



EDF SMALL BUSINESS

A Broker Service Guide

CHANGE IS IN *OUR POWER*

CONTENTS

SMALL BUSINESS 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
- ✓ Raising a Change of Tenancy
- ✓ VAT Declarations
- ✓ Our Escalation Process
- ✓ Your Letter of Authority



CUSTOMER SERVICE ENQUIRIES



For enquiries about:

- Billing queries
- Exit fees
- Debt and instalment plan requests
- Contract end date and contract pack queries
- Disputed reads
- Estimated Annual Consumption (EAC) checks
- Erroneous transfers
- First bill checks
- Meter readings
- Objection queries (leaving EDF)
- Payment/Direct Debit set up and DD queries
- Smart metering
- Supported meter checks



Hellobusiness@edfenergy.com



5 working day SLA



Remember to include:

- Business name
- MPAN or MPRN
- Your LOA (click [here](#) for help)
- A clear explanation of your query

If you're an aggregator, please ask your sub-brokers to contact us through you. If they reach out to us directly, it might lead to mix-ups or delays.



CHANGE OF TENANCY (COT)



To complete your COT, you'll need to provide:

- **Moving in:** sale of property or a lease/tenancy agreement, and a photo of the meter
- **Moving out:** sale of property or a surrender of lease, and a photo of the meter

If there's:

- been more than one COT in the last 12 months
- and/or over £1,000 debt
- and/or over six months remaining on fixed contract

We'll also need:

- **Moving in:** business rates document
- **Moving out:** insurance document

If we're concerned about the validity of any of the above documents, we might also ask you for a supporting solicitor's letter.



SMETPICOT@edfenergy.com



5 working day SLA



Remember to include:

Moving in:

- MPAN/MPRN
- Valid LOA (click [here](#) for help)
- Business name
- Forwarding address
- Photo of the meter and opening reading

Moving out:

- Moving out date
- Forwarding address
- Photo of the meter and moving out reading



VAT ENQUIRIES



For enquiries about:

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

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

Changing from business to residential? Please ask the customer to complete [our online form](#).



VAT-CCLComplianceSection@edfenergy.com



20 working day SLA



When completing your VAT Declaration, remember to include:

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

*Even if the claim is over 60%, we still require the actual qualifying percentage. We're unable to accept 100%.

If claiming under charitable non business use, please provide: Charity Commission Registration Number, funding details to support your claim, and methodology used to calculate mixed use of the supply. For help and a copy of our VAT Declaration from, [visit our VAT web page](#).



ESCALATION GUIDE



While we aim to respond to your enquiry within the SLAs shown in this pack, sometimes things may 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.

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.

We'll need your LOA to be included in all correspondence with us.

Step 3

Send a new email to:

hellobusiness@edfenergy.com

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

We'll pick up your escalation automatically and get back to you as a priority. Make sure you include your LOA.



Just a quick reminder: our Small Business Customer Services phone line is reserved for customer use only.

It's managed by teams who specialise in supporting customers directly, so they may not be able to assist with broker enquiries. Using this line could lead to delays or incorrect information being shared, which might affect both your experience and the customer's.

To help us support you as efficiently as possible, please follow the contact instructions provided in this service guide.



YOUR LETTER OF AUTHORITY

AVOID DELAYS! MAKE SURE YOU PROVIDE A VALID LOA



Your LOA should:

- Include the correct business name
- Include a signature from the appropriate signatory showing name and position
- Have a clear start and end date
- Show no mention of services being paid for by supplier
- Be clear if the authority is for a portfolio or a specific site
- Match the customer's address or company registration number
- If an Electronic Authority Document (EAD), include the relevant signature trail
- Be signed within the last 12 months



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.





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