Take a closer look at your

# READ REMINDER

**A customer guide**

EDF ENERGY

# Your READ REMINDER JOURNEY

This e-guide has been put together to help you to understand your EDF Energy Read Reminder.

There are two different types of Read Reminder that you could receive from us depending on how you pay for your energy. These two examples are explained on the next page.

**Simply click on a payment type on the next page** for a closer look at each Read Reminder.

# Your READ REMINDER

**Read reminders** are only issued to customers that choose to pay by 'quarterly' or 'monthly' whole amount. If you're unsure which type of read reminder you've received, you can find this information under 'Payment method' on page 2 of your read reminder.

The type of read reminder you receive is based on which of the below **two payment types** you use. **Click** on the one you want to view.

cash or cheque

### Cash/Cheque Whole Amount:

You pay a set amount each quarter when you receive your read reminder.

**Your Read Reminder** is issued to remind you to send us an up-to-date meter reading, so that we can send you an accurate bill.

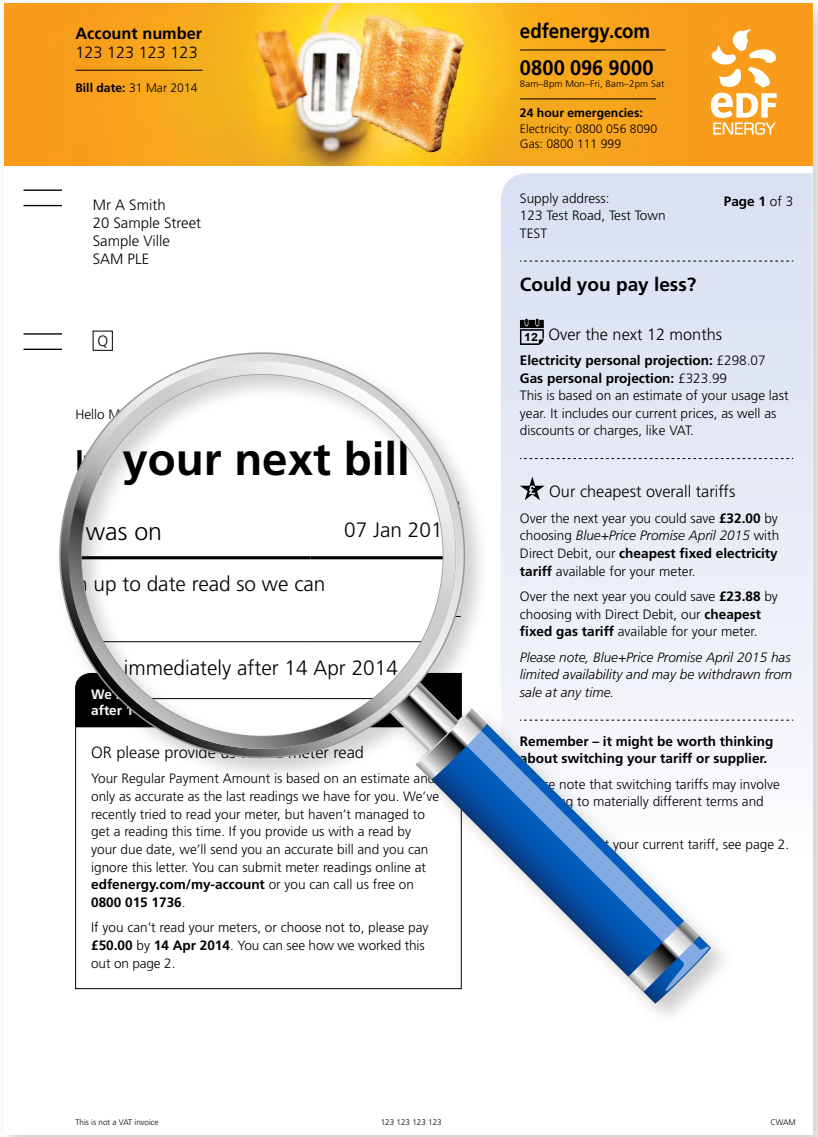
**If you choose not to read your meter** we'll ask you to pay a suggested amount that we believe will help balance your payments over the year. We call this your 'Regular Payment Amount'.

