



Scottish Procurement
Framework

Welcome

pack

**EDF Business
Solutions**

Hello

We're delighted to welcome you as a customer to EDF through the Scottish Procurement Framework.

This guide has been put together to help answer any questions you may have about your account and to make sure you can easily access all the information you need.

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Contact details

Our Scottish Procurement Framework support team are here to help you with any questions you may have about your account and to make sure you can easily access all the information you need. We have also put together some important information in this welcome pack that will help you to manage your account, and access the many services we can offer to help you keep track of your energy usage and reduce your bills.

General Enquiries:
sp@edfenergy.com



Senior Account Manager: Mark Maclennan
mark.maclennan@edfenergy.com
07875 112 491



Service Development Manager: Becca Frankum
rebecca.frankum@edfenergy.com
07385 149 807



Service Development Manager: Gemma Skett
gemma.skett@edfenergy.com
07875 110 773

Want to know more?

Visit your Energy Resource Centre
edfenergy.com/SP

Here you'll be able to find useful guides and factsheets to help you manage your energy.



Query roadmap

MyBusiness

MyBusiness is our new online portal where you can:

- ✓ View and Download PDF and Electronic (Ebill) Invoices
- ✓ View, Download and Compare Day Plus One Half Hourly Data
- ✓ View Meter Read History and Submit Meter Reads
- ✓ View and Download Payment History (Statement of Account)
- ✓ Raise and Manage Queries and Complaints
- ✓ View and Download a Query Dashboard of Open and Closed Queries and Complaints
- ✓ Manage Queries or Complaints raised by Colleagues
- ✓ Download Account and Invoice Reports

Customer Service Queries

For all other General Queries including Meter Appointment Requests please raise a query in MyBusiness or use the following contact details:

sp@edfenergy.com

Ancillary Services

Such as Meter Operator, Energy Efficiency and Import Capacity support:

mark.maclennan@edfenergy.com
07875112491

Agent Changes

For MOP or DC Agent Changes please send request to:

B2BAgentchanges@edfenergy.com



Site toolkit

Whether you're moving location, need help with your metering or any other help with your sites, all the information you need is here.

Processes, Forms & Contacts

Our [Processes document](#) covers everything you need to manage your account, billing and everything else.

Moving in or out?

Keep us up to date on any changes of tenancy. If you're moving in or out of a premise please complete the [online form here](#). Or for queries contact:

Businessmoves@edfenergy.com

Tel: 0845 301 3530

Change of measurement class

If you need to arrange for an upgrade in your supply we can arrange this with you. Please contact:

CoMCQueries@edfenergy.com

New Connections

If you are arranging for a new electricity supply you need to apply for a new connection. More information can be [found here](#). Or for queries contact:

NewSupply@edfenergy.com

Tel: 0845 366 3666

Remember, when adding sites or filling in new connection forms it's important to also fill in your 'Site Additions' form which you can [download here](#).

Disconnections

If you need to arrange for a supply to be disconnected, we can arrange this for you. Complete the [online form here](#). Or for queries contact:

Serviceremovals@edfenergy.com

Tel: 0845 302 7107



Key performance

indicators

How Scottish Procurement work with us to measure the service you receive

Part of the benefit of being within the Scottish Procurement framework is that they carefully monitor the performance of their suppliers to ensure you're getting the best service possible. This is done by regular service reviews and meetings with your suppliers, as well as a series of Key Performance Indicators which are reported on monthly.

Service is incredibly important to both us and Scottish Procurement, and we work hard to make sure you're supported.



Metering and

data options



Contract directly

Contract directly with your preferred Meter Operator (MOP) / Data Collector (DC):

- ✓ Get the best price for your requirements
- ✓ Agree data provision at your preferred frequency
- ✓ Negotiate service levels directly

Standard agents

EDF Energy selects the MOP / DC for you

- ✓ Non Half Hourly: Energy Field Services (EFS)
- ✓ Half Hourly:
 - MOP – EFS
 - DC – STARK
- ✓ MOP / DC Charges are applied to your EDF Energy invoice as a single line item

Note: AMR data provision may be interrupted

Want to know more?

Contact the Scottish Procurement Framework support team at sp@edfenergy.com for metering enquiries.



