



FAQs sheet



Why does my billing statement look different?

We've recently implemented a new billing system for our PPA customers, so your billing statements are now being created from our new system.

How do I read the new look billing statement?

The new billing statement contains the same information as before, with an updated look and feel. You will still find all the details regarding the payments for the energy you generate. The layout has been improved for better readability and clarity.

Will my self-billed invoice also change?

If your account is self-billing, there will be no change to your self-billed invoice.

Will I still get paid on time?

Yes. Your payment terms have not changed, so you will still get paid on time.

Where can I find my half-hourly data and breakdown of embedded benefits?

You can find your half-hourly data in a separate .xls file attached to this email. If you're on a passthrough contract, you'll also find a breakdown of embedded benefits attached.

Why has the format of my half-hourly data changed?

Our new billing system now provides half-hourly data in column format. If you would like to view the data in row format, simply use the PivotTable function in Excel to reformat the data.

Can I access my billing statements online?

Not yet, but we're actively working on it. We understand the convenience of accessing your statements online and are committed to making this feature available soon.

Who should I contact if I have a query about my new billing statement?

Please get in touch with us at GenerationSettlements@edfenergy.com if you have any queries regarding your new billing statement.

I've multiple sites/PPAs with EDF; will this change apply to all of these?

We'll be migrating contracts to the new system in stages, so if your portfolio is spread across multiple PPAs or products, you may continue to receive statements in the existing .xlsx format for a while.