A **Regular Payment Amount** is the cost of what we expect you to use in a year, divided into equal payments, dependant if you pay us monthly or quarterly. You can either choose to pay this amount, or provide a meter reading. If you provide us with a meter reading we can accurately bill your energy account and send you a statement showing the correct usage for your property.

DDWA

### Direct Debit Whole Amount:

Same as cash / cheque, only we collect your Regular Payment Amount directly from your bank account, if you choose not to provide a meter reading.



# Page **1** of your DIRECT DEBIT whole amount read reminder explained

## 1 Your account number

This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.

## 2 Bill date

This is the date we generated this read reminder.

## 3 Contact details

Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access Frequently Asked Questions, submit meter reads or change tariffs by logging into MyAccount. This section also displays the telephone numbers you need if you have an electricity or gas emergency.

## 4 Your last meter read

This is the date that your last meter reading was provided.

Please note: This is the last actual read and could have come from you or one of our meter readers. You can find this out by looking at the meter read history table on page 2. Underneath the latest reading, it will state either 'your read', 'our read' or 'estimated'.

## 5 Please provide an up-to-date read

This shows that you can decide to either provide us with an up-to-date read, so we can send you an accurate bill, or if you choose not to...

## 6 We'll collect

This shows the Direct Debit Regular Payment Amount, which is the amount we have estimated and will collect from your bank account if we don't get a reading from you. It also shows the date this will be collected. Page 2 details how this amount is calculated.

## 7 Please provide an amount

Your read reminder now includes a section to clearly explain the amount we have estimated that you will need to pay if you don't provide a meter reading.

This is an estimate and is only as accurate as the latest readings. It also provides the details you need if you would like to submit a meter reading to receive an accurate bill.

## 8 Address of energy supply

This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.

## 9 Personal Projection

The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.

## 10 Could you pay less?

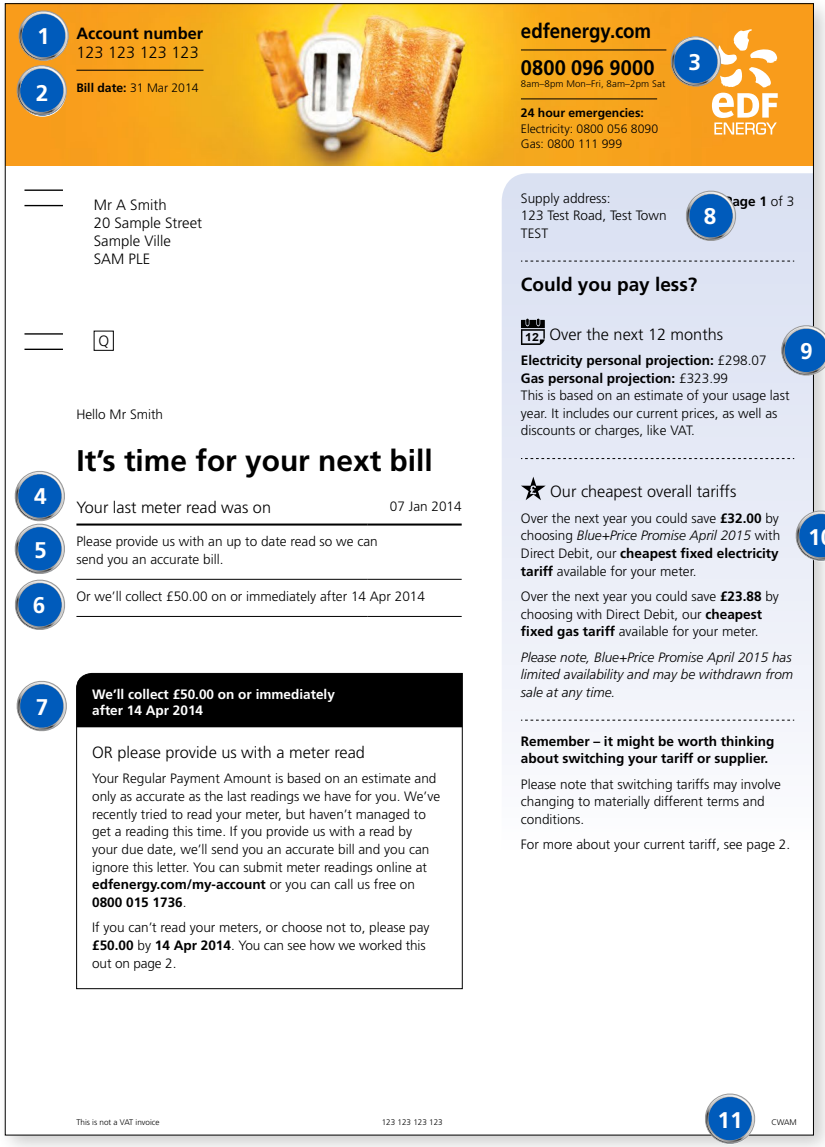
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff, based on your current usage. If you're already on our overall cheapest tariff we'll let you know.