Invoice options

To help you better manage your account we offer many useful invoicing options:

- ✓ **10 digit account number** & sequential invoice numbers
- ✓ **Optional bespoke site references**
- ✓ **Monthly bills**

Multiple formats available

- ✓ Paper
- ✓ Pdf
- ✓ Electronic billing (.mm file)

Rebill format available

- ✓ Single line adjustment
- ✓ Full credit note and rebill
- ✓ Combination of the above

Consolidated invoicing

- ✓ One, easy to read bill for your whole portfolio of accounts
- ✓ Single Direct Debit payment
- ✓ Multiple copies of consolidated invoices available

Want to know more?

Click here for more information about your billing and payment options, including our guide to understanding your bill and consolidated billing.



You can also contact your Scottish Procurement Framework Support Team on **0845 300 4817** to discuss your billing preferences

Payment

bank details



Supplier Name: EDF Energy Customers Ltd
Supplier Address: Gadeon House, Exeter, EX1 3UT
Telephone: 0845 302 2122

Bank Name: HSBC Plc
Bank Address: 60 Queen Street, London, EC4N 4TR
Account Name: EDF Energy Customers Ltd
Bank Sort Code: 40-05-30
Bank Account No: 44151844
IBAN: GB25MIDL40053044151844
SWIFT: MIDLGB22

Remittance e-mail address: Remittanceadvices@edfenergy.com
Company Number: 2228297

Want to pay by Direct Debit?



Paying one bill is estimated to cost organisations between £20 and £50 in administration time. Multiply that by the number of bills you process and it adds up to a lot of cash. Direct Debit is the efficient cost effective alternative.

Direct Debit is also the most cost effective payment method under the Scottish Procurement Framework

Click here to download the Direct Debit PDF form



Invoice

VAT & CCL

Paying the right amount of Value Added Tax (VAT) is fundamental for any business. You may be eligible for the reduced rate of VAT if you meet certain criteria. In certain circumstances, businesses will also be wholly or partly excluded, or exempt, from paying Climate Change Levy (CCL) on their energy supply.

Make sure you specify the specific use of site, and precise percentages when applying for relief and exemptions.

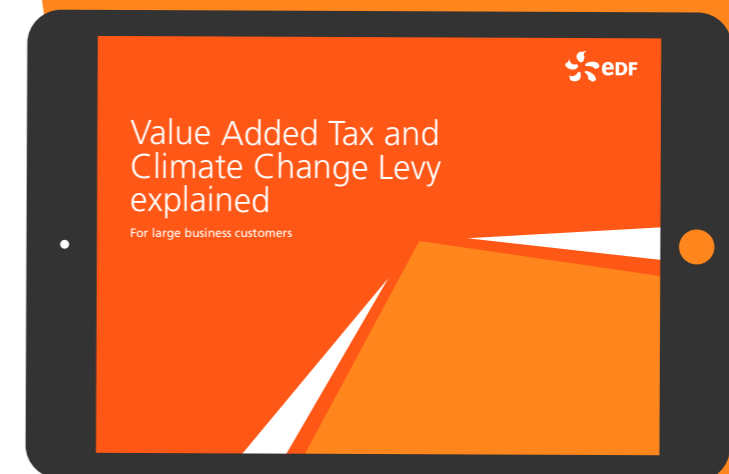
Is your business a registered charity?

Provide your charity registration number when applying for relief and exemptions.

Want to know more?

