

Customer Privacy Notice

EDF Energy Customers Limited (“we”) respects your privacy and values the trust you place in us when you share your personal information with us. This policy sets out how we, as data controller, collect and use your personal information why we use it, with whom we share it, the rights to which you may be entitled and your choices about our use of your personal information, that may arise from you buying and using our products and services.

This policy will be changed from time to time but if we change anything important about this policy (the information we collect, how we use it or why) we will highlight those changes at the top of the policy and provide a prominent link to it for a reasonable length of time following the change.

If you have any questions or need any further clarity please get in touch with our **Data Protection Officer:** dpo@edfenergy.com or 90 Whitfield Street, London W1T 4EZ

Summary

We collect certain types of information from, or about, you throughout our interaction with you, third party service providers or publicly available sources. This information often consists of things like your name, address, and contact details, but can also include consumption data and metering information. We use this information for the activities we have listed in the table below, including in order for us to provide our services; comply with legal and regulatory obligations; for marketing and reporting purposes; prevention of fraud and investigation of complaints.

	What we collect This category of information we collect about you includes:	How we use it We use this information for certain activities, including to:	Why we use it We use this information because:
Information that you give us in order for us to set up and manage your account:	<ul style="list-style-type: none"> Your contact details including: your name, address, email address; Your bank account details and other finance information; Information about you such as gender; age; occupation; marital status and national identifiers; The product purchased; Your username; Your password; Your account preferences; Your account number; Information relating to your previous supplier; Consumption data and metering information. 	<ul style="list-style-type: none"> Provide our products and services; Take payment from you and for all other billing purposes; Onboard you as a client; Help us to ensure that our customers are genuine and to prevent fraud; Transfer your account to another supplier if necessary; Reporting and account management; To facilitate all requirements in order to carry out smart metering obligations, such as assessing eligibility, booking meter installations, taking meter reads; To tell you about the different services we could offer you, including different payment methods and products. 	<ul style="list-style-type: none"> It’s necessary to perform the contract; We have a legitimate business interest to: <ul style="list-style-type: none"> ensure that we can onboard you as a customer and manage your account throughout; tell you about the various products and services we can offer

	What we collect This category of information we collect about you includes:	How we use it We use this information for certain activities, including to:	Why we use it We use this information because:
Information about the way you use our services:	<ul style="list-style-type: none"> • Details on products or services we have provided or you've purchased; • When and where you made these purchases; • What you paid for them and how you paid; • Whether you've opened electronic communications from us; • Whether you've clicked on links in electronic communications from us or visited pages on our website; • Your meter installations, usage and other metering information such as MPANs; • Marketing preferences; • Marketing information (previous communication data; transaction history); • Information you send us when you register your interest in a product/ service/trial or take part in competitions/ innovations. 	<ul style="list-style-type: none"> • Develop new services; • Improve our services; • Identify EDF Energy [and related third party's [Appendix 1]] products, services and marketing of these that may be of interest to you; • Determine future pricing and tariffs; • Personalise our service of things you're interested in and how you use our services; • Statistical analysis, research, and reporting; • Help to train our staff; • Take part in government or industry initiatives; • Test computer systems; • Keep a record of the information which you have been provided; • Debt collection purposes; • Calculate consumption; • Detect, prevent and investigate suspected and confirmed theft of energy/fraud. 	<ul style="list-style-type: none"> • We have a legitimate business interest to: <ul style="list-style-type: none"> • improve our services and better understand how our customers use them; • ensure that we are better able to personalise our offers to you; • ensure that outstanding debts are paid; • protect our business interests by ensuring that our customers are genuine and consumption is as accurate as possible; • It is necessary to perform the contract; • In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.
Information we collect from third party partners and corporate customers which could include:	<ul style="list-style-type: none"> • Credit rating information from credit reference agencies; • Bank details and banking information from your bank; • Bank details and financial information from payment processing companies; • energy preferences for cross-checking purposes, or to verify data; • Potential customer details, like name and email address, from: 	<ul style="list-style-type: none"> • Provide our services; • Calculate estimated consumption; • Manage and administer our systems; • To help to make decisions regarding credit and related services for you; • Take payment from or give you a refund; • Help us to ensure that our customers are genuine and to prevent fraud; • Personalise our service to you; • Statistical analysis and research into our clients 	<ul style="list-style-type: none"> • We have a legitimate business interest in: <ul style="list-style-type: none"> • developing and maintaining relationships with vendors, partners and other companies and dealing with individuals who work for them; • conducting research to improve our services; • It is necessary to perform the contract; • In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.

