

# Paying your energy bills



# Your electricity and gas

This provides details of the different ways you can pay for your electricity and gas. We offer a wide range of payment methods to make it as convenient as possible for you to pay your bills. Just choose the method that suits you best.

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## Ways to pay:

### Cash or cheque when you receive your bill or card

You can pay your bill when you receive it at your bank or building society by cash or cheque. Please make cheques payable to EDF Energy Customers Ltd and write your customer account number on the back. You can also pay your bill at any PayPoint, Payzone or Post Office®.

### Prepayment meter

This lets you pay as you go for electricity and gas, helping you to budget better. You can buy credit at any PayPoint, Payzone or Post Office®.

### EnergyCard

With an Energy Card you can pay regular amounts towards your energy bills spreading your payments throughout the year. You can pay using your Energy Card at any PayPoint, PayZone or Post Office®.

### Third Party Deduction Scheme

If you receive certain government benefits, you may be eligible to join this scheme to pay for your energy directly out of your benefits.

### Direct Debit

Our Direct Debit payment plan is simple to set up, and with regular payments you can spread the cost of your energy over the whole year.

### How we calculate your Direct Debit

We estimate how much we think you'll spend on your energy over the coming year based on information we have in our records, such as your previous energy usage and your type of property. When it's time for your Direct Debit review, we also take into account any outstanding balance on your account. We then divide this annual cost into 12 monthly payments, which are spread equally across the year. This means that you won't end up paying more in winter or less in summer – just the same amount all year round.

### How often we review your monthly payment

We'll look at the amount you pay for your Direct Debit within 15 months of it being set up, and then on each anniversary of that date. This is known as your 'annual Direct Debit review date'. We might review it before your annual Direct Debit review date, for example, if we receive a meter reading, but this isn't guaranteed. Unless we decide that it's necessary to do so, we won't review the amount you pay if you make any additional "one-off" payments to us. We'll only take these payments into account when we carry out your annual review.

### Why your Direct Debit amount might change

After we've completed the annual review, if your Direct Debit needs to increase or reduce to cover your estimated annual energy cost, we'll let you know and make the necessary changes. To avoid your agreed payments changing too often, we'll only alter them between annual Direct Debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year. Latest details can be found at [edfenergy.com/directdebit](https://www.edfenergy.com/directdebit)

### How any debit or credit is balanced out

Once we've completed your review, if we have

an up-to-date meter reading for you and we find your account is in credit, we'll refund you. If your account is in debt we'll usually update your monthly payment amount to split the outstanding balance across the following 12 monthly payments. In exceptional circumstances we may collect the full amount you owe from your bank account. In these cases we'll try to get in touch at least 12 working days in advance.

For more information about how our Direct Debit scheme works, visit [edfenergy.com/directdebit](https://www.edfenergy.com/directdebit) or call us on **0800 096 9000**.

To find out more, just call us free on **0800 096 9000**  
or visit: [edfenergy.com/dd](https://www.edfenergy.com/dd)

## Having trouble paying?

If you're at all worried about paying for your electricity and gas, don't feel you have to wait until the bill arrives before talking to us. The earlier you get in touch, the sooner we can help.

If you tell us about your situation, we will agree how much you need to pay based on the amount you owe us, your future energy usage and what you can afford (taking into account any other debts you may have).

For customers who have difficulty paying their bills, we recommend one of the following payment options:

- making a regular payment of an agreed amount, which you can afford
- having a prepayment meter installed in your home, if it's safe and practical
- paying under the Third Party Deduction Scheme – see **page 7** for more details.

Having chosen from the list above, we'll ask you to confirm that you can manage what we've arranged, so that you can continue using your electricity and gas.

If you're not able to keep up with payments,

please get in touch immediately and we may be able to agree a different amount or offer an alternative payment method.

You may be able to reduce your energy costs through energy efficiency measures. To find out more about some easy and practical ways to reduce the amount of energy you use, you can request a copy of our energy efficiency booklet by calling **0800 096 9000**. Alternatively visit [edfenergy.com/energyefficiencytips](https://www.edfenergy.com/energyefficiencytips) for more information.

We have arranged for Plymouth Citizens Advice Bureau to offer help and advice to any of our customers with financial difficulties wherever they live. Their details are at the back of this booklet (page 14).

If you have an outstanding debt that has lasted more than 28 days, you won't be able to switch supplier until you've paid it off, unless you have a prepayment meter. If you're a prepayment customer, you can switch supplier as long as you don't have any outstanding debt bigger than £500 and transfer the debt to a new supplier, providing you agree to their repayment policy.

## Third Party Deduction Scheme

If you owe money for energy bills and you receive Income Support, Pension Credit or other state benefits, you may be able to join the government's Fuel Direct scheme.

