

Statement period 10 March 2012 – 09 March 2013 3

Address of energy supply 26 Sample Street, SampleVille, SAMPLE 4

Hello Mr Smith

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How much energy are you using?

10 Mar 2011 – 9 Mar 2012

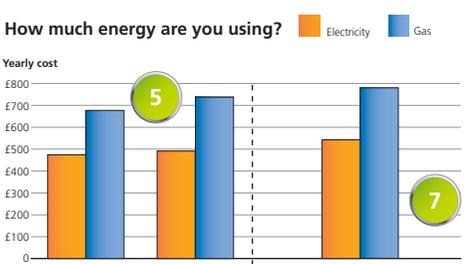
Total cost: £1,152.65

10 Mar 2012 – 9 Mar 2013

Total cost: £1,232.59

Projection for 10 Mar 2013 – 9 Mar 2014

Total cost: £1,330.69



6 Over the last 12 months, your total costs were £1,232.59, (which is £79.94 more than the same period last year). We've used your meter readings to estimate the following usage over the last 12 months: 3,300 kWh of electricity (£502.14) and 16,500 kWh of gas (£730.45).

7 If you use the same amount of electricity and gas over the next 12 months, we estimate your costs will come to £1,330.69. This uses our latest prices, including your discounts and added charges, like VAT. It is for comparison purposes: your regular payments are worked out differently & take the weather into account. You're on our Standard (Variable) tariff, so if our prices change, this projection would too.

There's more on the other side →

Page 1 of 4

Page 2 of your **Prepayment** annual statement explained

Click on the numbers below for a closer look

8 The energy labels

The energy label gives key facts about your energy tariff at a glance. The first label provide information on your current tariff, including your tariff type, annual cost (based on your usage for the last 12 months), information on any termination fees, information on sources of electricity we buy to supply you and reminds you of our Thank You rewards programme.

9 Your right to switch

This displays a message to remind your that can change energy supplier at any time, and where you can find independent advice on this subject.

10 Did you know?

This shows how much you can save by signing up to monthly Direct Debit.

If you have chosen to receive marketing messages from us, these messages will show you the benefits of upgrading to Dual Fuel and [MyAccount](#) if these are relevant to you.

Your options with EDF Energy

We believe in treating our customers fairly. On this page, you'll find details of your current tariff compared with others we have available today. Unless you're already on our cheapest prices, we'll show them below. If you want to learn more or choose a different tariff, you can log into www.edfenergy.com/myaccount

Your current tariff - Standard (Variable) - P 8

 Variable tariff	 Your annual cost if you use the same next year**	 No termination fee	 Electricity from various energy sources	 Thank you
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* This is based on your electricity and/or gas use for the last year. It is the difference between your annual cost and what it would have been if you'd paid by monthly Direct Debit. We have accounted for any months in which you benefited from the discount.
** This is based on your electricity and/or gas use for the last year. It includes your payment method and discounts, if any apply.

Your right to switch

We'd like to remind you that you can change your energy supplier at any time. For independent advice about switching, visit www.consumerfocus.org.uk

Did you know

Last year, you could have saved **£70.91** if you paid by monthly Direct Debit*. Our 6% discount is applied before any other discounts and VAT. For a discount that's well worth having, visit www.edfenergy.com/directdebit

Because of your meter type, you would need to arrange a meter exchange in order to take advantage of other options. For that reason, we haven't shown them here. To discuss your options, you can call us on 0800 096 9000.

Continues on the next page →

Page 2 of 4

Page 3 of your **Prepayment** annual statement explained

Click on the numbers below for a closer look

11 Breakdown of your tariff

This section shows key facts about your tariff.

12 Contact details

Our contact details are prominently displayed on the top right hand corner making it easy to get in touch. This section also displays the telephone numbers you need if you have a gas or electricity emergency.

Your account with us

Here's all the important information about about your energy supply and your contract with us - neatly in one place

Supplier EDF Energy	Your electricity tariff	Standard (Variable) - Prepay
Fuel type Electricity and gas	Unit rate	13.68p per kWh
Payment method Prepayment	Standing charge	18.00p per day
	Tariff ends on	No end date
	Exit fees	£0

	Your gas tariff	Standard (Variable) - Prepay
	Unit rate	4.042p per kWh
	Standing charge	25.00p per day
	Tariff ends on	No end date
	Exit fees	£0

Customer services
www.edfenergy.com

- ✓ View and pay bills
- ✓ Submit meter readings
- ✓ Change your product
- ✓ Get help from one of our advisors on Live Chat

0800 015 1733
8am-8pm Mon-Fri, 8am-2pm Sat

Electricity emergency?
0800 072 7282
Lines open 24 hours a day

Gas emergency?
0800 111 999
Lines open 24 hours a day

EDF Energy
Freepost RRYZ-BRTT-CBJS
Osprey House, Osprey Road
Exeter EX2 7WN

We know you have a choice of energy provider.
Thanks for choosing us.



Page 3 of 4



Page 4 of your **Prepayment** annual statement explained

Click on the numbers below for a closer look

11

Your principle terms

This section details a summary of your principle terms for your current tariff. To view your full terms please visit www.edfenergy.com/tariff-info

13

Your principal terms

This section summarises your contractual terms. For your full terms and conditions please visit www.edfenergy.com/product-terms

Your current tariff

Standard (Variable) - Prepay

- The charges for your energy supply on the date of this statement are set out on page 1.
- These charges are variable and can be changed at any time on 30 working days notice in accordance with Clause 3 of your supply terms.
- The following discounts are available to you in the following circumstances:- a. If you pay us by fixed monthly direct debit you will receive a discount of 6%. b. If you take both gas and electricity from us at the same supply address you will receive an annual discount of £8.40 which will be calculated on a pro-rata basis and credited from your gas bill (if you are a Prepayment customer this will be credited to your gas card).
- If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.
- The duration of your supply contract is evergreen, this means it will continue until it is terminated in accordance with Clause 4 of your supply terms and conditions, for example by either of us providing the correct amount of notice or for breach of contract. You can end this contract at any time within 12 days of entering into it by writing to us, emailing us at CP@edfenergy.com or by phoning us on 0800 096 9000. After that time you can still end this contract at any time by giving us 28 days notice, or by giving us two working days notice if you are moving address. Also, if we change any of our terms to your material disadvantage without your prior agreement you will be given the opportunity to end this contract and change supplier before the change takes effect. We will explain what you need to do and by when, when we notify you of any such change. However please note that under your terms we have the right to prevent you from ending your contract and/or changing supplier (for whatever reason) in the circumstances set out in our supply licence, including where there is outstanding debt on your account.
- Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our full terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full terms and conditions, a copy of which would have been provided to you when you originally joined us. To ensure this is the case, and for the purposes of full transparency, we will send you updated copies of our full terms and conditions at least once every 12 months. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly. Your full terms and conditions, tariff terms and conditions and your schedule of charges are made available to you at all times via www.edfenergy.com/tariff-info or by contacting us on 0800 096 9000.

Impartial Advice

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus. For more information and a list of accredited sites visit www.consumerfocus.org.uk.