



# WELCOME TO EDF

Ready to get started?  
Everything you need is right here.



# YOUR WELCOME PACK ESSENTIALS

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Your agents

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# YOUR WELCOME JOURNEY

Here to help you every step of the way

-  **Sign your EDF contract to get started** - check your site list when it arrives to make sure everything's correct
-  **Start taking your meter readings** - whether you're changing supplier, moving into a new property or installing a meter, we want to start you off accurately
-  **Complete your welcome form** - add your billing details, meter readings, any Direct Debit, VAT Declaration, agent info and anything else you need to tell us
-  **Joining us from another supplier?** Your registration will begin one month before your start date. We'll let you know if we need anything from you and confirm once everything's set up successfully
-  **We'll take care of your set up** - if we need anything, we'll be in touch
-  **Your first bill arrives 6-8 weeks after your start date** - we'll check in with you to make sure everything's ok and answer any questions



# COMPLETE YOUR WELCOME FORM



Tell us everything we need to know in one simple form. You'll be able to add anything relevant to your set up and attach any important documents:

- Direct Debit Instruction
- VAT Declaration
- Agent agreements
- Site List
- Billing preferences
- Meter readings
- Letter of Authority

[You'll find everything you need on our welcome page](#)

Complete your  
welcome form



# PAYING BY DIRECT DEBIT



The simple and easy way to pay your bills.

Already provided your Direct Debit Instruction with your contract? Relax - you're all good to go! If not, you can attach it to your welcome form or send it to [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

If your contract payment terms are DD, it's important to send us a completed DD Instruction to avoid any additional charges.

[You'll find everything you need on our welcome page](#)

[Learn more about other ways to pay](#)

Download  
DD Instruction



# CLAIMING VAT RELIEF



Domestic or charitable non-business supplies? VAT relief isn't applied automatically - you'll need to complete a VAT Declaration.

You can attach your completed VAT Declaration to your welcome form or send it to [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

Let us know if you have any questions. We'll work with HMRC to process your claim and get back to you if we need any more info.

[You'll find everything you need on our welcome page](#)

Download VAT  
Declaration



# YOUR AGENTS



Agents are the companies that look after your meter. The Meter Operator (MOP) is responsible for servicing your meter. The Data Collector (DC) provides your readings. Agents charge for their services. Here are your options:

## Option 1

Let us decide which agents are best suited to your meter and we'll add their charges to your bills.

## Option 2

If you already have a direct contract with a MOP or DC and pay them directly please let us know. Attach a copy of your agreement to your [welcome form](#) or email it to [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com). We'll make sure no additional charges are added to your bills.

## Option 3

If you have a preferred MOP or DC, let us know now. We'll check to make sure they support your meter and add their charges to your bills.

Get an EDF  
direct quote



# YOUR SITE LIST



Remember to check your site list and make any minor amendments like:

- supply address updates
- site contacts
- site references

Highlight any changes and attach your list to your [welcome form](#) or send it to us at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

Site contacts are really useful in case we need to send someone out to check your meter. For gas they're essential.

If you're adding an additional site to your existing portfolio (like a change of tenancy or new connection), let us know the details so we can complete the setup.



# YOUR BILLS



Let us know your billing preference on your [welcome form](#)

- PDF bills can be downloaded online via [MyBusiness](#)
- Paper bills can be sent to your chosen address

Add ebill to receive a secure excel version of your bills directly to your mailbox. Ebill is especially useful if you have consolidated accounts as it converts all your billing data into one easy to use report.

[Find out more about ebill](#) or email our team to find out if it's right for you at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

Understanding  
your bill



# CONSOLIDATED BILLING



Multiple sites? Looking for an easy way to manage your energy bills?

Consolidated billing allows you to group your individual accounts into one monthly bill.

- Make one single monthly payment for everything
- Add site references to make admin easy
- Add ebill to get your billing data sent directly to your mailbox
- Add Direct Debit to make payment even easier

**Already an EDF consolidated customer?** We can add your new accounts to your existing monthly bill. Simply let us know the details.