**Cheapest 'similar'**: this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.

**Cheapest 'overall'**: this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.

## 11 Unique code

This code will indicate the type of read reminder you have received. The four letter code shows the following information about your read reminder: Payment type, Pay frequency, Meter Read type. We use this code to help us to help you when you are on the phone with a query about your read reminder.



# Page **2** of your DIRECT DEBIT whole amount read reminder explained

## 12 Your meter read history

This section advises that we suggest you provide us with a meter reading if your usage has changed since your last reading.

The table(s) display your most recently billed meter reading(s).

## 13 How we calculate your payment amount

This section shows how we calculated your 'Regular Payment Amount'.

If you have been with us for less than 12 months we will have provided an estimated Regular Payment Amount based on questions you answered when you signed up to us. As we get more information about how much energy you use, we'll be able to adjust our estimates, and change your Regular Payment Amount.

## 14 Meter information and distributor details

This section shows your unique meter information for your electricity and gas, and your electricity distributor details.

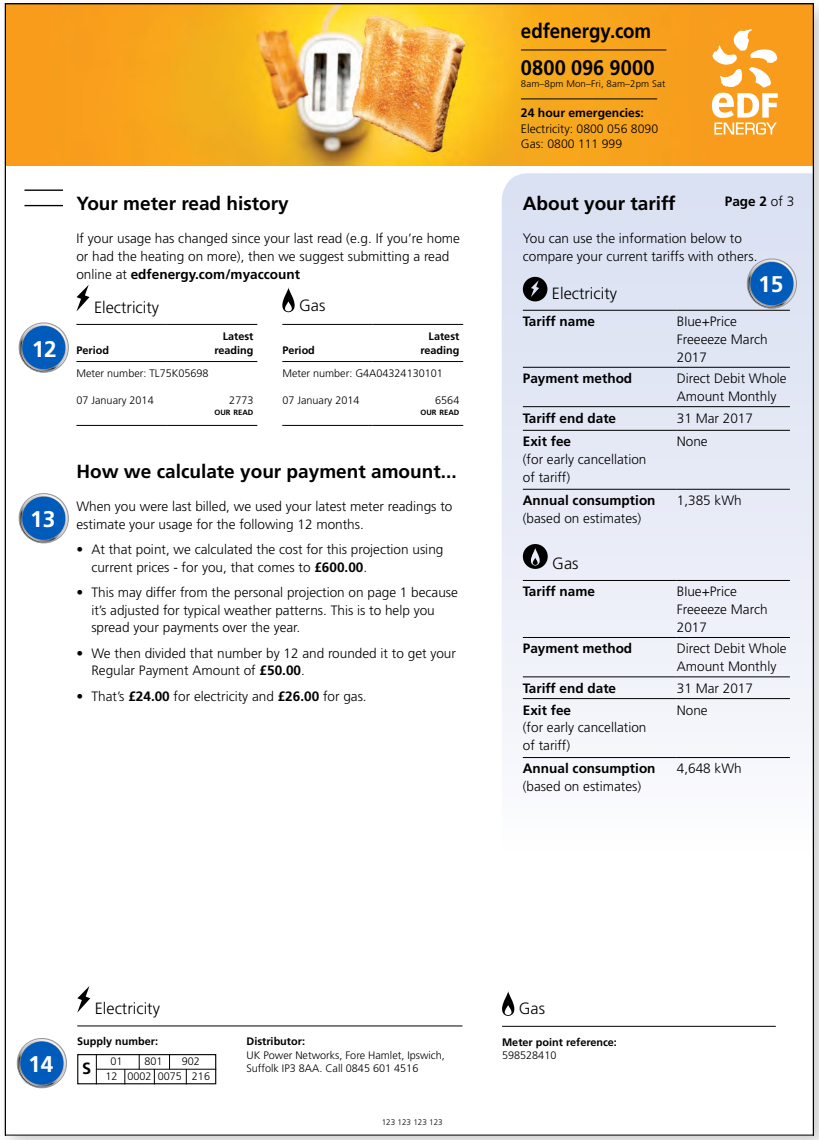
## 15 About your tariff

This section provides you with information about your tariff(s) to help you compare your current tariff(s) with others.

The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.

This symbol indicates electricity

This symbol indicates gas



edfenergy.com

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

**24 hour emergencies:**
Electricity: 0800 056 8090
Gas: 0800 111 999

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### Your meter read history

If your usage has changed since your last read (e.g. If you're home or had the heating on more), then we suggest submitting a read online at **edfenergy.com/myaccount**

12

Electricity

| Period | Latest reading |
|---|---|
| Meter number: TL75K05698 | |
| 07 January 2014 | 2773 OUR READ |