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	<ul style="list-style-type: none"> • publicly available sources such as the electoral roll; Royal Mail and Council Tax websites in order to confirm that a property has been demolished following notification from a third party; and • price comparison entities; lead generation companies and energy brokers who direct you to us; • Details on products or services we have provided or you've purchased. <p>[See Appendix 2 for a list of these entities]</p>	<ul style="list-style-type: none"> • Combine this information with other kinds of information mentioned above; • Engage brokers of price comparison sites so that they can list our prices and services on their websites/ mobile applications and provide you with price comparison services; • Organise the attendance of meter operators at your address to install or monitor usage. 	
Information that we collect from you in order to comply with all relevant laws, regulations, industry codes and government instructions, and to deal with complaints:	<ul style="list-style-type: none"> • Your contact details • Health and medical data; • National identifiers; • Consumption data; • Financial information (bank account details; credit check records; debit/credit card details); • Pension credit information. 	<ul style="list-style-type: none"> • Report to Ofgem; • Report to the Department for Business, Energy and Industrial Strategy; • Fulfil ECO credits; • Fulfil the Green Deal Scheme; • Fulfil government initiatives such as Warm Home Discount scheme; • Monitor and service your account appropriate to your needs; • Update the Priority Services Register and work with the Distribution Network Operators; • Investigate incidences of potential, or actual, theft of energy; • Respond to requests made by law enforcement or regulatory authorities, bodies or agencies, or in the defence of a legal claim. 	<ul style="list-style-type: none"> • We need to comply with legal obligations; • We have a legitimate business interest in: <ul style="list-style-type: none"> • investigating possible/ actual incidences of theft; • resolving any complaints we may receive; • ensuring that we comply with our regulatory and legislative obligations; • In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent – specifically with respect to medical and health data.

	What we collect This category of information we collect about you includes:	How we use it We use this information for certain activities, including to:	Why we use it We use this information because:
Information when you communicate with us whether in person, through our website or via email, over the phone, through social media or via any another medium, including:	<ul style="list-style-type: none"> • Your contact details; • The details of your communications with us; • The details of our messages to you; • Your marketing preferences; • Marketing information; • Metering information. 	<ul style="list-style-type: none"> • Answer any issues or concerns; • Monitor customer communications for quality and training purposes; • Develop new services; • Improve our services; • Personalise our service; • Deal with any complaints; • Assist with fraud investigations. 	<ul style="list-style-type: none"> • We have a legitimate business interest in: <ul style="list-style-type: none"> • understanding customer feedback and in responding to customer communications in a consistent manner; • ensuring that we are better able to personalise our offers to you; • It is necessary to perform the contract; • In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.
Information that we collect incidentally from other sources or public sources, including:	<ul style="list-style-type: none"> • Information presented on our social media or wider media platforms such as Facebook or Twitter; • Information collected by security systems; • Information provided by Citizens Advice, the Energy Ombudsman or solicitors; • Information relating to energy consumption and contact details from energy registers, landlords, letting and managing agents, gas transporters and network distributors. 	<ul style="list-style-type: none"> • Maintain market awareness; • Build and maintain social media branding, and our Branding in general; • Deal with complaints received; • Address subject access requests; • Check and confirm validity and maintain accuracy of data we hold in our systems about you or premises we supply; • To locate premises that have been demolished so that we can remove supply 	<ul style="list-style-type: none"> • We have a legitimate business interest in: <ul style="list-style-type: none"> • providing security over our business; • maintaining a public profile within the media; • resolving customer's complaints; • maintaining the accuracy of data we hold; • In addition to the above, where we have obtained your consent to use the data in this explicit way, then we can rely on that consent.

Automated decision making

We may make automated decisions on certain matters. For example, we may do this to decide whether we can provide our services to you based on a credit check. This will be informed by credit scoring where we share your information with credit reference agencies, screening on databases and confirmation of your information (including by third parties). Depending on the outcome of the credit check, a decision will be reached automatically as to whether we are able to provide products or services to you based on your credit worthiness.

If this information is not provided we cannot agree to provide a product or service for you.

