

A graphic of three yellow triangles pointing towards the center, resembling a sunburst or a stylized 'E' shape.

Processes, Forms & Contacts



I need help with...

**Account
Setup**

Billing

Contracts

Metering

Payment

Queries

Readings

Queries..

**Account
Access &
LOAs**

**Meet your
account
management
team**

**All other
queries**



Contracts..

Novation

Site addition



Account Setup...

**Change of
occupancy**

**Change of
site address**



Readings...

**Estimate
Reads**

**Submit
Readings**



Billing...

**Guide to
eBilling**

**Multi-Site
Validation**



Metering...

**Agents &
Metering
charges**

**Change of
measurement
class**

Disconnection

**SMART
meter**



Payment...

**Understand
your bills**

**How to pay
guide**

**Direct debit
guide**



New Connection

Lead Time: up to 12 weeks



Register your new MPAN with the Network Operator

Who is my Network Operator?



Complete the New Connection Form

- Remember to list your preferred MOP & DC
- Make sure the correct contracting customer name is listed on the form

New Connection Form



Wait for your meter installation appointment

- If you have a direct MOP contract, they will contact you directly to confirm the date
- If you do not have a direct MOP contract, we will contact you to confirm the date
- The meter installation appointment can take up to 12 weeks from receipt of the new connection form

Email New Connection Team
Phone: 0845 366 3664 (option 2)



Disconnection

Lead Time: up to 12 weeks



Complete the Termination of supply form

Are you requesting a full disconnection of supply, or a meter to be moved or removed?

Please click the relevant button below

Termination of supply

Meter move / removal



EDF Service Removals team contacts Network Operator

The Network Operator will contact you to schedule the disconnection

Email Service Removals Team
Phone: 0845 366 3664 (1)



Physical Disconnection

It can take up to 12 weeks for the disconnection appointment to take place from receipt of the termination of supply form
EDF will contact you to organise removal of the meter



Notification of Disconnection - EDF closes account

Network Operator contacts all parties to confirm disconnection via a dataflow

Network Operator can take up to 12 weeks to confirm disconnection. EDF will then produce a final invoice



Change of Occupancy

Lead time: 28 days

Complete the Business Moves form

- Complete the form at least 28 days prior to the change
- You will need to attach a copy of the lease or sale document if you are selling or leasing the premises
- You will receive an email to confirm receipt

Business Moves Form

Taking over a property

If you are taking over a property, complete the Site Additions Process

Site Addition

EDF Business Moves team logs the request

If you are handing over occupancy, EDF will contact the incoming party to confirm liability before we can proceed

EDF Business Moves team completes process

If you are taking over the supply, EDF will open a new account in your company name, load your new contract and send you initial invoice

If you are handing over a property, EDF will close your account and send you a final invoice

If you are completing a single request for a large number of sites, you can request a bulk COT spreadsheet from the Business Moves Team and return it to them for processing

Email Business Moves Team



Site Additions

Lead Time: up to 28 days



Issue a site addition request

- If the supply is already registered with EDF, please refer to the Change of Occupancy process instead
- If your site is with another supplier, please complete the Site Addition Form to start the Change of Supplier process

[Site Addition Form](#)

EDF Customer Success team raises interim contract

- The contract will be raised when the supply is Live. If the supply is de-energised the request will be placed on hold
- Your nominated contact will be sent a copy of your prices for the site

EDF will request registration of the supply

- If the incumbent supplier objects to the registration, EDF will make 3 attempts before terminating the request
- If we receive an objection, we will notify you via email
- You can track progress on the registrations page of the MyBusiness Portal

[MyBusiness Portal](#)

When the registration is complete, EDF Welcome Team will open a new account and issue your initial invoice

Please provide EDF Welcome team with the following details to help set up your account

- Photo of NHH meter / readings
- Consolidated billing requirements
- Billing set up requirements
- Site contact details
- Billing and payment contact details

[Email Welcome Team](#)



Change of Measurement Class

Lead time: Up to 12 weeks



Complete the new connection form

- Remember to list your preferred MOP & DC
- Make sure the correct contracting customer name is listed on the form

New Connection Form



EDF Customer Success Team

Team raises a contract for your new measurement class, no site addition form required



Wait for your meter installation appointment

- If you have a direct MOP contract, they will contact you directly to confirm the date
- If you do not have a direct MOP contract, we will contact you to confirm the date
- The meter installation appointment can take up to 12 weeks from receipt of the new connection form
- EDF COMC team will hold invoice production while we wait for your new meter technical details from the Meter Operator

Email COMC Team



Novation

Lead Time: up to 12 weeks



Please refer to the Change of Occupancy process



EDF will check Business Moves Form to see if both customers are on the Scottish Procurement Framework and process as a Novation



EDF will hold invoice production until novation complete



New contract is raised

EDF will close the old account and open a new account in the new contracting name.