Gas

| Period | Latest reading |
|---|---|
| Meter number: G4A04324130101 | |
| 07 January 2014 | 6564 OUR READ |

### How we calculate your payment amount...

13

When you were last billed, we used your latest meter readings to estimate your usage for the following 12 months.

- At that point, we calculated the cost for this projection using current prices - for you, that comes to **£600.00**.
- This may differ from the personal projection on page 1 because it's adjusted for typical weather patterns. This is to help you spread your payments over the year.
- We then divided that number by 12 and rounded it to get your Regular Payment Amount of **£50.00**.
- That's **£24.00** for electricity and **£26.00** for gas.

### About your tariff

**Page 2** of 3

You can use the information below to compare your current tariffs with others.

15

Electricity

| | |
|---|---|
| **Tariff name** | Blue+Price Freeeeze March 2017 |
| **Payment method** | Direct Debit Whole Amount Monthly |
| **Tariff end date** | 31 Mar 2017 |
| **Exit fee** (for early cancellation of tariff) | None |
| **Annual consumption** (based on estimates) | 1,385 kWh |

Gas

| | |
|---|---|
| **Tariff name** | Blue+Price Freeeeze March 2017 |
| **Payment method** | Direct Debit Whole Amount Monthly |
| **Tariff end date** | 31 Mar 2017 |
| **Exit fee** (for early cancellation of tariff) | None |
| **Annual consumption** (based on estimates) | 4,648 kWh |

Electricity

14

**Supply number:**

| | | | |
|---|---|---|---|
| S | 01 | 801 | 902 |
| | 12 | 0002 | 0075 | 216 |

**Distributor:**
UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

Gas

**Meter point reference:**
598528410

123 123 123 123

# Page **3** of your DIRECT DEBIT whole amount read reminder explained

## 16 Tariff Comparison Rate (TCR)

The Tariff Comparison Rate (TCR) is a simple way to compare the price of available electricity and gas tariffs. A TCR has been calculated for your electricity and / or gas tariff(s). VAT is included. They are not an actual price and are based on typical consumption.

## 17 How to read your meter

This section gives you a step-by-step guide on how to read and submit your meter read to us.