Click here to apply for VAT & CCL relief and exemptions

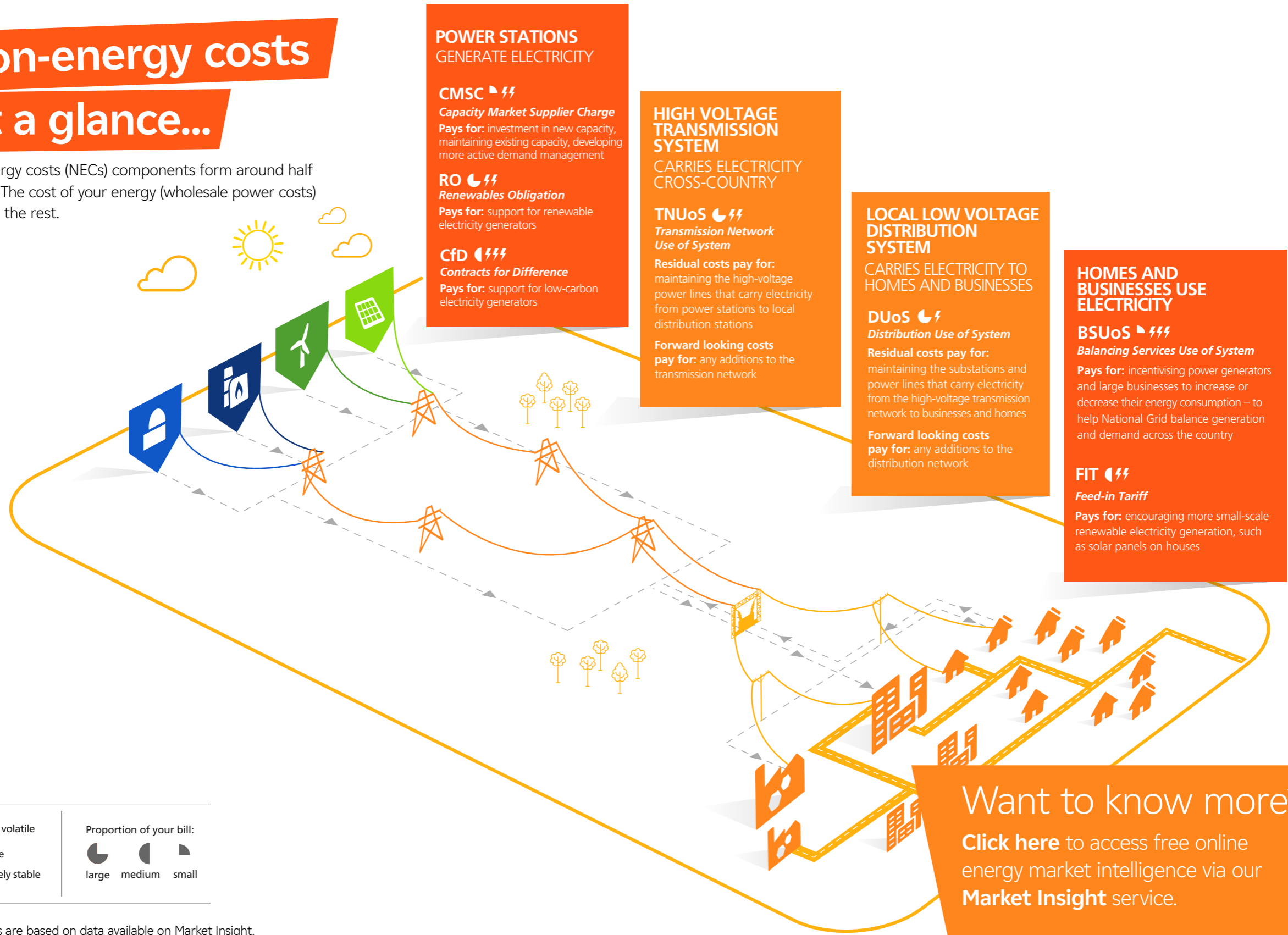
You can also **download** our handy guide to understanding VAT & CCL



You can also call the Scottish Procurement Framework support team on **0845 300 4817** to discuss VAT & CCL relief and exemptions

Non-energy costs at a glance...

Non-energy costs (NECs) components form around half your bill. The cost of your energy (wholesale power costs) make up the rest.



POWER STATIONS
GENERATE ELECTRICITY

CMSC ⚡⚡
Capacity Market Supplier Charge
Pays for: investment in new capacity, maintaining existing capacity, developing more active demand management

RO ⚡⚡
Renewables Obligation
Pays for: support for renewable electricity generators

CfD ⚡⚡⚡
Contracts for Difference
Pays for: support for low-carbon electricity generators

HIGH VOLTAGE TRANSMISSION SYSTEM
CARRIES ELECTRICITY CROSS-COUNTRY

TNUoS ⚡⚡
Transmission Network Use of System
Residual costs pay for: maintaining the high-voltage power lines that carry electricity from power stations to local distribution stations