Information we share

There are certain circumstances where we may transfer your personal data to employees, contractors and to other third parties. Some examples of when your personal information is transferred to other third party organisations are as follows:

- We may share information about you with other members of our group of companies so that we can provide the best service across our group. They are bound to keep your information in accordance with this Privacy Notice;
- We may also share your information with certain contractors, service providers or advisors and they may process your personal data for us. They are always required to meet our standards on processing information and security. The information we provide them, including your information, will only be provided in connection with the performance of their function. [See Appendix 3 for a list of these entities];
- If we're discussing selling or transferring part or all of our business – the information may be transferred to prospective purchasers under suitable terms as to confidentiality – or if sold, to buyers who can continue to provide services to you;
- If we're required to by law, or under any regulatory code or practice we follow, or if we are asked by any public or regulatory authority – for example the Police; OFGEM or BEIS – or to defend any legal claims.
- Your personal data may be shared if it is made anonymous and aggregated, as in such circumstances the information will cease to be personal data.

Where your information will be held

When we share your information, your information may be transferred outside the European Economic Area.

We store our information on cloud servers located in the USA, or engage vendors which do not always have equivalent data protection laws to those applicable in Europe. The transfer of this information is therefore governed by a contract including standard contractual clauses (SCCs) approved by the European Commission. Our client on-boarding team is based in India which does not have equivalent data protection laws to those applicable in Europe. The transfer of information to them is according to company rules that set out how we treat and protect information.

When you provide us with this information you are consenting that we may collect and use it in the way we've set out.

We will keep your information for as long as it is reasonably necessary. It will depend on factors such as whether you've still got an active account or any outstanding debt with us or have interacted with recent offers. We will retain and use your registration information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

We will only transfer data to jurisdictions outside the scope of the European General Data Protection Regulation (GDPR) where the appropriate safeguards set out in the GDPR are in place.

Your rights

You may have certain rights in relation to your information including a right to access or to correct the information we hold on you. Some of these rights will only apply in certain circumstances however, such as the right to be forgotten or the right to request that we move your information to another company. They will generally not be available if there are outstanding contracts between us, if we are required by law to keep the information or if the information is relevant to a legal dispute. If you would like to exercise, or discuss, any of these rights, please contact the Data Protection Officer.

- You can remove consent, where you have provided it, at any time, as well as update any of your opt-in marketing preferences by phoning us on 0800 096 9000, logging into your account on MyAccount at my.edfenergy.com/user/login.
- You can ask us to confirm if we are processing your information.
- You can ask for access to your information.
- You can ask to correct your information if it's wrong.
- You can ask us to delete your information.

- You have a right to be forgotten and you can ask that our systems stop using your information.
- You can ask us to restrict how we use your information.
- You can ask us to help you move your information to other companies.
- You can ask us to stop using your personal information, but only in certain cases.
- You have the right to complain to the relevant supervisory authority.

Security and Accuracy

We are committed to keeping your personal information safe. We've got physical, technical and administrative measures in place to prevent unauthorised access or use of your information and we ensure that we comply with our own internal security policies. We also require that our suppliers protect such information from unauthorised access use and disclosure.

We will also routinely refresh our information to ensure we keep it up-to-date.

