



TEC Framework

Welcome pack



EDF Business
Solutions



Hello...

We're delighted to welcome you as a customer to EDF through the TEC 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 >

Invoices

- Options >
- VAT & CCL >
- VAT relief >

Online portal >

Payment >

Metering & data >

Non-energy costs >

Supply choice >



ENERGY & EDUCATION CONNECTED



Contact details

Our TEC 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:

tecaccountservices@edfenergy.com
0800 033 4447

Strategic Account Manager: Scott Collins

Scott.Collins@edfenergy.com
07384 530114

Service Development Manager: Kat Shah

Kat.Shah@edfenergy.com
07384 528978

Want to know more?

Visit your Energy Resource Centre
edfenergy.com/TEC

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



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

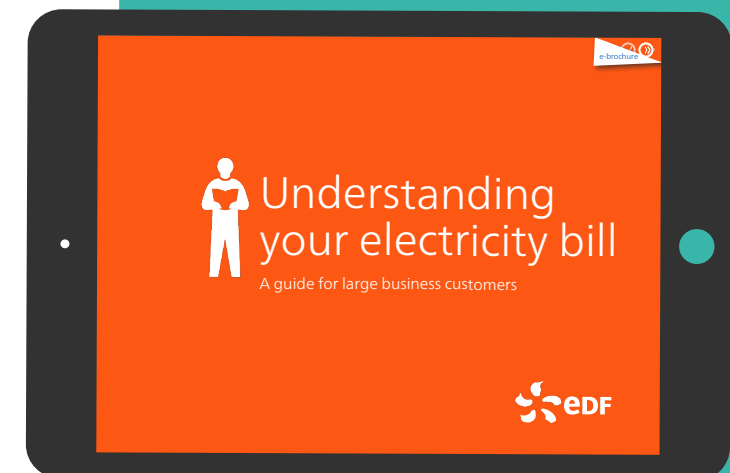
- ✓ Single line adjustment
- ✓ Full credit note and rebill
- ✓ Combination of the above

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 a handy guide your invoice



You can also contact your TEC Framework Support Team on **0845 301 3500** to discuss your billing preferences



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.

Does your business offer chargeable courses?

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

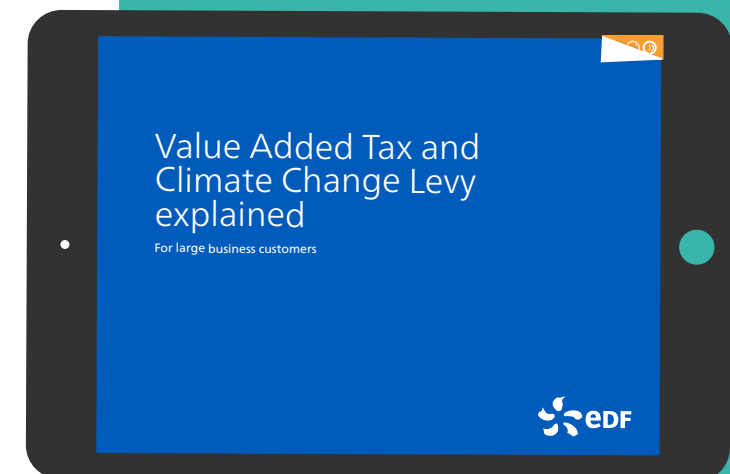
Is your business a registered charity?

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 TEC Framework support team on **0845 301 3500** to discuss VAT & CCL relief and exemptions

VAT relief for Universities and Higher Education

Business Income

If a university or college hires out their facilities to a third party for a fee, this is regarded as 'business income'. Income from evening courses, clubs or similar is classed as 'business use' and doesn't qualify for relief.

Where there's a mix of charitable business and non-business income, you need to estimate the split between qualifying and non-qualifying use, based on income and rounded to the nearest whole percentage.

[Click here](#) for HMRC guidance on education and vocational training.

