

Useful contacts

Customer services

If you have any questions or want to:

- find out more about Energycard
- ask for a new Energycard
- ask questions about your bill
- change the way you pay
- tell us your Energycard has been lost, stolen or damaged
- find out where your nearest PayPoint, Payzone or Post Office® is

Please call us on **0333 200 5100**.

Please note that staff at PayPoint, Payzone or Post Office® outlets cannot answer your questions about your energy bills.

Energy efficiency advice line

For energy efficiency tips and advice, call us on **0333 009 6999** or visit **edfenergy.com/advice**

To access our Textphone service for customers with hearing difficulties, please call us free in **0800 096 2929**

Website

You can also contact us via our website at **edfenergy.com**

Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.

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Energy card

The easy way to pay



Energycard – The flexible way to pay

Your Energycard is a flexible way to pay for gas and electricity. It's flexible because you can pay at any PayPoint, Payzone or Post Office® around the country. It also lets you budget for your energy bills.

- You can pay regular amounts within your budget.
- You can pay as little as £1 at a time.
- You don't need a bank account.
- The service is free. You aren't charged for using an Energycard.

Where to use your Energycard

You can use your Energycard at any PayPoint, Payzone or Post Office® – there are over 50,000 of these in the UK. Just look out for the easily recognisable signs in high street shops, newsagents and convenience stores close to where you live, work or shop. To find your nearest, visit edfenergy.com/ways-to-pay



All about your receipt

Outlet name.....	Outlet
Agent name and address.....	Somewhere shop L123 Anytown
Agent number.....	Agent no: 00000
EDF Energy payment.....	EDF Energy
Payment made using Energycard.....	ENERGYCARD
Energycard number.....	0987654321
Amount paid.....	Amount £12.00
Time and date.....	15.13 01/06/13
Agent's machine number.....	SN 12345678 TXN 000
Transaction (or receipt) number.....	

Energycard

Contract Account no:



How to use your Energycard

- Take your Energycard to your local PayPoint, Payzone or Post Office®.
- Tell the assistant exactly how much you want to pay.
- Wait while they process your Energycard payment and print your receipt.
- Take the receipt and your Energycard.
- Keep the receipt safe in case you need to refer to it later.

All about your receipt

Your receipt shows how much you've paid, where you paid and when you paid so it's a good idea to keep hold of it just in case there's a query. It also shows other information we'll need if you call us about your account.

To find your nearest PayPoint, Payzone or Post Office®, call us on **0333 200 5100**.