Website privacy Policy and cookie Policy

Our Website Privacy Policy can be found at edfenergy.com/yourprivacy

APPENDIX 1

Sources of info about use of our services

A1 VOX LTD	CITY ELECTRICAL FACTORS LTD	WALES & WEST UTILITIES LTD
ACCENTURE (UK) LTD	CONTINENTAL PRODUCT ENGINEERING LT	B R TESTING LTD
ACCENTURE CLOUD SOFTWARE SOLUTIONS	CONTINENTAL PRODUCT ENGINEERING LT	BRITISH BOARD OF AGREMENT
ACQUIA INC	DNV KEMA LTD	BRITISH GAS SERVICES LTD
AMT SYBEX LTD	DULAS LTD	LLEWELLYN SMITH LTD
Analytix Data Services Inc.	EDINA UK LIMITED	THS INSPECTION SERVICES LIMITED
BJSS LIMITED	ELSTER METERING SYSTEMS	MCS - The Microgeneration Certification Scheme
BLUEPRINT SOFTWARE SYSTEMS INC	GREEN ENERGY OPTIONS (GEO)	OFGEM
C&C GROUP	Green momit S.L.	OLEV Office for Low Emission Vehicles
CAPGEMINI UK PLC	ITRON METERING SOLNS (FELIXSTOWE)	PSR Priority Services Register
CLIENT MANAGERS TOOLKIT LTD	ITRON METERING SOLUTIONS(MANCHESTER	A & M ENERGY SOLUTIONS LTD
DOTMAILER LTD	KAIFA TECHNOLOGY U.K. LIMITED	ACT ON CARBON LTD
EPI-USE LABS LTD	MATTEI COMPRESSORS LIMITED	ANESCO LIMITED
EPI-USE LTD	NATIONAL ENERGY SERVICES LIMITED	ARAN SERVICES LTD
Fulgent Technologies Ltd	NETATMO SAS	BE INSULATED (UK) LIMITED
Hack and Craft Ltd	PANASONIC UK(BRANCH OF PANASONIC	BILLSAVEUK LIMITED
HUDDLE	Presciense Limited	BROAD OAK PROPERTIES LTD
IBM UK LIMITED	SABIEN TECHNOLOGY LTD	CERTINERGY LTD
INFOSYS	SECURE METERS (UK) LTD	CITY ENERGY NETWORK LTD
INTELESANT LIMITED	SHECO RENEWABLE SYSTEMS LTD	CONSUMER FINANCIAL LTD
IVR Interactive Voice Response (auto)	VITAL ENERGI UTILITIES LIMITED	CORNERSTONE (EAST ANGLIA) LTD
LIVEPERSON NETHERLANDS BV	WILSON POWER SOLUTIONS LTD	DJ McGough Limited
OPTIMIZELY, INC.	ARAN SERVICES LTD	DODD GROUP (MIDLANDS) LTD
SEARCHMETRICS GMBH	BATCHELOR ELECTRICAL LTD	DYSON ENERGY SERVICES LTD
SESSIONCAM LIMITED	HELP-LINK UK LTD	ECO DEAL LTD
SIEMENS METERING SERVICES	Homeserve Membership Limited	EFFECTIVE ENERGY SOLUTIONS LIMITED
SPIGIT, INC.	NG BAILEY LIMITED	ENGINEERING SUPPORT PARTNERSHIP LIM
Talend Ltd	PITTS WILSON LIMITED	ESI SCOTLAND LTD
TALKINGTECH UK LTD	SHECO RENEWABLE SYSTEMS LTD	EVERWARM
TATA CONSULTANCY SERVICES LTD	SOUTH EASTERN ELECTRICAL PLC	FUSION RADIATORS LTD
UD SOFTWARE SOLUTIONS GROUP LIMITED	WARMER ENERGY SERVICES LIMITED	GRAFTON MERCHANTING GB LTD
