



Emergency Service Provisions

Customer Summary
July 2019



In case of an emergency

In case of an emergency customers should use the following contact information.

EDF Energy's Customer Services team are available to help with emergencies between the hours of:

- 8am to 8pm Monday to Friday
- 9am to 5pm Saturday /Sunday*

Customers can reach the team on **0333 202 1220**

If Customers need to report an emergency outside of these hours they can call the following numbers free of charge and be put through to their local network operator:

- Dial **105** Electricity emergencies
- Dial **0800 111 999** for gas emergencies
- Live Chat via **MyAccount** @ EDFEnergy.com

What happens next?

Depending on the nature of the emergency Customers can expect to have someone on site in-line with Industry Guaranteed Service Standards (GSS).

For pre-payment meters:

- Weekdays (Faulty Meter/Loss of Supply) within 3 hours
- Weekends/Bank Holidays (Faulty Meter/Loss of Supply) within 4 hours

For credit meters, all call outs within 24 hours or within 2 hours if there is deemed a risk to health or safety.

This information can also be found on our website via the following link:

www.edfenergy.com/for-home/help-support/help-centre

Or at the top of all EDF Energy bills:

The screenshot shows the top part of an EDF Energy bill. The header is a teal bar with white text. On the left, it lists the account number (123 123 123 123), the statement date (26 Feb 2019), and Stat24 hour emergency contact information (Electricity: call 105). On the right, it provides instructions on how to access the account (via MyAccount or a Live Chat adviser) and the EDF Energy logo. Below the header, the bill body is shown with a grey background. It includes the customer's name and address (Mr A Smith, 20 Sample Street, Sample Ville, SAM PLE), the supply address (123 Test Road, Test Town, TEST), and the page number (Page: 1 of 3). The main body of the bill is white with a grey border. It starts with a greeting (Hello Mr Smith) and a bold heading (Your electricity and gas bill). Below this, it states: 'This is based on an estimate. Please pay £477.81 by 12 Feb 2019'. A note explains that standing charges were removed for a period of no consumption. The bill period is 30 November 2018 - 24 January 2019 (56 days). A table shows 'Your charges for this period (including VAT)' totaling £477.81. At the bottom, it states 'Your new account balance' is £477.81 in debit.

Account number
123 123 123 123

Statement date: 26 Feb 2019

Stat24 hour emergencies:
Electricity: call 105

Access your energy account securely 24/7 via MyAccount edfenergy.com/myaccount

Contact a Live Chat adviser 24/7 via our website

EDF ENERGY

Mr A Smith
20 Sample Street
Sample Ville
SAM PLE

Supply address:
123 Test Road, Test Town
TEST

Page: 1 of 3

Hello Mr Smith

Your electricity and gas bill

This is based on an estimate. Please pay £477.81 by 12 Feb 2019

You've previously had standing charges removed for a period of no consumption. If you'd like this to continue see the FAQs.

30 November 2018 - 24 January 2019 (56 days)

Your charges for this period (including VAT) **£477.81**

Your new account balance **£477.81**
in debit

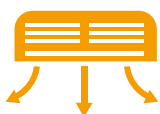
Emergency Service Provisions

Other ways in which EDF Energy will support its Customers in emergency situations.

Off Supply Bundles

EDF Energy will never knowingly leave customers without access to heat, light or cooking facilities.

All of our Operatives carry **“Off Supply Bundles”** to gift to Customers in these situations.



Electric fan Heater
(mains operated)



Electric hotplate
(mains operated)



Camping lantern
(battery operated)

Customers will also receive a Gift certificate and information booklet with additional support information.

