

## Video transcript: Extra Support

Time	Audio	Visual
00.00	EDE Energy is here to help. We can give you extra support and advice when you need it.	Scene background colour: Orange  Image top right: EDF logo  Image centre: Animation of a man in a blue sweatshirt. He is standing up.  Text left: Need a little extra help? Support and advice from EDF Energy
00.08	Maybe you're dealing with stress, illness, bereavement or disability.  Or maybe you're struggling with debt or have lost your job.  We can even help when a new baby arrives.	Scene background colour: Blue  Image centre: Animation of a man in a blue sweatshirt. He looks around to face different words as they appear around to him.  Text clockwise around the central image: Illness, Job loss, New baby, Language difficulty Bereavement, Financial difficulty, Disability, Stress
00.18	We can help ease the pressure - and not just when it comes to your energy.	Scene background colour: Blue  Image centre: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.  EDF employee says: We may be able to help you  Customer says: Thanks

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00.23 We can start by making sure you're on your best tariff.

Scene background colour: Orange

Image right: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of the pound sign and a green tick that appears next to it.

Text left: Personal support, Best tariff for you

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00.26 We can give you energy-saving tips that may lower your gas and electricity bills.

Scene background colour: Orange

Image right: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animated pound sign with light bulbs rotating around it clockwise.

Text left: Personal support, Tips that may lower your bills

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00.31 And give you the support you need to get on top of all your debts and onto all the benefits you are entitled to.

Scene background colour: Orange

Image right: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a brown wallet with plus symbols falling down into it.

Text left: Personal support, Get the right benefits

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00.37 We may also be able to help by checking if you are eligible for our Warm Home Discount rebate, which is £140 off your electricity costs.

Scene background colour: Orange

Image right: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a house with the words '£140 off' and a green tick next to it.

Text left: Personal support, Warm Home Discount

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00.46 Or see if you are eligible for a smart meter ensuring accurate meter readings.

Scene background colour: Orange

Image right: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a house with an overlay image of an automatic meter reading graph.

Text left: Personal support, Smart meters

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00.51 Through our priority services you can get bills and letters in large font, Braille or talking bills.

Scene background colour: Blue

Image left: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a paper bill showing Braille raised dots and the word 'Bill' in large font.

Text right: Priority services, Braille, Talking bills, Large print

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00.58      We can also arrange to get someone you trust to manage your bills for you.

Scene background colour: Blue

Image left: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a man holding a paper bill.

Text right: Priority services, Someone you trust to manage your bills.

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01.02      Or make sure your health and wellbeing is protected if there's a power cut.

Scene background colour: Flickers from blue to black.

Image left: Animation of two men standing together. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: Animation of a grey house and paper bill to the left of it. The bill has a green power symbol, a red cross and the words 'Advance notice' on it.

Text right: Priority services, Extra support in a power cut.

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01.08      We're here to help.

Find out more at [edfenergy.com/priorityservices](https://edfenergy.com/priorityservices).

Or call us free on 0800 269 450.

Scene background colour: Orange

Image top right: EDF logo

Image centre: Animation of two men standing together and holding cups of tea. The man on the left is wearing an orange t-shirt with the EDF logo. He is an EDF employee. The man on the right is wearing a blue sweatshirt. He is the customer.

Image centre: We're here to help  
0800 269 450  
[edfenergy.com/priorityservices](https://edfenergy.com/priorityservices)

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