



BUSINESS & WHOLESALE SERVICES

A Broker Service Guide

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EDF BUSINESS & WHOLESALE BROKER GUIDE



This pack has everything you need to help us handle your enquiry quickly and smoothly. Inside, you'll find useful tips on:

Customer Service Enquiries

VAT Enquiries

Our Escalation Process

Your Letter of Authority



CUSTOMER SERVICE ENQUIRIES



For enquiries about

- Billing query
- Payments
- Balance queries
- Letter of authority
- Meter readings
- Disputed reads
- Erroneous transfer
- Objection queries (leaving EDF)
- Smart metering
- Debt and instalment plan requests
- Meter exchanges and site visits
- Online portal access
- Change of tenancy



ChannelPartnerSupport@edfenergy.com



SLA - 5 working days



Remember to include

- Business name
- Account number (if you have one)
- MPAN or MPRN
- Your LOA - Need help? Check out our Partner Hub
- A clear explanation of your query with as many details as possible



VAT ENQUIRIES



For enquiries about

- VAT declarations
- CCL adjustments
- Change of use from business to residential

[Download our VAT Declaration form](#)

If you don't receive an update within 20 working days, please [check our escalation guide](#)



VAT-CCLComplianceSection@edfenergy.com



SLA - 20 working days



When completing your VAT Declaration, remember to include:

- Account number
- MPAN/MPRN
- Qualifying percentage
- Effective date for VAT relief
- Basis of your claim

Need help?

[Check out our VAT For Business Customers e-guide](#)



ESCALATION GUIDE



While we aim to respond to your enquiry within the SLAs shown in this pack, sometimes things can take a little longer.

If you haven't heard from us within the expected time, don't worry! Here's how you can reach out to give us a gentle nudge.

Step 1

Has the SLA timeframe been passed?

Check the SLAs in this pack to see if we've gone past the expected turnaround time.

If your query is within our SLA, we're actively working on it. Additional escalations may not receive a separate response.

Step 2

Did you provide the correct information and documents?

Use the checklists in this pack to make sure you've provided us with the right details.

Remember to include your LOA in all correspondence with us.

Step 3

Send a new email to:

ChannelPartnerSupport@edfenergy.com

Make sure you include **TPI_Escalation** in the subject of your message.

We'll escalate this for you as a priority. Make sure you include your LOA.



YOUR LETTER OF AUTHORITY

AVOID DELAYS - MAKE SURE YOU PROVIDE A VALID LOA



Your LOA must

- State it's an LOA and detail exactly what you're authorised to do on behalf of the customer
- Include TPI name in full
- Include customer name and company registration number
- List all companies covered by the LOA including relevant parent companies and managing agents
- Site name or MPAN/MPRN - unless it advises that ALL the customer's sites are included
- Duration of the LOA - If no dates are given, the LOA will be valid for one year from the date of the signature
- LOA must be manually signed by the customer - with a printed name and the person's position in the company. If the LOA is electronic, you must provide the relevant signature trail or receipt document



We won't be able to approve your LOA unless it ticks all the boxes.

LOAs are valid for 12 months, or for the duration of the contract.

Please remember to attach your LOA to all emails you send us.

Need help?

[Check out our Partner Hub](#)