USTWO LONDON LIMITED	AMEY METERING LIMITED	GREEN DEAL FIRST LTD
2 TOUCH BPO SERVICES LTD	BGLOBAL METERING LTD	GREEN FUNDING LTD
AMAZON EU SARL, UK BRANCH	BlazeMeter Ltd	GZ ENERGY SOLUTIONS LIMITED
BOOST MARKETING LTD	BRITISH TELECOMMUNICATIONS PLC	HAPPY ENERGY LTD
CLOUDSTREAM GLOBAL LIMITED	CADENT GAS LIMITED	HELP-LINK UK LTD
FIRSTFUEL SOFTWARE, INC.	CGI IT UK LIMITED	ICE ENERGY HEAT PUMPS - IN LIQDN
FORMAT DISPLAY	CURA ENERGY LIMITED	INTEB SUSTAINABILITY LTD
JACOBS FIELD SERVICES LIMITED	E.ON ENERGY SOLUTIONS LTD	KEEPMOAT REGENERATION LIMITED
Morrison Data Services (MDS) Limited	ENTERPRISE MANAGED SERVICES LTD	KENSA CONTRACTING LTD
NFME LIMITED	LOWRI BECK SERVICES LTD	KERNOW LOANS LTD
Paragon Customer Comms (London) Ltd	MACQUARIE METERS 3 (UK) LTD	KERSHAW CONTRACTING SERVICES LTD
PARK RETAIL LTD	METER FIT (NORTH EAST) LTD	LANDMARK ENERGY LTD
PDP MANAGEMENT SERVICES LTD	METER FIT (NORTH WEST) LTD	MARK GROUP LTD IN ADMINISTRATION
RS LOCKSMITHS	METER FIT 10 LIMITED	PREMIER ENERGY SOLUTIONS
SEBASTIAN POPOV	METER FIT 20 LIMITED	PROPERTY & TRAINING SOLUTIONS LTD
SWITCH2 ENERGY SOLUTIONS LTD	METER FIT 5 LIMITED	QERB ENERGY LTD
TEN10 SOLUTIONS LIMITED	METER FIT ASSETS LTD	RIDGEWAY PARTNERSHIP LIMITED
VEOLIA ENERGY & UTILITIY SERVICES	METERFIT 2 LIMITED	SUSTAINABLE SIMPLE ENERGY LTD
CH4 GAS UTILITY & MAINTENANCE SERV	METERFIT 3 LIMITED	TEAM 42 LTD
DRAMANON LTD	METERFIT 4 LTD	THE ROYAL B OF KENSINGTON & CHELSEA
IMPERIAL COLLEGE	Morrison Data Services Limited	THERMABEAD
SETTER & ASSOCIATES LIMITED	NATIONAL GRID GAS PLC	THS INSPECTION SERVICES LIMITED
SOUTHERN GAS NETWORKS LTD	NORTHERN GAS NETWORKS OPERATIONS	TRUECO LIMITED
Brighton and Hove Albion FC	NORTHERN POWERGRID METERING LTD	WARM ZONES C.I.C
EVERYWOMAN LTD	PROVIDOR LIMITED	WARMER ENERGY SERVICES LIMITED
LIVE UNION LTD	SCOTLAND GAS NETWORKS LTD	WESTDALE SERVICES LTD
PUMP HOUSE PRODUCTIONS	SIEMENS METERING SERVICES	WETHERBY BUILDING SYSTEMS LTD
THE OUTLOOK CREATIVE GROUP LTD	SMART METER ASSETS 1 LTD	Wise Energy Solutions Ltd
WE ARE VISTA LTD	SMS ENERGY SERVICES LTD	YES Energy Solutions
ACLARA METERS UK LTD	SOUTHERN GAS NETWORKS LTD	YORKSHIRE GAS AND ELECTRICAL LTD
ASL HOLDINGS LTD	TOTAL METERING LIMITED	The Green Deal Flow Network
BAYWA RE SOLAR SYSTEMS LTD	Union Technical Services Ltd	
BOSCH THERMOTECHNOLOGY LTD	Utilita Field Services Ltd	