Forward looking costs pay for: any additions to the transmission network

LOCAL LOW VOLTAGE DISTRIBUTION SYSTEM
CARRIES ELECTRICITY TO HOMES AND BUSINESSES

DUoS ⚡
Distribution Use of System
Residual costs pay for: maintaining the substations and power lines that carry electricity from the high-voltage transmission network to businesses and homes

Forward looking costs pay for: any additions to the distribution network

HOMES AND BUSINESSES USE ELECTRICITY

BSUoS ⚡⚡⚡
Balancing Services Use of System
Pays for: incentivising power generators and large businesses to increase or decrease their energy consumption – to help National Grid balance generation and demand across the country

FIT ⚡⚡
Feed-in Tariff
Pays for: encouraging more small-scale renewable electricity generation, such as solar panels on houses

| | |
|---------------------|--|
| ⚡⚡⚡ highly volatile | Proportion of your bill: large medium small |
| ⚡⚡ volatile | |
| ⚡ relatively stable | |

Volatility ratings are based on data available on Market Insight. To find out more visit marketinsight.edfenergy.com

Want to know more?
Click here to access free online energy market intelligence via our **Market Insight** service.

Supply choice

Modern carbon reporting standards encourage businesses to use their choice of electricity supply to support their environmental commitments.

So as a Scottish Procurement Framework customer we offer four choices:

1. Standard energy

backed by all electricity generation technologies from lower carbon renewables and nuclear, to higher carbon coal and gas.

2. UK Renewable

backed by Renewable Energy Guarantees of Origin (REGOs).

3. Scottish Renewable

backed by Renewable Energy Guarantees of Origin (REGOs).

4. Scottish Wind

backed by Renewable Energy Guarantees of Origin (REGOs).



