nepo®
PROCURING FOR YOU

EDF

NEPO Framework

# Welcome pack

EDF Business
Solutions

# Hello...

We're delighted to welcome you as a customer to EDF through the NEPO 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.

**Contents**


Contact details ›

Site toolkit ›

Invoices
- Options ›
- VAT & CCL ›

Online portal ›

Payment ›

Non-energy costs ›

Supply choice ›

Net zero ›


nepo® PROCURING FOR YOU





**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# Contact details

Our NEPO 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.



## Account Manager: James Lusby
james.lusby@edfenergy.com
02081 861 194

## Service Account Lead: Emlyn Newton
Emlyn.Newton@edfenergy.com
07875 115 282

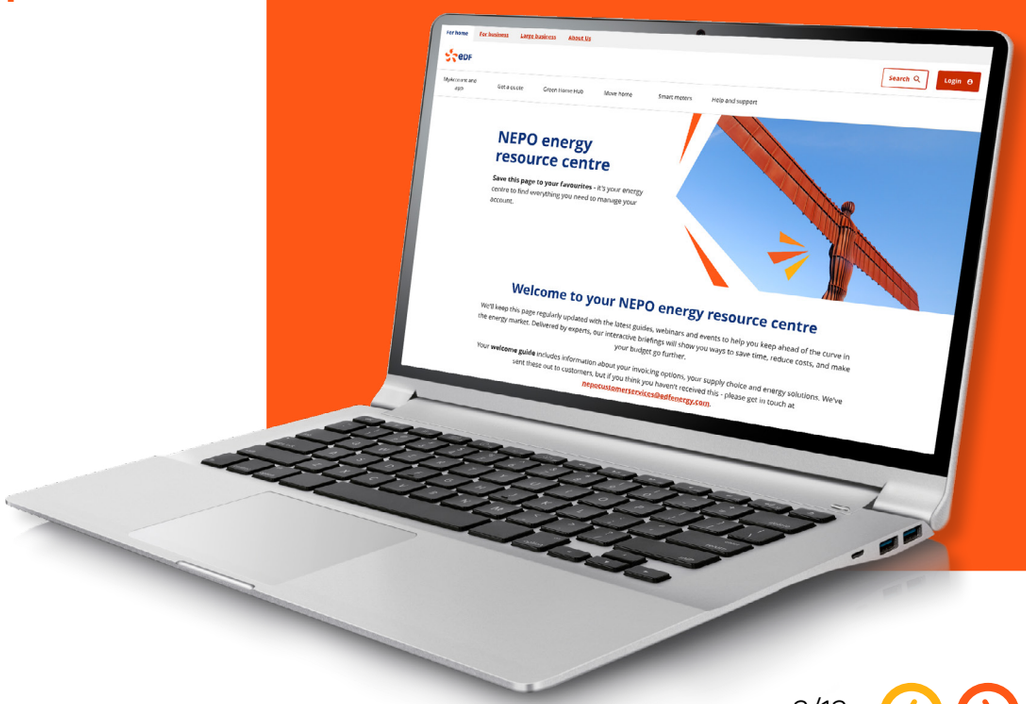
## NEPO Customer Services
NEPOCustomerServices@edfenergy.com
0845 300 4810

## NEPO Contract Operations
NEPOContractOperations@edfenergy.com

## Want to know more?

Visit your Energy Resource Centre
**edfenergy.com/NEPO**

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






**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# 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.

## Registration and adding sites

If you're new to EDF or adding a new site to your current agreement, you will need to go through the Change of Supply process. Please contact:
**NEPOContractOperations@edfenergy.com**

## 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**.

## 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**.

Remember, when adding sites or filling in new connection forms it's important to also fill in your 'Site Additions' form.

## Disconnections

If you need to arrange for a supply to be disconnected, we can arrange this for you. Complete the **online form here**.

