



SMART CHARGING BOLT-ON TERMS AND CONDITIONS

Terms and Conditions for Smart Charging Bolt-On

These terms and conditions apply to the Smart Charging Bolt-On as more particularly described below. References to “you” and “your” mean the EDF customer that has opted-in to the Bolt-On.

The Service

1. The Smart Charging Bolt-On aims to enhance grid flexibility through automated control of electric vehicle charging. This allows consumers to benefit from off-peak electricity prices while helping EDF manage electricity supply and demand more effectively while they charge their electric vehicle. Smart Charging is an additional service to your existing eligible electricity tariff (“**Bolt-On**”).
2. **By opting-in to this Bolt-On you agree to EDF controlling the charging of your electric vehicle at certain times of day, when your car is plugged in at home. We set this out in more detail in these Bolt-On Terms and Conditions, onboarding materials and FAQ documents. You can opt-out of this Bolt-On at any time from your EDF MyAccount or by contacting us.**
3. **Battery Use Disclaimer:** Participating in the Bolt-On, including smart charging and energy management, may affect your electric vehicle battery’s performance and lifespan. We do not guarantee that using the Bolt-On will avoid battery degradation and it may impact your electric vehicle battery’s lifespan or value. It is your responsibility to ensure that smart charging is compatible with your battery’s warranty.
4. By opting-in to this Bolt-On, you agree to be bound by these Bolt-On Terms and Conditions together with any specific rules set-out in any communications or documents relating to the Bolt-On (the “**Bolt-On T&Cs**”). These Bolt-On T&Cs are between EDF Energy Customers Limited, a company incorporated in England and Wales with company number 02228297, whose registered address is at Nova North, 11 Bressenden Place, London, SW1E 5BY (“**we**”, “**us**” or “**our**”), and you as an EDF residential supply customer.
5. In addition, the EDF residential energy supply Terms and Conditions, tariff eligibility requirements that you accepted when joining the tariff (our eligible tariffs are listed here [edfenergy.com/electric-cars/ev-tariffs/smart-charging-bolt-on](https://www.edfenergy.com/electric-cars/ev-tariffs/smart-charging-bolt-on) and our Privacy Policy will continue to apply to your supply of electricity, as modified by these Bolt-On T&Cs. Together, the residential energy supply Terms and Conditions and these Bolt-On T&Cs form our contract with you. If this Bolt-On ends for any reason, your residential energy supply will continue in accordance with its terms and any modifications from these Bolt-On T&Cs will no longer apply. If you would like a copy of our residential supply Terms and Conditions, tariff eligibility requirements or our Privacy Policy, these can be accessed on our website or by contacting us.
6. This Bolt-On commences once you have: (a) opted-in to this Bolt-On and accepted these Bolt-On T&Cs; and (b) we have confirmed that you have completed the Bolt-On onboarding and are Eligible (see 7 below). This Bolt-On will end if we remove you from the Bolt-On in accordance with these Bolt-On T&Cs, end the Bolt-On, or you opt-out of this Bolt-On. The period from when this Bolt-On commences, until it is ended is the “**Service Period**”.

Eligibility Criteria

7. To be eligible for this Bolt-On (“**Eligible**”), you must:
 - Have your electricity supplied by EDF and agree to be on one of our eligible electricity tariffs, meaning you cannot be on any other import electricity tariff;
 - Be aged 18 or over;
 - Reside in England, Scotland or Wales;
 - Be an existing domestic electricity customer of EDF;
 - Have a working electricity smart meter (meaning a meter that records information such as consumption of energy and can directly supply us with meter readings) that provides half-hourly meter readings;
 - Opted-in, and remain opted-in, to giving us half-hourly meter reads;
 - Provide an email address connected to your account and register for EDF MyAccount;
 - Not signed up to any other non-EDF schemes that enter your home or EV into flexibility services or try to control your EV charging while you’re using smart charging;
 - Agree to paperless billing
 - Own an eligible electric vehicle (“EV”) or EV charge point (“EV home Charger”);



- Configure your EV and EV home Charger as instructed by us during onboarding; and
 - Opt-in to smart charging your EV as per these Bolt-On T&Cs.
8. You agree to notify us if you are no longer Eligible for the Bolt-On. If, at any point throughout the Service Period, you are no longer Eligible, we may remove you from the Bolt-On.
9. By participating, you allow us to connect to your EV or EV home Charger or both of them, and collect relevant data to the Bolt-On such as charging schedule, consumption information, EV make and model, EV home Charger make and model and when the vehicle is plugged in at home. Any collection and storage of your information will be subject to our Privacy Policy which can be accessed here: edfenergy.com/terms-conditions/privacy-cookie-policy.

