

EDF support for those who need it most



CARE steps of support

At the start of 2022 we launched our CARE Steps of Support to ensure we always provide a level of support that's tailored to individual needs.



Pay As You Go



We have tailored measures in place to identify and support **Pay As You Go** customers at risk of self-disconnection.



This includes the provision of discretionary credit and a pause to debt repayment plans if a customer is unable to afford to top up their meter.



Financial assistance

We provide rebates via our customer fund or in partnership with organisations.



Warm Home Discount scheme

£140 WHD each year

EDF continues to support customers in or at risk of fuel poverty by providing the £140 WHD rebate each year.



Launched **broader** group rebate in **September 2021**



Invited **160k** customers to apply for this year's scheme



Reduced time between application and payment to give customers **access to funds sooner**

Total **£36m** in rebates awarded



Customer Support Fund

£50m debt relief since 2003

Our dedicated customer support fund has helped **52,000** customers since it was set-up in 2003, providing almost **£50m** of debt relief to those who need it most.



Provided debt relief to **1,275** of our most vulnerable customers in 2021



880 awards for energy efficient white goods to our **most vulnerable customers**



42% converted from a non-secure to a secure payment method



93% of supported customers remain **debt free** after at least 6 months



Partners

In 2021 we committed £3.7m by working with third parties to help fuel-poor customers.

Committed
£3.7m
to help
customers



✓ **23,279 customers** receiving debt assessments and access to **self-help resources**

✓ **4,703 customers** receiving detailed **debt assistance**

IncomeMax ✓ **15,131 households** receiving a **benefit entitlement check**

Total nearly
£1.2m
increased
income

✓ **4,754 customers** supported to receive **increased income** totaling £1,188,239



✓ **117,898 consumers** benefitted from **energy advice**

✓ **£200k** of new benefits claimed



✓ **3,139 customers** receiving help with **seasonal health interventions**

✓ **9,262 customers** receiving **energy efficiency measures**



Energy Company Obligation (ECO)

EDF is the market leader in ECO, a government energy efficiency scheme set up to tackle fuel poverty and help reduce carbon emissions.



✓ Installed around **40,000 energy efficiency measures** for struggling households in 2021

✓ **ECO has delivered £248 million** in lifetime bill savings since 2018



✓ The measures we've installed since 2018 have **prevented 41kt of CO2** entering our atmosphere

Delivered
£248m
in bill
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Other initiatives



Warm Home Discount funded



EDF funded outside of Warm Home Discount



Winter Efficiency Scheme



✓ **Specialist support for 2,000 customers** to reduce their consumption



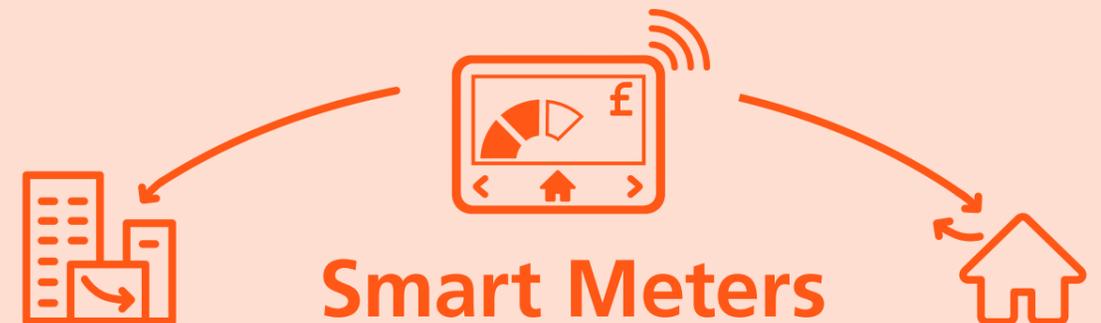
✓ **Boiler repair /replacement** and energy-efficient white goods also provided



Reach Out



✓ A new partnership focused on **increasing engagement from hard to reach customers** who may be in financial difficulty



✓ With smart meters, **customers are more empowered** to make informed energy usage decisions – **critical to delivering Net Zero**



✓ Smart meter **data lets us identify issues** and step in to support customers who may need extra help