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# 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

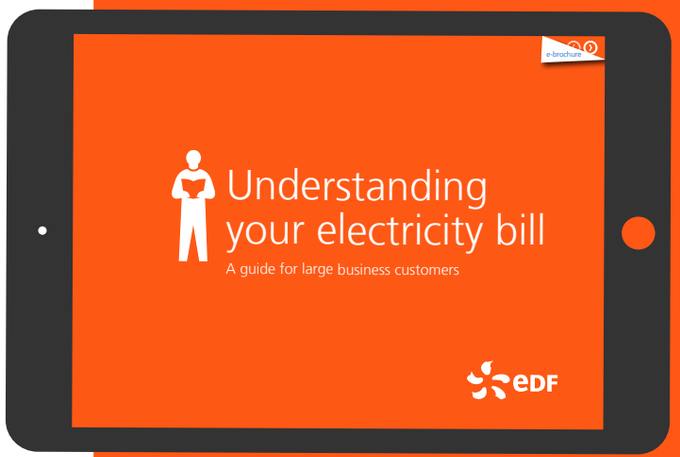
- ✓ Single line adjustment
- ✓ Full credit note and rebill
- ✓ Combination of the above

## 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** to download our handy guide to understanding your invoice




You can also contact your NEPO Framework Support Team at **NEPOCustomerServices@edfenergy.com** to discuss your billing preferences.

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# Invoice VAT & CCL

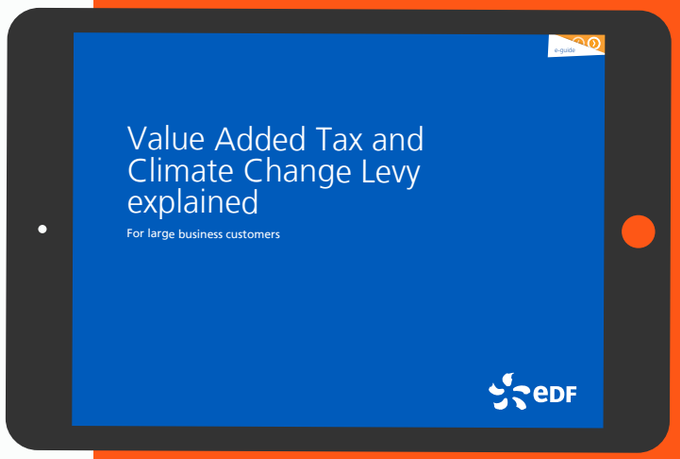
Paying the right amount of Value Added Tax (VAT) is fundamental for any business. You may be eligible for the reduced rate of VAT if you meet certain criteria. In certain circumstances, businesses will also be wholly or partly excluded, or exempt, from paying Climate Change Levy (CCL) on their energy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



## 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 contact your NEPO Framework Support Team at **NEPOCustomerServices@edfenergy.com** to discuss VAT & CCL relief and exemptions.

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

## IMMEDIATE ACCESS...

**to your consumption data**

- ✓ You can now **produce reports immediately**
  More info
- ✓ Get **Half Hourly consumption data** up to the previous day - you don't have to wait for your bill
- ✓ **Access to over 2 years** consumption history with the ability to create reports

More info

## ADVANCED SEARCH...

- ✓ **Free text search functionality** means you can easily locate accounts, invoices, MPANs and much more

## ONLINE QUERY MANAGEMENT...

- ✓ **Raise all your requests in one place** from updating a contact to changing the billing address
- ✓ **Track your query** from initial contact to resolution with regular updates

More info

## ELECTRONIC INVOICES...

- ✓ Easy access to **view and download** all your invoices
- ✓ **Clear view** on all billing activity (including re-bills and credit notes)

More info

## ACCOUNT MANAGEMENT

- ✓ Submit **single or multiple** meter readings at one time
- ✓ **Customisable dashboard** – tailor your overview for quicker insights

# MyBusiness

**Take control and discover easy ways to manage your energy account online.**

For more information, contact your account manager



**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# Payment bank details

**Supplier Name:** EDF 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 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