How Smart Charging works

10. Smart Charging is when we will automatically control the charging of your EV by sending a signal to either your EV or your EV Charger (depending on your make and model of EV or EV Charger) within a certain window of time during the day (the “**Smart Charging Period**”). We may instruct charging to start and stop at several times throughout a Smart Charging Period.
11. You will access Smart Charging features through your EDF MyAccount which are outlined further below:
- You can opt-out of the Bolt-On from your EDF MyAccount/ mobile app.
 - You can set your charging preferences to define the amount of charge required and when this should be achieved by.
 - The “**Boost Charge**” feature allows you to charge your EV immediately at any time. This overrides any Smart Charging regardless of whether you are within a Smart Charging Period or not. Any time you are using Boost Charge is not within the Smart Charging Period.
12. Your Tariff will contain an off-peak electricity rate (which you can find on your most recent bill or in your EDF MyAccount). This off-peak electricity rate will apply to your whole household consumption:
- during the off-peak period of your Tariff; and
 - throughout the Service Period, during any Smart Charging Period

For clarity, your existing off-peak times and electricity rates of your Tariff are not affected by this Bolt-On. This Bolt-On may provide additional hours of the off-peak electricity rate contained in your Tariff if your Smart Charging Period is outside of your Tariff off-peak times.

13. During a Boost Charge or if there is no smart charging, your standard Tariff electricity rates at that time will apply. **Smart Charging depends on you allowing us to optimise charging. Frequent Boost Charge use may lead to us removing you from the Bolt-On - we will contact you before taking such action.**
14. Each time you connect your EV; an initial charging schedule during the Smart Charging Period will be created to optimise charging times based on grid demand and the distribution network to reach your charging preferences. This initial charging schedule can be recalculated, and therefore this can change during each Smart Charging Period.
- We will aim to charge your EV to your charging preferences by the end of the Smart Charging Period. If there's insufficient time to meet these, we will charge your EV as much as possible within the available timeframe.
 - Disconnecting your EV before the ready by time may result in the EV not reaching your charging preferences.
 - Where applicable, the 'daily top-up amount' you select will guide how much charge is added to your EV each day. The final state of charge may vary depending on how much battery your EV has when it is plugged in. Daily top up amount - the amount of charge to be added to your EV by your 'ready-by time'

Bill Credits

15. If you opt-in to the Bolt-On you will receive a monthly credit of an amount specified in your EDF MyAccount to your Tariff bill, provided you were for the whole of the applicable month:
- Eligible, including remaining signed-up to an eligible EDF electricity tariff
 - Plugging in your EV regularly during the Smart Charging Period

Credits will be applied around the first week of the following month on your bill.



16. We reserve the right to amend the monthly credit at any time, including reduce it to nil.
17. The monthly bill credit cannot be converted to cash or an alternative cash equivalent.

Termination and Cancellation

18. You may opt-out of this Bolt-On at any time by contacting us, or through your EDF MyAccount. Upon cancellation, you will forfeit the monthly bill credit for that month and be removed from the Bolt-On.
19. EDF reserves the right to terminate your participation from the Bolt-On if:
 - you do not comply with the Bolt-On T&Cs;
 - you do not comply with the Terms and Conditions or eligibility criteria of your Tariff; or
 - you frequently use Boost Charge throughout a month or do not connect your EV regularly which restricts us from carrying out Smart Charging during the Smart Charging Period. We will contact you before we end the Bolt-On if it is due to this reason.
20. As soon as you opt-out of the Bolt-On, we will no longer receive your EV charging consumption data and you will not have access to a charging schedule in your EDF MyAccount.
21. You can opt-in the Bolt-On on your EDF MyAccount again starting from the next month after you've cancelled.
22. We may end this Bolt-On for all customers at any time.

Use of Your Information and Communication from us

23. To provide the Bolt-On, we may share your information, including personal data, with our partners such as electricity network operators (like Distribution Network Operators and the National Electricity System Operator) and Exelon. This information may include half-hourly meter readings, consumption data, your Meter Point Administration Number (MPAN), name, address, and contact details. By using the Bolt-On, you agree to:
 - Allow your information to be collected and shared with our partners for delivering the Service.
 - Let us register your MPAN with the relevant electricity network operators.

Our privacy policy applies to any data collected and shared, which you can find here: edfenergy.com/terms-conditions/privacy-cookie-policy.

24. By participating, you agree to receive communications from us via email, SMS, and WhatsApp related to the Bolt-On.

General Terms

25. We reserve the right to change or end your participation, modify these Bolt-On T&Cs, or pause the Bolt-On at any time without prior notice.
26. By joining the Bolt-On, you confirm that all information provided is true and complete. If any information is found to be false or if we believe you are not eligible, we may remove you from the Bolt-On and reclaim any payments made.
27. We are not liable for any losses related to the Bolt-On, including those from technological issues or actions by us or third parties.
28. We may pause or cancel this Bolt-On or amend these Bolt-On T&Cs without prior notice. Any changes will be effective immediately, and we will notify you of any amendments. We also reserve the right to change these Bolt-On T&Cs in line with legal requirements and will not be liable for such changes.
29. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.