APPENDIX 2

3rd parties from which we get information

CARER	RESOLVECALL LIMITED	DELTA ENERGY & ENVIRONMENT LTD
CUSTOMER	SANTANDER UK	DIGIBOX
CUSTOMER REPRESENTATIVE	SCOTTISH POWER ENERGY RETAIL LTD	EXPOSURE LOGISTICS LTD
CUSTOMER SOLICITOR/ EXTERNAL SOLICITOR	SIEMENS METERING SERVICES	FINELINE MARKET RESEARCH LTD
NEIGHBOUR	SSE ENERGY SUPPLY LTD	HALL AND PARTNERS EUROPE LTD
HOUSING MANAGERS	SSE METERING LTD PT OF SSE GROUP	ICM UNLIMITED
LANDLORDS	STC ENERGY MANAGEMENT LTD	ILLUMINAS LTD
LETTING & MANAGEMENT AGENTS	TDX GROUP LTD	INCITE MARKETING PLANNING LTD
CAPITA LOCAL GOVERNMENT SERVICES (LGS)	THEMIS GLOBAL LTD	IPSOS MORI UK LTD
CHARIS GRANTS	TRIOPSIS LIMITED	JIGSAW RESEARCH LIMITED
CITIZENS' ADVICE BUREAUX	UK SEARCH LIMITED	JOIN THE DOTS (RESEARCH) LTD
CITIZENS ADVICE NATIONAL ASSOCIATION	VERIFONE	LGS PARTNERSHIP LTD
COUNCIL TAX WEB SITES	WESTERN POWER DISTRIBUTION	M&C SAATCHI MOBILE LTD
CRIME STOPPERS	THE COLLINSON GROUP	MCCALLUM LAYTON
DEPARTMENT FOR WORK AND PENSIONS	A1 VOX LTD	OUTLOOK RESEARCH LTD
DRIVER & VEHICLE LICENSING AGENCY	ACCENTURE (UK) LTD	PARSEQ
DWP (DEPARTMENT FOR WORK & PENSIONS)	ACCENTURE CLOUD SOFTWARE SOLUTIONS	PDV
EAPS ENERGY SAVINGS TRUST SCOTLAND	ACQUIA INC	POPULUS LTD
ETOS ENERGY THEFT	AMT SYBEX LTD	RELISH RESEARCH LTD
EXERTIS	ANALYTIX DATA SERVICES INC.	REVIVE MANAGEMENT SOLUTIONS LTD
EXTRA HELP UNIT	BISS LIMITED	SHERBERT RESEARCH LTD
IMAX	BLUEPRINT SOFTWARE SYSTEMS INC	THE PINEAPPLE LOUNGE LIMITED
INCOME MAX COMMUNITY INTEREST CO	C&C GROUP	IBM UK LIMITED
LICENCE BUREAU LTD	CAPGEMINI UK PLC	WARC LTD
LOCAL COUNCILS	CLIENT MANAGERS TOOLKIT LTD	YOUGOV PLC
LONDON BOROUGH OF ISLINGTON	DOTMAILER LTD	AFTER DIGITAL
MACMILLAN	EPI-USE LABS LTD	BEEKEEPER AG
MP'S OFFICES	EPI-USE LTD	BRILLIANT NOISE LTD
NATIONAL ENERGY ACTION CHARITY	FULGENT TECHNOLOGIES LTD	BUNNYFOOT LTD
OMBUDSMAN	HACK AND CRAFT LTD	COMPUTERMINDS LTD
PLYMOUTH CITIZENS ADVICE BUREAU	HUDDLE	CREAM CONTENT LTD
RETURN PATH UK LIMITED	IBM UK LIMITED	DOTMAILER LTD
RNIB	INFOSYS	GREEN PARK CONTENT LIMITED
ROYAL MAIL GROUP LTD	INTELESANT LIMITED	HAVAS MEDIA
SERCO GROUP	IVR INTERACTIVE VOICE RESPONSE (AUTO)	THE UNIT (GB) LIMITED
SHINE	LIVEPERSON NETHERLANDS BV	DEPARTMENT OF CHANGE
SOCIAL SERVICES	OPTIMIZEZELY, INC.	CACI INFORMATION SOLUTIONS
THE ELECTORAL ROLL	SEARCHMETRICS GMBH	2 TOUCH BPO SERVICES LTD
THE POLICE	SESSIONCAM LIMITED	ENERGYLINX LIMITED
UCL - FEES & STUDENT SPONSORSHIPS	SIEMENS METERING SERVICES	LINKEDIN IRELAND
CIFAS	SHOPIFY	PARSEQ
SOUTH WEST WATER	SPIGIT, INC.	PROPERTY BUTTON LIMITED
THAMES WATER	TALEND LTD	ROPEMAKERONE LTD (TRADING AS HURU)
AERIANDI	TALKINGTECH UK LTD	UTILITEASE
ALLIED INTERNATIONAL CREDIT (UK) LT	TATA CONSULTANCY SERVICES LTD	VOICE MARKETING LIMITED
ARVATO FINANCIAL SOLUTIONS LIMITED	UD SOFTWARE SOLUTIONS GROUP LIMITED	ENERGYLINX LIMITED
BANKTEC	USTWO LONDON LIMITED	FUNDRAISING INNOVATIONS LTD
CREDIT STYLE LTD	U DIRECT LIMITED	MONEYEXPERT LIMITED
DATASERVE UK	ANALYTIX DATA SERVICES INC.	MONEYSUPERMARKET.COM
E.ON ENERGY SOLUTIONS LIMITED	COMPANY WATCH	MYUTILITYGENIUS COMMERCIAL LTD
EMPINGHAM LTD	ETRM SERVICES UK LIMITED	RUNPATH DIGITAL LTD
ENW LTD (REV PROTECT METERING & UM	EVOLVE ANALYTICS LTD	SIMPLIFY DIGITAL LIMITED
EOS SOLUTIONS UK PLC	MEASURE MY ENERGY LTD	THE ENERGY SHOP
EXPERIAN LTD	ONZO LIMITED	UK POWER LTD
GLOBAL PAYMENTS UK	REACTIVE TECHNOLOGIES LTD	USWITCH LTD
GREEN DEAL FINANCE COMPANY	SEARCHMETRICS GMBH	XELECTOR LTD
GROSVENOR SERVICES GROUP LTD	TALEND LTD	ADS DISTRIBUTION
HSBC	THE EDUCATION COMPANY	ALFA ENERGY LTD
ITRON METERING SOLNS (FELIXSTOWE)	ENERGYLINX (PRICE COMP)	BROKERS 4 BUSINESS LIMITED
JUDGE & PRIESTLEY	FUNDRAISING INNOVATIONS LTD	BUSINESS JUICE LTD
L MARKS	GOOGLE ANALYTICS	CHINESE BUSINESS SUPPORT LIMITED
LASER UK	IAMMOVING.COM	CONSULTUS ASSURED ENERGY LIMITED
LEEDS CONSULTANCY T/A 1ST LOCATE	PLENTIFIC LTD	CORVEN LTD
MORRISON DATA SERVICES LIMITED	RAKUTEN	ENERGY ADVICE LINE LTD
NPOWER LTD	TRUSTPILOT A/S	ENERGY SCANNER LIMITED
PAYPOINT COLLECTIONS LTD	USWITCH LTD	ENERGY TEAM (MIDLANDS) LTD
PAYPOINT NETWORK LTD	ACACIA AVENUE INTERNATIONAL LTD	ENERGYLINX FOR BUSINESS TRADING LTD
PAYZONE UK LTD	BUNNYFOOT LTD	FEC ENERGY LTD
PHILLIPS & COHEN ASSOCIATES LTD	CACI INFORMATION SOLUTIONS	FOCUS GROUP
POST OFFICE LTD	CHRYSA LIS RESEARCH UK LTD	

