

**We believe that the best way to tackle fuel poverty is to address all three of its root causes: low income, poor housing and energy costs. Although this is primarily a responsibility for government, we've led the way in the energy sector, putting in place an effective strategy to support EDF Energy customers living in fuel poverty.**

With higher energy prices the number of households in fuel poverty has been increasing. EDF Energy has always taken its responsibility to vulnerable customers very seriously and in particular has gone far beyond regulatory obligations to support customers struggling to pay energy bills to keep warm. Cornwall energy associates, on behalf of Energywatch, reported we were making the largest commitment to electricity social tariffs by contributing £2.5m and for gas social tariffs we are the next highest contributor committing a total of £1.3m.

As part of our strategy, a number of initiatives are in place. They include: London Warm Zone, a scheme that helps many London boroughs to address fuel poverty at a household level; and the EDF Energy Trust fund, which provides advice and grants to customers who're struggling to pay their energy bills and other vital household expenses. We were the first energy supplier in the UK to introduce a Social Tariff in 2006. Through Energy Assist, some 50,000 EDF Energy customers benefit from price discounts worth an average of £147 a year for dual fuel purchasers.

Fuel Poverty Advisory Group: "It is important that EDF Energy continues to develop industry leading products and services, undertake its core business well and contribute proactively to policy discussions" Peter Lehman, Chair



EDF Energy is committed to supporting its most vulnerable customers