Contact EDF Novations



Smart Meter



Lead Time: up to 12 weeks

Contact EDF to request a Smart Meter

- Specify which meter type you would like
- SMETS2 meters can be provided by EDF MOP and no additional cost to existing NHH dumb meter
- AMR meters can be provided by your preferred MOP
- Provide a site name, number and access details

Request Smart Meter



EDF will contact the nominated person to organise a meter installation

Contact Smart Meter bookings team



Meter install takes 1-2 hours



EDF MOP will send the new meter technical details so they can be loaded onto the account and invoices produced



Submit Bulk Reads



Lead Time: 1 month

Complete Reads Template

Email to NHH Data Quality Team

Email NHH Data Team



Reads Uploaded

Using the template means we can use Robotics to quickly upload readings

Submit Reads Template



Bill

- Your reads will be used in billing
- Rebills might be issued if previous invoices have been over or under estimated
- Reads will show on your invoices but potentially mid-billing period depending on when they were taken



Consider Smart

- SMETS2 metering costs nothing more but will remove the need to submit reads.
- Contact SMART team if you'd like to install SMART meters

Email SMART team

SMART Meter process



Change Site Address



Confirm Royal Mail address

Use the Royal Mail postcode checker to ensure the new address is listed against the postcode

Royal Mail Postcode Checker

Request change of address via EDF

- Email the SP Customer Service team
- Confirm the old address, new address, and that Royal Mail reflects the new address
- Provide MPAN and account number

Email SP Customer Service Team

EDF request update

- EDF check Royal Mail records
- EDF Request site address amendment via MPAS to show on ECOEs Industry Database

Completion

- ECOEs confirm address change
- If Royal Mail has not been updated, ECOEs will reject the request
- If Royal Mail records match, ECOEs will update and EDF systems will automatically populate with the new details



Agents & Metering Charges

Lead Time: 12 weeks

Understand Agent options

- Meter Operator (Meter Maintenance)
- Data Collector (Reading the meter)
- Meter Asset Provider (Owner of meter)

Association of Meter Operators

Contract of Default?

Your choice:

1. Contract directly with MOP / DC &/or Purchase your meter = no pass through metering costs on supply invoice
2. EDF appoint default = MOP/DC &/or Meter Rental costs passed through via supply invoice

EDF appoints agents

- Confirm your choice to EDF, provide copies of contracts if applicable
- EDF requests appointment of agents

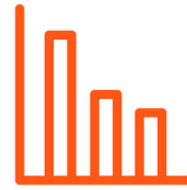
Completion

Agents confirm appointment



Estimated Reads

Lead Time: 4 weeks



Confirm Meter Type

AMR -/HH / SMART =
meter not connecting
NHH Dumb - meter
needs reading



EAC

If there are no reads,
we calculate estimate
based on Estimated
Annual Consumption
figure provided by
DC.



Organise reads

AMR / SMART / HH -
Provide site contact
details to EDF to
organise MOP visit to
fix meter

NHH Dumb - provide 3
sets of reads, with
photos, taken a few
days apart

AMR/Smart
Customer Service Email

Read Submission

Email HH

Email NHH



Completion

AMR / SMART / HH -
Meter is fixed,
exchanged or phone
line installed. Data
Collected, account re-
estimated and rebilled
if appropriate. EAC
updated.

NHH Dumb - reads
loaded, re-estimated
and account rebilled.
EAC updated. Contact
EDF to organise SMART
meter install

Smart Meter Install



Account Access & LOAs

Lead Time: 1 week



Determine Access Level

- Full access - all sites / all details & data
- Partial Access - some sites / some detail & data



Provide Letter of Authority

Send to SP Customer Services Team

LOA must:

1. Be on contract holder's headed paper / email address
2. State full name of company requesting access, and contract holder name
3. Be signed by appropriate signatory within contract holder, including name and position. This must be a true handwritten signature, not copy and paste
4. For DocuSign, both parts must be attached
5. Have clear effective from and to dates. If no dates is provided, the LOA will be valid for one year from the date of the signature

LOA Template



Provide Supporting Documents

- Partial Access Only - specify MPANs, access levels, data levels
- Confirm individual user names & contact details if relevant
- Confirm whether access is required to the MyBusiness portal at Individual Level
- Send to SP Customer Service Team

Supporting Document Template



Review

- Make sure that your LOA is kept up to date
- Review annually and provide updated documents where relevant

Email Customer Services Team



Multi-Site Validations



What's new?

We know from our customer feedback that the VAT Dec form was a bit confusing. So, we've made some changes to make it easier to complete.

- We've tidied up and added new supporting notes
- We've also added clear speech bubbles to guide you through the form

What do I need to do?

Please remove any old versions of the VAT Dec form from your device.

All completed forms should be sent to the VAT team mailbox as an excel file. The Scottish Procurement team will process the form and get back to you if they have any questions.

The mailbox address for completed forms and all VAT queries is: VAT-CCLComplianceSection@edfenergy.com

For single site VAT claims, customers can still complete our online VAT Dec and access any helpful advice by clicking [this link](#).

[Click here for the multi-site form](#)



Scottish Procurement Account Management Team



Our Scottish Procurement 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.

Sharon Sage	Senior Manager of Public Sector	
Mark Maclennan	Senior Account Manager	mark.maclennan@edfenergy.com
Gemma Skett	Service Development Manager	gemma.skett@edfenergy.com
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General Enquiries
SP@edfenergy.com

Contact Details >



A decorative graphic consisting of a yellow sunburst with rays emanating from a central point, positioned behind the title text. To the left of the sunburst are three yellow triangles of varying sizes, pointing towards the center.

Understanding your bills

It's important you understand your bill format.
There are two sections to your bill:

- **Billing invoice** - This section summarises your account balance and recent charges. It explains what you need to do and by when.
- **Billing detail** - This section details how different charges make up your total bill. You'll see specific metering information, including meter readings your bill is based on.

[Bill Guide >](#)

How to Pay Pack

Your How to pay your EDF Bill - guide pack covers all the essential information needed when it comes to paying your bill, including ways to pay.

[Click Here >](#)

Direct Debit Instruction

To set up a direct debit, simply download the below form, complete and return to us.

Alternatively, contact us for advice on 0845 300 4904.

[Click Here >](#)



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.

<https://www.edfenergy.com/>

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