FUNDRAISING INNOVATIONS LTD

GET SOLUTIONS UK LTD

GUILD ENERGY LIMITED

INENCO GROUP LTD

INSPIRED ENERGY SOLUTIONS LTD

LOVE ENERGY SAVINGS.COM LTD

LSI ENERGY

MAKE IT CHEAPER LTD

ONLINE DIRECT LTD

POWER PLUS TEL

POWERSWITCH.COM

SIMPLY BUSINESS ENERGY LTD

SWITCH ENERGY

TRUST GREEN LIMITED

UCR CONSULTANTS LIMITED

UD SOFTWARE SOLUTIONS GROUP LIMITED

UK MAIL

UTILITY EXCHANGE ONLINE LTD

UTILITY HELPLINE

UTILITY OPTIONS LTD

UTILITY RENEWALS LTD

UTILITY360 LTD

APPENDIX 3 –

Contractors & service providers with which we share private info

A1 VOX LTD	CITY ELECTRICAL FACTORS LTD	WALES & WEST UTILITIES LTD
ACCENTURE (UK) LTD	CONTINENTAL PRODUCT ENGINEERING LT	B R TESTING LTD
ACCENTURE CLOUD SOFTWARE SOLUTIONS	CONTINENTAL PRODUCT ENGINEERING LT	BRITISH BOARD OF AGREEMENT
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AMT SYBEX LTD	DULAS LTD	LLEWELYN SMITH LTD
Analytix Data Services Inc.	EDINA UK LIMITED	THS INSPECTION SERVICES LIMITED
BJSS LIMITED	ELSTER METERING SYSTEMS	MCS - The Microgeneration Certification Scheme
BLUEPRINT SOFTWARE SYSTEMS INC	GREEN ENERGY OPTIONS (GEO)	OFGEM
C&C GROUP	Green momit S.L.	OLEV Office for Low Emission Vehicles
CAPGEMINI UK PLC	ITRON METERING SOLNS (FELIXSTOWE)	PSR Priority Services Register
CLIENT MANAGERS TOOLKIT LTD	ITRON METERING SOLUTIONS(MANCHESTER	A & M ENERGY SOLUTIONS LTD
DOTMAILER LTD	KAIFA TECHNOLOGY U.K. LIMITED	ACT ON CARBON LTD
EPI-USE LABS LTD	MATTEI COMPRESSORS LIMITED	ANESCO LIMITED
EPI-USE LTD	NATIONAL ENERGY SERVICES LIMITED	ARAN SERVICES LTD
Exertis	NETATMO SAS	BE INSULATED (UK) LIMITED
Fulgent Technologies Ltd	PANASONIC UK(BRANCH OF PANASONIC	BILLSAVEUK LIMITED
Hack and Craft Ltd	Presciense Limited	BROAD OAK PROPERTIES LTD
HUDDLE	SABIEN TECHNOLOGY LTD	CERTINERGY LTD
IBM UK LIMITED	SECURE METERS (UK) LTD	CITY ENERGY NETWORK LTD
INFOSYS	SHECO RENEWABLE SYSTEMS LTD	CONSUMER FINANCIAL LTD
INTELESANT LIMITED	VITAL ENERGI UTILITIES LIMITED	CORNERSTONE (EAST ANGLIA) LTD
IVR Interactive Voice Response (auto)	WILSON POWER SOLUTIONS LTD	DJ McGough Limited
LIVEPERSON NETHERLANDS BV	ARAN SERVICES LTD	DODD GROUP (MIDLANDS) LTD
OPTIMIZELY, INC.	BATCHELOR ELECTRICAL LTD	DYSON ENERGY SERVICES LTD
SEARCHMETRICS GMBH	HELP-LINK UK LTD	ECO DEAL LTD
SESSIONCAM LIMITED	Homeserve Membership Limited	EFFECTIVE ENERGY SOLUTIONS LIMITED
SIEMENS METERING SERVICES	NG BAILEY LIMITED	ENGINEERING SUPPORT PARTNERSHIP LIM
SPIGIT, INC.	PITTS WILSON LIMITED	ESI SCOTLAND LTD
Talend Ltd	SHECO RENEWABLE SYSTEMS LTD	EVERWARM