Standard

Backed by a guarantee from the generator

221g/kWh carbon emissions



Renewable

Backed by REGOs or GoOs

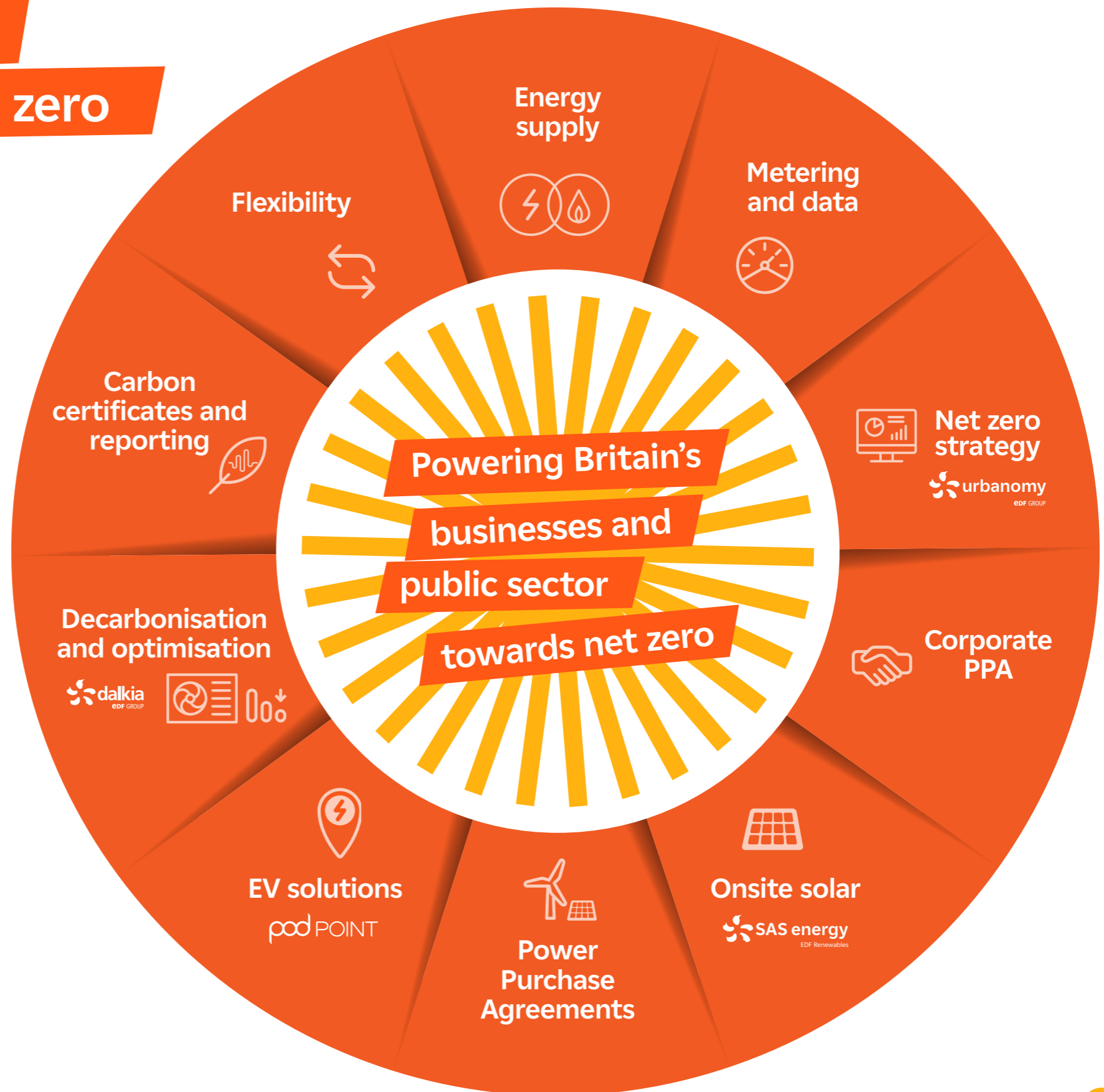
0 carbon emissions

Want to know more?

You can also contact your Scottish Procurement Framework Support Team on **0845 300 4817** to discuss our supply options.

Helping Britain achieve net zero

Our unique mix of capabilities makes us the UK reference in zero carbon electricity



Powering your net zero journey



The journey to net zero isn't a one-size-fits-all: there are a number of ways businesses can reduce their carbon footprint.

We have in-house expertise and access to EDF group partners, to effectively guide and support business and public sector. This includes building a specific long-term action plan to reach net zero.

Urbanomy - net zero consulting

Urbanomy is a subsidiary of EDF Group that specialises in strategic energy and climate consulting – helping organisations accelerate their net zero journey.

- **Decarbonisation Pathways** - Urbanomy develops clear strategies and practical pathways for organisations to achieve their decarbonisation goals. It creates comprehensive action plans including investment business cases.
- **Climate Strategies** - Going beyond decarbonisation, Urbanomy supports organisations on topics such as climate risks (resilience and adaptation), regulations, reporting / disclosures, life-cycle analysis and biodiversity.
- **Low & Zero-Carbon Energy Master Planning** - Urbanomy models and evaluates energy systems and technologies to support the development of low or zero-carbon campuses, districts and communities.



Dalkia - decarbonisation and optimisation

Dalkia is one of the UK's leading technical and energy services providers at the forefront of delivering net zero solutions.

Their business areas to support EDF Business Solutions customers include:

- **Energy Services** – providing large turnkey, carbon and energy saving projects, also working with external funders.
- **Facilities Services** – technically led facilities management that optimises assets and building performance.
- **Specialist Services** – experts in systems integration, fire & safety systems, and critically controlled environments, such as clean rooms and tunnels.



Community

benefits



Improving people's lives

EDF is Britain's biggest zero carbon electricity generator and aims to help Britain achieve net zero. EDF is a leading investor and industrial developer of wind, nuclear and solar generation alongside energy storage, efficiency, and other new technologies to support the transition to a low-carbon economy.

In Scotland, EDF operates Torness nuclear plant and is delivering defueling of Hunterston B, which stopped generation in 2021. EDF Renewables is fully committed to the deployment of wind technologies in Scotland, currently operating 10 onshore wind farms and building one offshore wind farm called Neart na Gaoithe (NnG) 15.5 km off the Fife coast.

EDF commits to the following Community Benefits Proposal to ensure an effective contribution to Scotland's national outcomes and the social, economic, and environmental wellbeing of the people in Scotland through the performance of the Framework Agreement.