## 18 About your usage

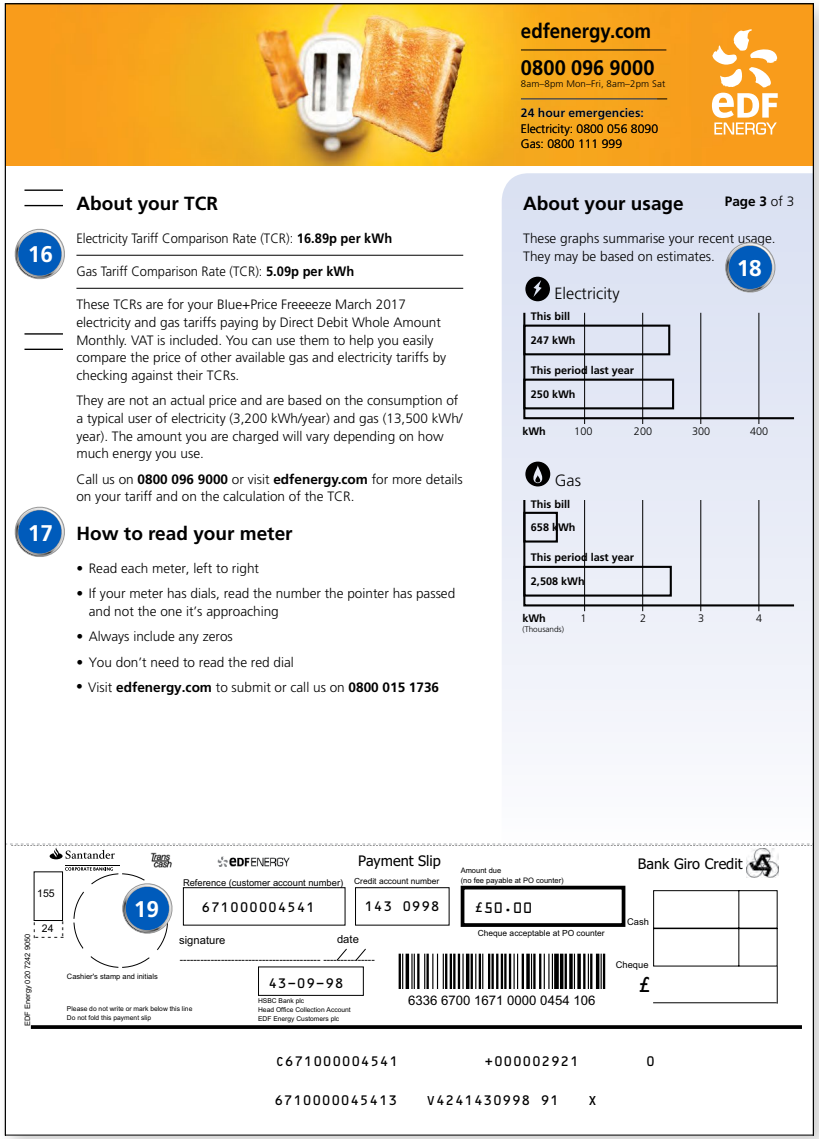
These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill / read reminder
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.

## 19 Payment slip

A payment slip is attached to your bill, which you can choose to complete and send back to us to make your payment. You can find other ways to pay on the back of your bill.



# Page **1** of your CASH or CHEQUE read reminder explained

## 1 Your account number

This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.

## 2 Bill date

This is the date we generated this read reminder.

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Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access Frequently Asked Questions, submit meter reads or change tariffs by logging into MyAccount. This section also displays the telephone numbers you need if you have an electricity or gas emergency.

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## 6 We'll collect

This shows the Regular Payment Amount, which is the amount you will need to pay if we don't get a reading from you. Page 2 details how this amount is calculated.

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## 8 Address of energy supply

This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.

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The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.

## 10 Could you pay less?

This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff, based on your current usage. If you're already on our overall cheapest tariff we'll let you know.