**Single monthly payment not right for you?** Speak to our team to discuss how we can make managing your multi-site portfolio easier.

Let us know your billing preference on your [welcome form](#) or email us at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

Learn more about  
consolidated billing



# YOUR METER READINGS



We'll need your meter readings to get everything set up accurately. Here's some helpful tips:

- **If you're a new EDF customer** - share your readings with us and your previous supplier
- **If you're a new gas customer** - send us a start reading within your first week
- **Take a quick photo of your reading** - especially for gas - in case we need to check anything
- **If you've had a change of tenancy or new connection** - send us a reading so we can make sure your account starts accurately
- **Only read your meter if it's safe** - if you need help, just let us know

You can add your readings to your [welcome form](#) or send them to us at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

How to read your  
meter guide



# LETTERS OF AUTHORITY



Completing the set up on behalf of the contracted customer?

If you're a third party acting on behalf of the customer - like an energy consultant - remember to provide a valid Letter of Authority (LOA).

We won't be able to discuss the account set up without one.

You can attach your LOA to your [welcome form](#) or send it to us at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)



# MYBUSINESS



The easy way to manage your energy accounts online.

MyBusiness brings everything together in one convenient online hub:

- View your accounts, contracts, sites and more
- Analyse and download your consumption data
- View your billing history and download your bills in bulk
- Create and schedule reports
- Find handy tips and guides to managing your accounts

You can register for MyBusiness once your accounts go live. We'll remind you nearer the time.

**Already an EDF customer?** Your new sites will be added automatically to your MyBusiness login.

Find out more  
about MyBusiness



# REGISTRATION



**Joining us from another supplier?** We'll start to register your sites a month before your start date. Your previous supplier can object to your transfer if you have any outstanding balances or an active contract.

It's important to talk to them about any potential issues and let them have any up to date readings so they can finalise your accounts accurately.

We'll be in touch nearer the time if there are any problems.

**Recently had a change of tenancy or new connection?**  
Relax - you're already registered with us.



# UPGRADE TO SMART



## Manually read meter? Here's what you need to do

To make bills more accurate, the energy industry is changing to half-hourly data and we want to get you ready for the change. Contact us within 90 days of your start date to book your meter upgrade.

Choose between a Smart or Automatic Meter Reading (AMR) meter for accurate automated readings.

[Find out more about your metering choices](#) or ask our team at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

## Already have a Smart, AMR or Half-Hourly meter?

Relax - you're all good to go!

**Booking your smart appointment is easy!**

[Visit our smart metering page](#) or scan the QR code on your phone



# FUTURE CHANGES? WE'RE HERE



## More sites to add to your set up?

Speak to your regular account manager to get a quote or [complete our online form](#) and we'll get back to you.



## Moving location?

No problem! [Complete our online form](#) and we'll do the rest.



## Need a new supply?

[Visit our dedicated page](#) to get started.



## Coming up for renewal?

Relax. We'll get in touch with you at least 60 days before your earliest termination date to discuss your options.

# GETTING IN TOUCH

## Questions about your setup or first bill?

We've got you. Email our team at [yoursetup@edfenergy.com](mailto:yoursetup@edfenergy.com)

To find out more about how to contact us and view our opening times, [visit our Contact Us page](#)



## Your continuing journey

### Raise a query on MyBusiness

If you're an energy consultant email

[ChannelPartnerSupport@edfenergy.com](mailto:ChannelPartnerSupport@edfenergy.com)

If you're a direct customer email

[MidMarketCustomerContact@edfenergy.com](mailto:MidMarketCustomerContact@edfenergy.com)

## In an Emergency

- 24-hour gas emergency helpline 0800 111 999
- Power cut? Call 105 from any UK landline or mobile

Your local distributor takes care of maintaining your electricity supply. It's important to know who they are in case you ever experience a power outage.

[Find more details on our website](#) Alternatively, simply dial 105 from any UK landline or mobile to be connected directly to your local distributor.