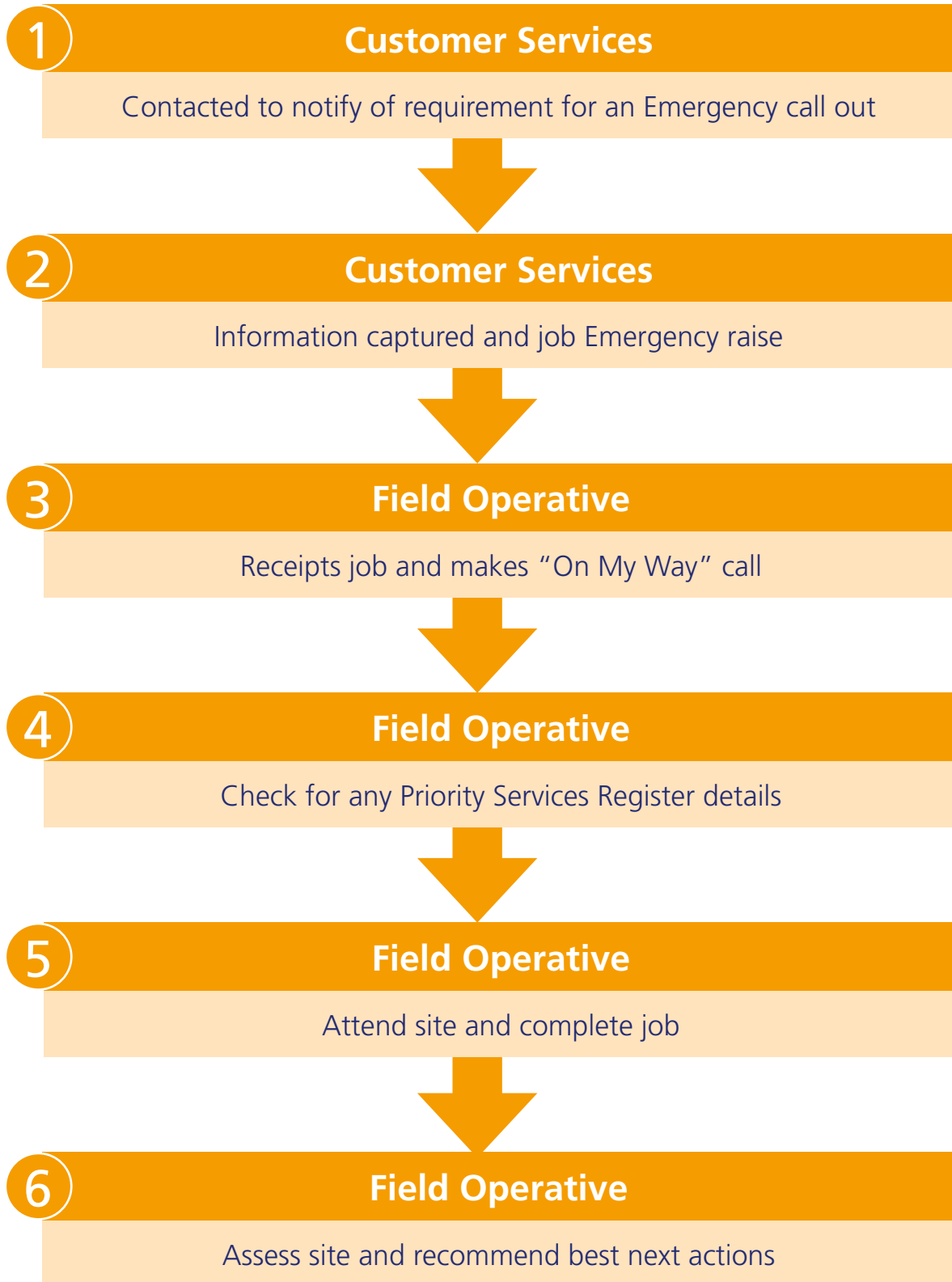
Reconnect Me!

A priority reconnection support service for Customers is available where an Operative deems the Customer to be detrimentally affected by being left off supply.

This could include:

- Health issues that might be aggravated
- The Customer not being in a position to replace or repair their condemned appliance
- The Customer having an impaired understanding or lack of support meaning they could be left off supply/without an appliance for an extended period
- Or where an Off Supply Bundle left can't be used without reconnection.

EDF Energy's Emergency Call Out Process



Other ways in which EDF Energy will support its Customers in emergency situations.

Priority Services Register

Free to join, EDF Energy's Priority Services Register (PSR) can help to support Customers with special requirements be it temporary or ongoing.

Some examples include Customers who are:

- visual impairment or have hearing difficulties
- of a State pensionable age
- have a disability
- are chronically sick
- are suffering from a serious short-term illness or injury
- have a family with children under 5
- are young adult house-holders
- are carers
- speak a foreign language as their first language
- have other specific requirements.

The list is not definitive and more information about the type support that can be provided and how Customers can registered can be found on EDF Energy's websiste at:

<https://www.edfenergy.com/for-home/help-support/personalised-support-services>

Emergency Contacts

24 hour gas emergency helpline

0800 111 999

Power cut?

Call 105