- ✓ **Social Value Engagement Hub:** EDF will create a new Social Value Engagement Hub to maximise the health and wellbeing of our staff, suppliers, customers and communities.
- ✓ **Educational support initiatives:** Through its membership with Business in the Community (BiTC), EDF can access volunteering programmes to help students prepare for careers and further education, support primary-aged children, develop partnerships with schools and integrate climate action in the education space.
- ✓ **Engagement with communities:** EDF commits to engage with local communities to ensure that their needs and requests are taken into consideration.
- ✓ **Recruitment and work-related training for priority groups:** EDF supports employment for priority groups through several equality, diversity, and inclusion initiatives, such as employee networks providing platforms for employees to share views, an occupational health service, an employee support program, workforce diversity targets and the apprenticeship schemes to recruit and train people.



Measure, manage and save



Energy Consumption products included in your Framework

HH Data Service

MIC Reporting

Siteworks & Installation

AMR/MOP Services

Billing Optimisation

Annual Capacity Review

Time Banding Analysis

Export PPAs

Technical Advice

Community Energy Project Support

Cost associated with ancillary service

Free – half hourly data available via MyBusiness

Free – historic Maximum Import Capacity data report available

Cost dependent upon customer requirements

Up front meter purchase and rental options available

Free

Free – historic Maximum Import Capacity data report available

Free

Cost dependent upon customer requirements

Cost dependent upon customer requirements

Cost dependent upon customer requirements



Measure, manage and save



Energy Solutions products included in your Framework

Flexibility Services (Inc DSR, FFR, CM)

Energy Analytics

Energy Monitoring

Bespoke Consumption Analysis

Carbon Offsets

Cost associated with ancillary service

Cost dependent upon customer requirements

Cost dependent upon customer requirements

Cost dependent upon customer requirements

Cost dependent upon customer requirements

Cost dependent upon customer requirements

Want to know more?

Contact Senior Account Manager, Mark MacLennan
mark.maclennan@edfenergy.com
or call **07875 112 491** to discuss any of the Energy Solutions products included in your Framework.



We're proud to be a zero carbon supplier.

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2023 to March 2024. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

| | Coal | Gas | Nuclear | Renewable | Other | CO ₂ g/kWh | Radioactive waste g/kWh |
|--------------------------------------|-------------|--------------|--------------|--------------|-------------|-----------------------|-------------------------|
| EDF's fuel mix | 4.3% | 19.7% | 54.0% | 20.1% | 1.9% | 136 | 0.0032 |
| Contribution to our carbon emissions | 33.0% | 54.6% | 0.0% | 0.0% | 12.4% | | |
| UK average fuel mix | 6.3% | 35.0% | 12.7% | 43.2% | 2.8% | 171 | 0.0008 |

The figures for UK average fuel mix are provided by the Department for Energy Security & Net Zero (DESNZ).

Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary. For more information on our fuel mix, visit [edfenergy.com/fuelmix](https://www.edfenergy.com/fuelmix)

This next table shows you the fuel mix of our supply contracts. As an EDF customer your business should also be proud to be contributing to the zero carbon future of the UK.

| EDF's fuel mix per tariff or product | Coal | Gas | Nuclear | Renewable | Other | CO ₂ g/kWh | Radioactive waste g/kWh |
|--------------------------------------|------|-------|---------|-----------|-------|-----------------------|-------------------------|
| Zero Carbon⁽¹⁾ | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% | 0 | 0.0060 |
| Renewable⁽²⁾ | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0 | 0.0000 |
| All other⁽³⁾ | 8.0% | 37.0% | 50.5% | 0.8% | 3.7% | 254 | 0.0030 |

⁽¹⁾ Zero carbon: Zero carbon tariffs and products include any sold as 'nuclear backed', such as Zero Carbon for Business (formerly Blue for Business).

⁽²⁾ Renewable: All renewable tariffs and products.

⁽³⁾ All other: All other tariffs and products - tariffs not referred to as Zero Carbon or Renewable.

The nuclear backed and renewable electricity that we buy for Residential, SME, Zero Carbon for Business (formerly Blue for Business) or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from zero-carbon generators.



e-brochures

an easier way of working

Having all your information online means it's quick and easy to find, and an ideal format for screen-based working environments.

To view our fuel mix visit edfenergy.com/fuel-mix

CHANGE IS IN *OUR POWER*