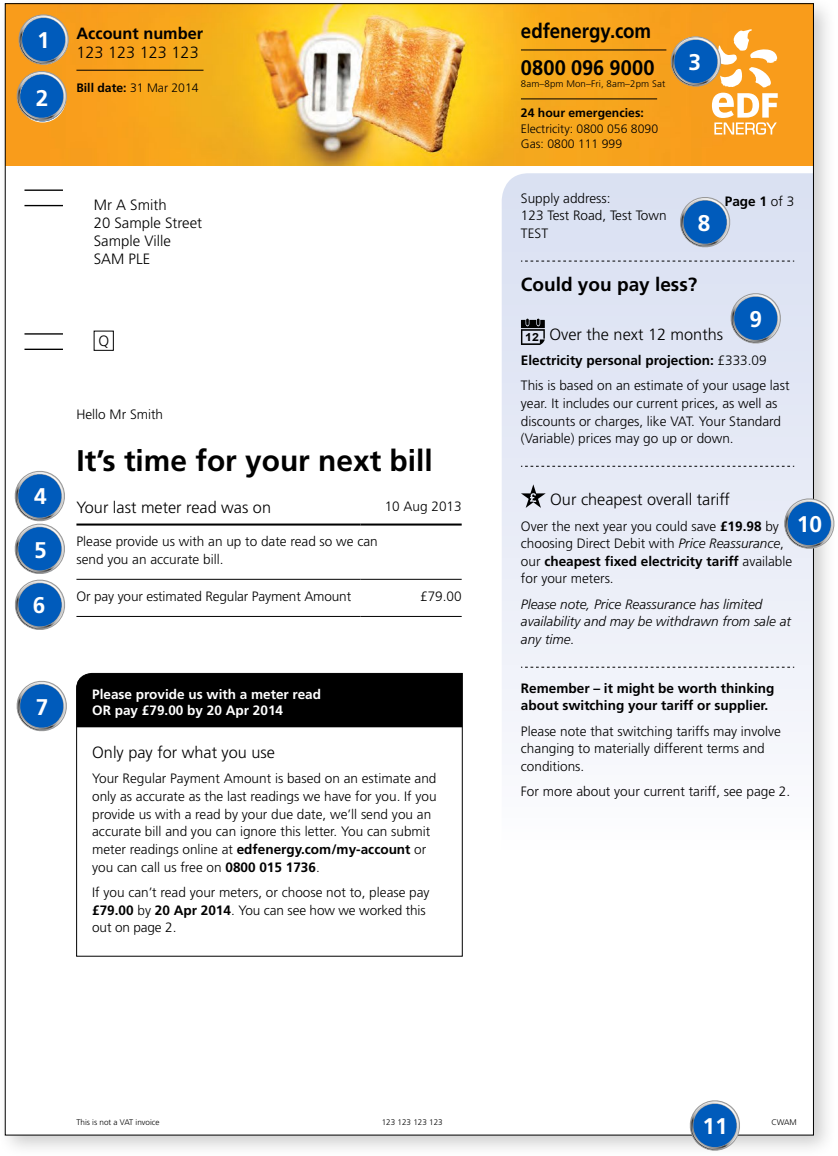
**Cheapest 'similar'**: this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.

**Cheapest 'overall'**: this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.

Don't forget, paying by Direct Debit can be cheaper than continuing to pay by cash or cheque.

## 11 Unique code

This code will indicate the type of read reminder you have received. The four letter code shows the following information about your read reminder: Payment type, Pay frequency, Meter Read type. We use this code to help us to help you when you are on the phone with a query about your read reminder.



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This section shows your unique meter information for your electricity and gas, and your electricity distributor details.

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This section provides you with information about your tariff(s) to help you compare your current tariff(s) with others.

The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.