VAT declaration form completion

Before sending a VAT declaration form please check you've filled in the following:

- ✓ Name and address
- ✓ Basis of claim – domestic or charitable non-business
- ✓ Signing of the form

List of relevant sites

Please check the following has been completed:

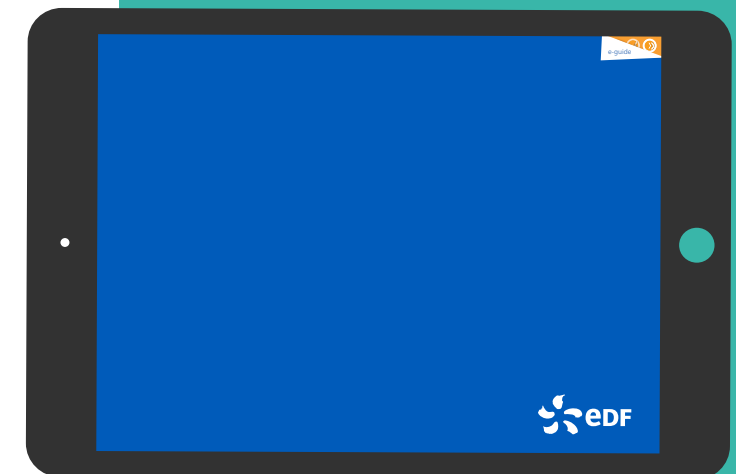
- ✓ Reason for claim
- ✓ MPAN, EDF Energy account number, address
- ✓ Fuel type (electricity)
- ✓ Percentage for each individual premise

Please use a separate form for domestic and charitable non-business claims.

Want to know more?

Click here to apply for VAT & CCL relief and exemptions

Download our handy guide to understanding VAT & CCL



You can also call the TEC Framework support team on **0845 301 3500** to discuss VAT & CCL relief and exemptions

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

ELECTRONIC INVOICES...

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

IMMEDIATE ACCESS...

to your consumption data

- ✓ You can now **produce reports immediately**
- ✓ 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

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



ADVANCED SEARCH...

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



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.

Click here to download the Debit PDF form



Metering and data options

Smart Meters

Upgrading to the latest 'SMETS2' smart or AMR electricity meters can bring important benefits for your business, and plays a key role in helping Britain achieve net zero:

- ✓ **Accurate Billing** - Smarter data means no more estimates, so you only pay for what you use
- ✓ **Automatic Readings** - Smart meters do the work for you, so no more manual readings
- ✓ **Gain data insights** - Save cash and carbon with smart insights to help change how your business uses energy
- ✓ **Access the best deals** - Half-Hourly data will get you the best products and tariffs, ready for the switch to MHHS