TALKINGTECH UK LTD	SOUTH EASTERN ELECTRICAL PLC	FUSION RADIATORS LTD
TATA CONSULTANCY SERVICES LTD	WARMER ENERGY SERVICES LIMITED	GRAFTON MERCHANTING GB LTD
UD SOFTWARE SOLUTIONS GROUP LIMITED	AMEY METERING LIMITED	GREEN DEAL FIRST LTD
USTWO LONDON LIMITED	BGLOBAL METERING LTD	GREEN FUNDING LTD
2 TOUCH BPO SERVICES LTD	BlazeMeter Ltd	GZ ENERGY SOLUTIONS LIMITED
AMAZON EU SARL, UK BRANCH	BRITISH TELECOMMUNICATIONS PLC	HAPPY ENERGY LTD
BOOST MARKETING LTD	CADENT GAS LIMITED	HELP-LINK UK LTD
CLOUDSTREAM GLOBAL LIMITED	CGI IT UK LIMITED	ICE ENERGY HEAT PUMPS - IN LIQDN
FIRSTFUEL SOFTWARE, INC.	CURA ENERGY LIMITED	INTEB SUSTAINABILITY LTD
FORMAT DISPLAY	E.ON ENERGY SOLUTIONS LTD	KEEPMOAT REGENERATION LIMITED
JACOBS FIELD SERVICES LIMITED	ENTERPRISE MANAGED SERVICES LTD	KENSA CONTRACTING LTD
Morrison Data Services (MDS) Limited	LOWRI BECK SERVICES LTD	KERNOW LOANS LTD
NFME LIMITED	MACQUARIE METERS 3 (UK) LTD	KERSHAW CONTRACTING SERVICES LTD
Paragon Customer Comms (London) Ltd	METER FIT (NORTH EAST) LTD	LANDMARK ENERGY LTD
PARK RETAIL LTD	METER FIT (NORTH WEST) LTD	MARK GROUP LTD IN ADMINISTRATION
PDP MANAGEMENT SERVICES LTD	METER FIT 10 LIMITED	PREMIER ENERGY SOLUTIONS
RS LOCKSMITHS	METER FIT 20 LIMITED	PROPERTY & TRAINING SOLUTIONS LTD
SEBASTIAN POPOV	METER FIT 5 LIMITED	QERB ENERGY LTD
SWITCH2 ENERGY SOLUTIONS LTD	METER FIT ASSETS LTD	RIDGEWAY PARTNERSHIP LIMITED
TEN10 SOLUTIONS LIMITED	METERFIT 2 LIMITED	SUSTAINABLE SIMPLE ENERGY LTD
VEOLIA ENERGY & UTILITY SERVICES	METERFIT 3 LIMITED	TEAM 42 LTD
CH4 GAS UTILITY & MAINTENANCE SERVS	METERFIT 4 LTD	THE ROYAL B OF KENSINGTON & CHELSEA
DRAMANON LTD	Morrison Data Services Limited	THERMABEAD
IMPERIAL COLLEGE	NATIONAL GRID GAS PLC	THS INSPECTION SERVICES LIMITED
SETTER & ASSOCIATES LIMITED	NORTHERN GAS NETWORKS OPERATIONS	TRUECO LIMITED
SOUTHERN GAS NETWORKS LTD	NORTHERN POWERGRID METERING LTD	UK Mail
Brighton and Hove Albion FC	PROVIDOR LIMITED	WARM ZONES C.I.C
EVERYWOMAN LTD	SCOTLAND GAS NETWORKS LTD	WARMER ENERGY SERVICES LIMITED
LIVE UNION LTD	SIEMENS METERING SERVICES	WESTDALE SERVICES LTD
PUMP HOUSE PRODUCTIONS	Shopify	WETHERBY BUILDING SYSTEMS LTD
THE OUTLOOK CREATIVE GROUP LTD	SMART METER ASSETS 1 LTD	Wise Energy Solutions Ltd
WE ARE VISTA LTD	SMS ENERGY SERVICES LTD	YES Energy Solutions
ACLARA METERS UK LTD	SOUTHERN GAS NETWORKS LTD	YORKSHIRE GAS AND ELECTRICAL LTD
ASL HOLDINGS LTD	TOTAL METERING LIMITED	The Green Deal Flow Network
BAYWA RE SOLAR SYSTEMS LTD	Union Technical Services Ltd	
BOSCH THERMOTECHNOLOGY LTD	Utilita Field Services Ltd	