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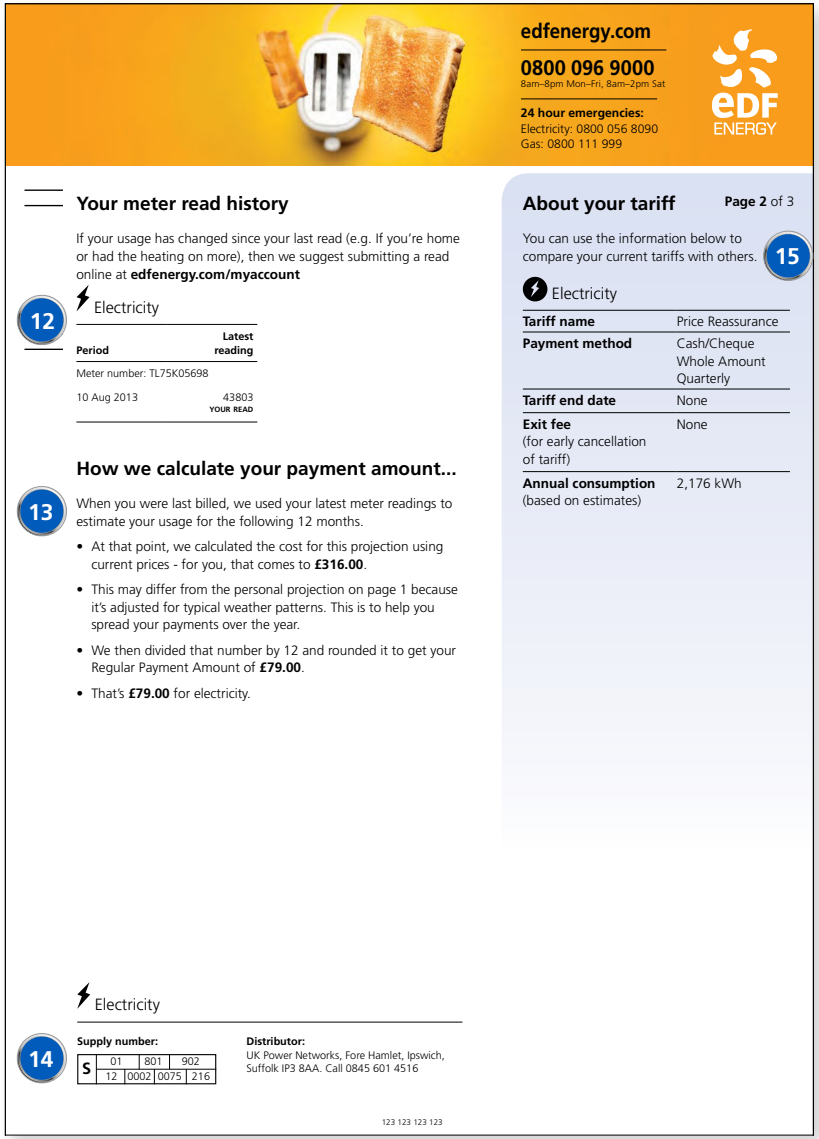

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0800 096 9000

8am–8pm Mon–Fri, 8am–2pm Sat

**24 hour emergencies:**
Electricity: 0800 056 8090
Gas: 0800 111 999

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### Your meter read history

If your usage has changed since your last read (e.g. If you're home or had the heating on more), then we suggest submitting a read online at **edfenergy.com/myaccount**

12

Electricity

| Period | Latest reading |
|---|---|
| Meter number: TL75K05698 | |
| 10 Aug 2013 | 43803 YOUR READ |

### How we calculate your payment amount...

13

When you were last billed, we used your latest meter readings to estimate your usage for the following 12 months.

- At that point, we calculated the cost for this projection using current prices - for you, that comes to **£316.00**.
- This may differ from the personal projection on page 1 because it's adjusted for typical weather patterns. This is to help you spread your payments over the year.
- We then divided that number by 12 and rounded it to get your Regular Payment Amount of **£79.00**.
- That's **£79.00** for electricity.

Electricity

14

**Supply number:**

| | | | | |
|---|---|---|---|---|
| S | 01 | 801 | 902 | |
| | 12 | 0002 | 0075 | 216 |

**Distributor:**
UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

123 123 123 123

### About your tariff

Page **2** of 3

You can use the information below to compare your current tariffs with others.