Flexible, bespoke service

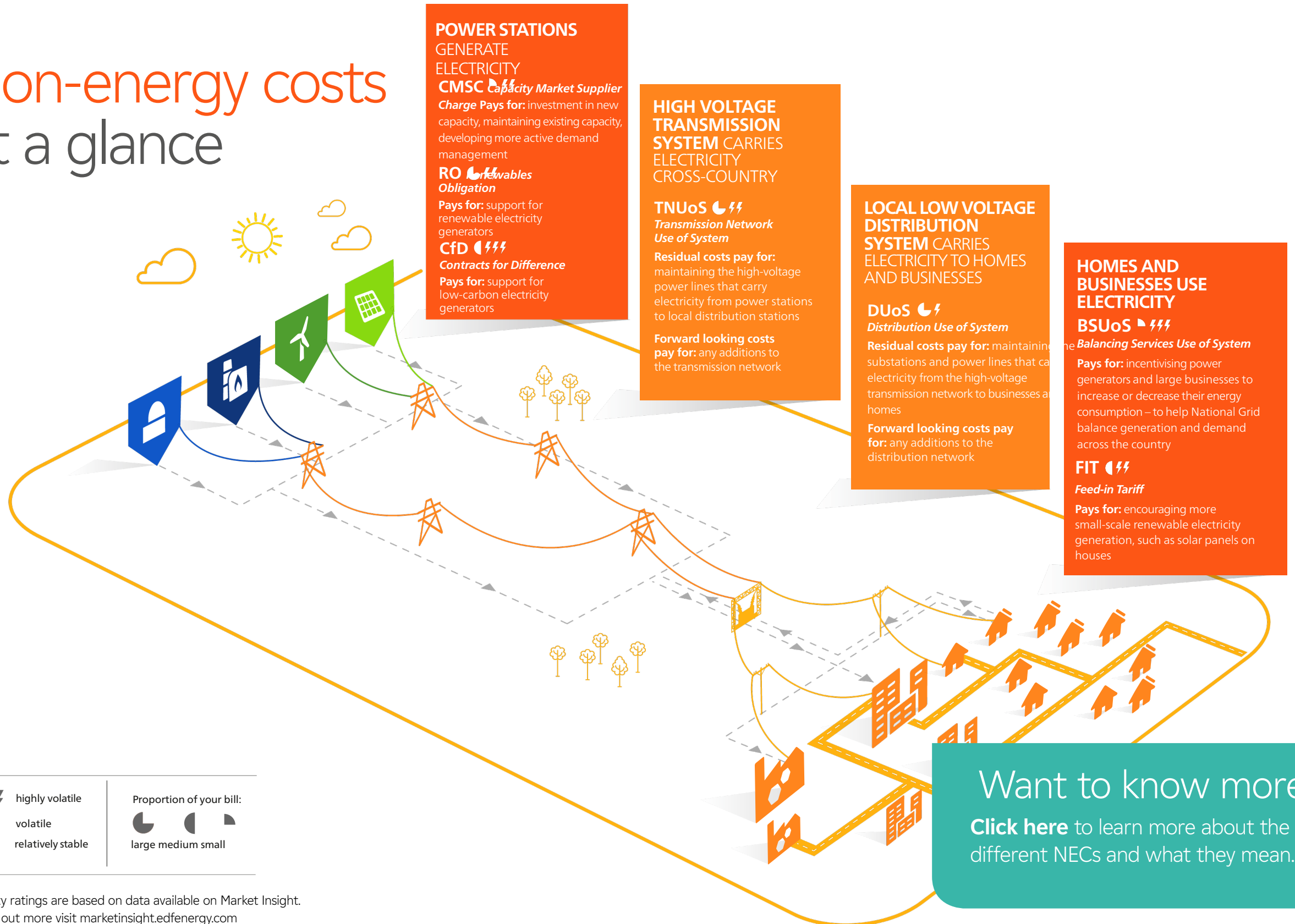
We'll work with you to make your meter upgrades as easy as possible. Contact your account manager to request a Smart Meter upgrade.



Want to know more?

Call the TEC Framework support team on **0845 301 3500** to discuss metering and data options.

Non-energy costs at a glance



highly volatile
 volatile
 relatively stable

Proportion of your bill:
 large
 medium
 small

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 learn more about the different NECs and what they mean.



Supply choice

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

So as a TEC 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.



STANDARD

Backed by a Backed
by nuclear guarantee
Generator from the
Declarationsgenerator

221g/kWh

carbon carbon
emissionsemiss



RENEWABLE

Backed by
REGOs or
GoOs

0

carbon
emissions



ZERO CARBON FOR BUSINESS

0

carboncarbo
emissionsemiss

Want to know more?

You can also contact your TEC Framework Support Team on **0845 301 3500** to discuss our supply options.

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

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.

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 TEC Framework Support Team on **0845 301 3500** to discuss your net zero journey.



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.

Registered offices at Nova North, 11 Bressenden Place, London, SW1E 5BY. Incorporated in England and Wales.

e-brochure EDF-TEC-LGS-1224 © Copyright EDF 2024. All rights reserved.