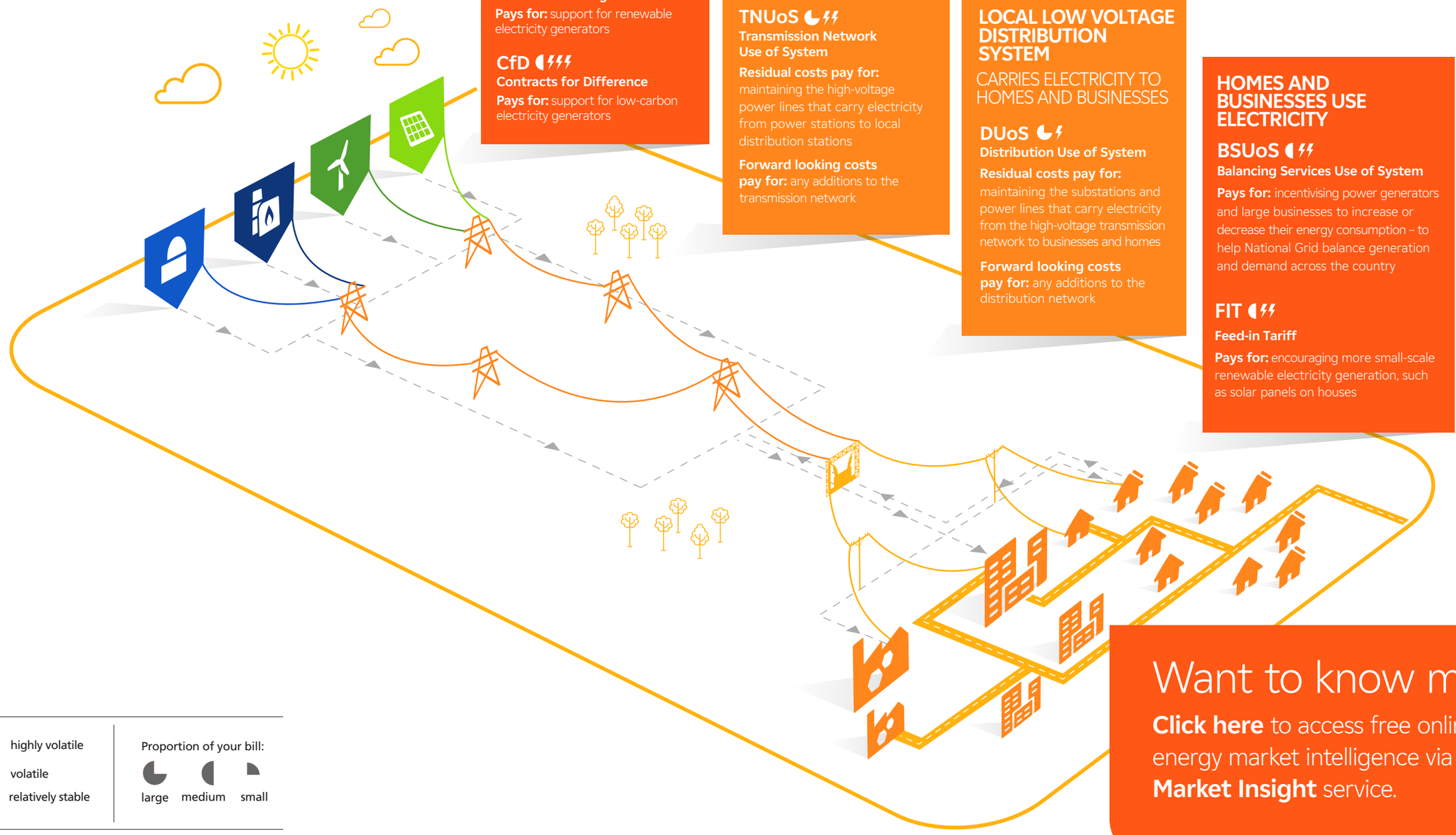
## Want to pay by Direct Debit?

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.

**Click here** to download the Direct Debit PDF form

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# Non-energy costs at a glance



