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:
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

1. **Customer Services**
   - Contacted to notify of requirement for an Emergency call out

2. **Customer Services**
   - Information captured and job Emergency raise

3. **Field Operative**
   - Receipts job and makes “On My Way” call

4. **Field Operative**
   - Check for any Priority Services Register details

5. **Field Operative**
   - Attend site and complete job

6. **Field Operative**
   - Assess site and recommend best next actions
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](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