15

Electricity

| | |
|---|---|
| **Tariff name** | Price Reassurance |
| **Payment method** | Cash/Cheque Whole Amount Quarterly |
| **Tariff end date** | None |
| **Exit fee** (for early cancellation of tariff) | None |
| **Annual consumption** (based on estimates) | 2,176 kWh |

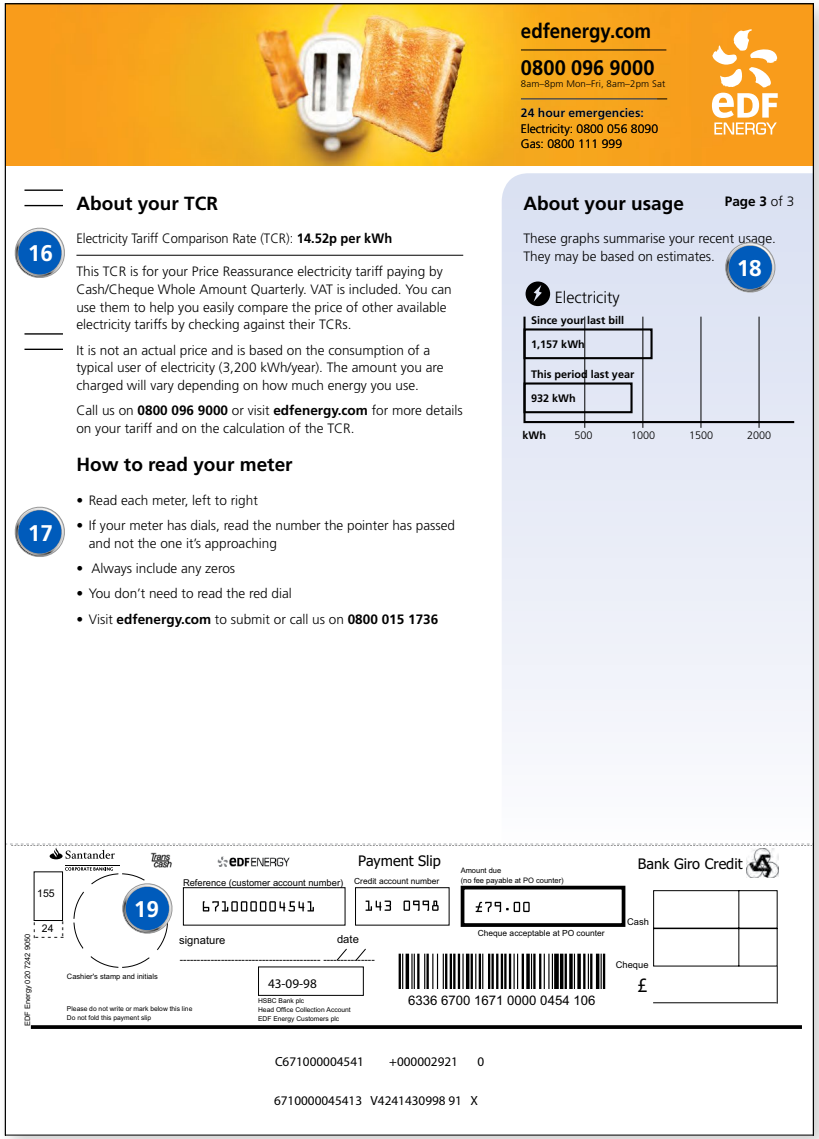
# Page **3** of your CASH or CHEQUE read reminder explained

**16** **Tariff Comparison Rate (TCR)**
The Tariff Comparison Rate (TCR) is a simple way to compare the price of available electricity and gas tariffs. A TCR has been calculated for your electricity and / or gas tariff(s). VAT is included. They are not an actual price and are based on typical consumption.

**17** **How to read your meter**
This section gives you a step-by-step guide on how to read and submit your meter read to us.

**18** **About your usage**
These graphs compare your total electricity and / or gas usage over the following periods:

- The period covered by this bill / read reminder
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.

**19** **Payment slip**
A payment slip is attached to your bill, which you can choose to complete and send back to us to make your payment. You can find other ways to pay on the back of your bill.