## 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

## Want to know more?

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

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

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

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# Supply choice

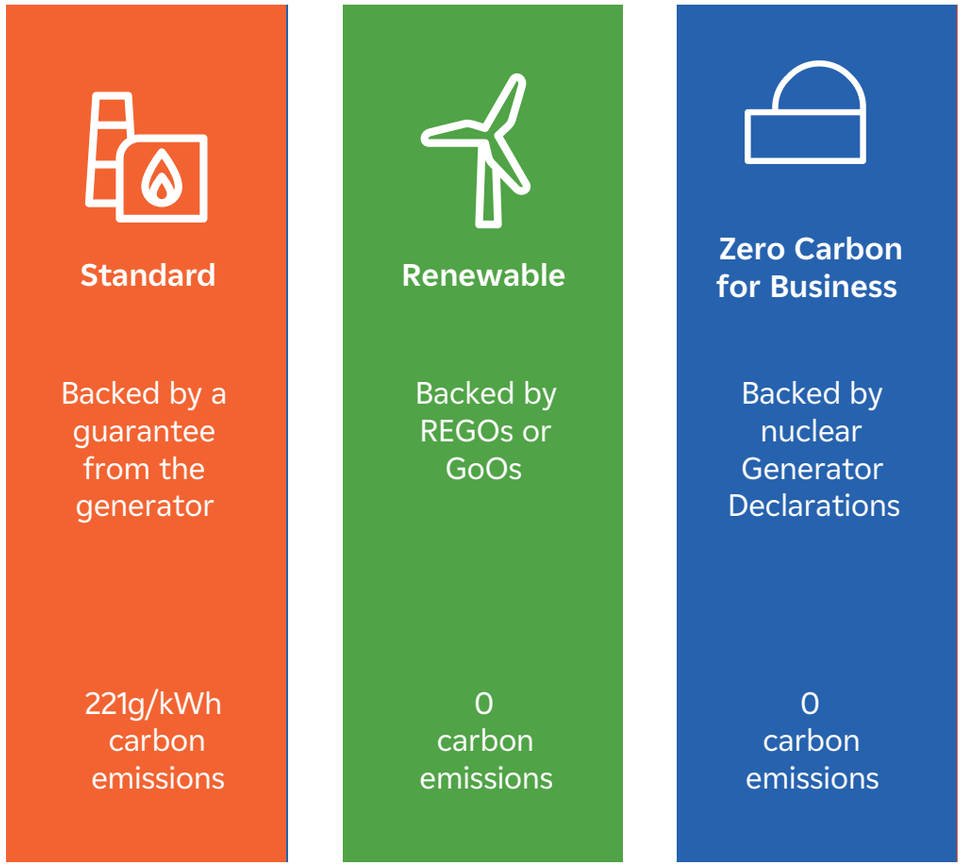
Modern carbon reporting standards encourage businesses to use their choice of electricity supply to support their environmental commitments.

So as a NEPO Framework member we offer three choices:

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

**2. Renewable**
backed by Renewable Energy Guarantees of Origin (REGOs or GoOs).

**3. Zero Carbon for Business**
backed by nuclear generation.




## Want to know more?

You can also contact your NEPO Framework Support Team at **NEPOCustomerServices@edfenergy.com** to discuss our supply options.



**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# We're here to partner you on your journey to net zero



## One Account Manager. A whole family of net zero specialists.

EDF has announced a £50 billion investment in zero carbon electricity to support UK plc's transition to net zero. That's good for the economy, good for jobs and good for your business too. Because you already have your own Account Manager, dedicated to looking after all your business' net zero electricity needs. They're behind you all the way – and behind them is a family of net zero specialists ready to help you on every step of your journey to meeting your net zero ambitions. One change at a time.

We're doing everything we can to help your business cut your carbon emissions to nothing.

The **right zero carbon supply** solution to help drive efficiencies

The **right mix of wind, nuclear and solar** to power your net zero credentials

The **right charge point solution** powered by zero carbon electricity

The **right tips, tools, training and tech** to help your team save money, hassle and carbon

The **right net zero specialists** to help you go for zero, one change at a time

## Want to know more?

You can also contact your NEPO Framework Support Team at **NEPOCustomerServices@edfenergy.com** to discuss your net zero journey.



**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

# 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 2024 to March 2025. 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** | **4.2%** | **21.0%** | **54.8%** | **18.2%** | **1.8%** | **135** | **0.0038** |
| Contribution to our carbon emissions | 28.3% | 59.3% | 0.0% | 0.0% | 12.4% | | |
| **UK average fuel mix** | **5.9%** | **33.3%** | **16.2%** | **42.1%** | **2.5%** | **154** | **0.0011** |

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**

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 | 0.0070 |
| **Renewable**[2] | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0 | 0.0000 |
| **All other**[3] | 7.2% | 36.2% | 53.0% | 0.5% | 3.1% | 233 | 0.0037 |

[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-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.

nepo®
PROCURING **FOR YOU**

EDF

**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*

**EDF Business**
Solutions

EDF Energy Customers Ltd with registered number 2228297. EDF Energy 1 Limited with registered number 3986835.
Registered offices at Nova North, 11 Bressenden Place, London, SW1E 5BY. Incorporated in England and Wales.

**e-brochure** EDF-NEPO-LGS-0925 © Copyright EDF 2025. All rights reserved.