This uses money from your benefit to pay us directly. To apply, you need to contact the Department for Work and Pensions (DWP).

For more information, visit [dwp.gov.uk](http://dwp.gov.uk)

If you tell us you've been in touch with the DWP or another financial support agency about your outstanding bill, we can talk to them too – if this will help you. We will give you five days from the date you contact any of these organisations, to agree a payment arrangement with us. However, if your case takes longer than five days to sort out, please let us know.

## Alternative payment options

### Security deposits

In some circumstances, e.g. if you have had previous difficulties paying for your electricity and gas, we may ask you to provide a security deposit before we supply you with electricity and gas. Alternatively, we may ask you to pay by a secure payment method.

You can do this in a number of ways:

- by paying a cash deposit.
- by joining a Direct Debit payment plan.
- By choosing to install a prepayment meter where it is safe and practical to do so.

## Prepayment meter

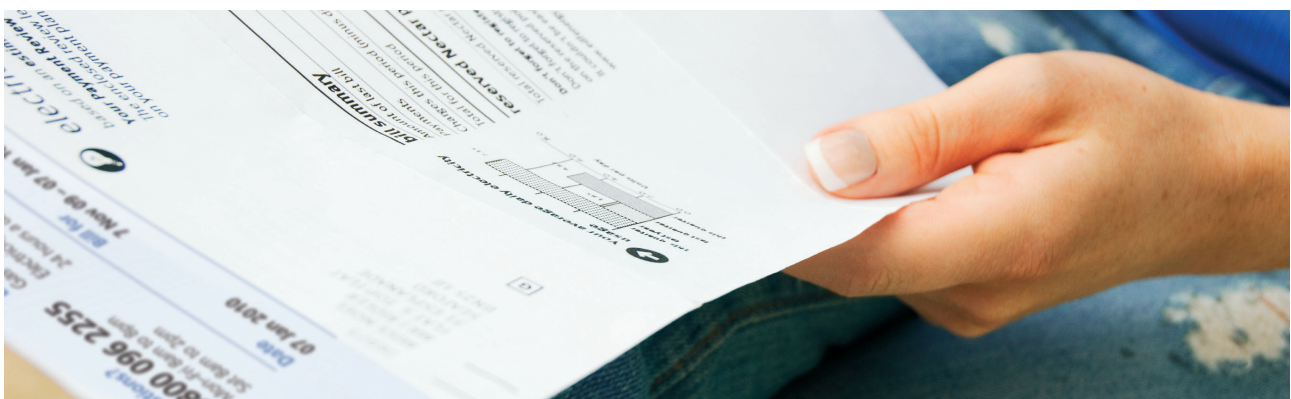
### Why we might fit a prepayment meter

A prepayment meter lets you pay for your electricity and gas as you go, with no need for or bills. Because you pay for your energy as you use it, a prepayment meter may help you to budget more effectively.

- EDF Energy prepayment customers pay exactly the same for electricity as customers on our Standard (Variable) tariff who pay by cash or cheque.
- You have greater control over how much energy you use and when you pay for it.

### What if you refuse to have a prepayment meter?

The first course of action we'll take if you refuse to let us fit a prepayment meter will be to send you a written warning. If, following several similar warnings, we still haven't heard from you or you remain unwilling to have a meter fitted, we may ask a Magistrates' Court for a warrant of entry. If granted, this gives us the right to enter your property without permission to either fit a prepayment meter or, in some cases disconnect the supply. Even if the meter is outside the property, we may still need to go inside to make sure it's been fitted safely. Any costs associated with taking this action may be passed on to you.



## If your situation changes, please get in touch

If anything changes – whether it's to do with your financial or personal situation – please get in touch. We'll be happy to talk about other ways you can pay (by regular instalments, for example). We want to do what we can to help you stay connected and find an affordable way to pay your bills.

## How to avoid disconnection

We'll only disconnect your supply in exceptional circumstances. You can avoid this by getting in touch with us as soon as possible to do one of the following:

- pay your bill in full
- agree an arrangement to pay
- agree to have a prepayment meter installed if it's safe and practical for us to do this
- join the Third Party Deduction Scheme.

If you are a pensioner living alone or living only with other pensioners or children under 18, we won't disconnect you during the winter months

(between 1 October and 31 March).

If we know that you or someone else at your property is chronically sick, of pensionable age or disabled, we're committed to avoid disconnection in the winter months.

### Smart meter

If you have a smart meter and you fail to pay for the energy you use, we may choose to remotely disconnect your energy supply or to remotely limit the amount of energy supplied to your premises, once you reach a certain level of debt on your account.

## Reconnection

If you do get disconnected because you have not paid your bill we guarantee to reconnect you within two working days, if you do one of the following:

- pay the amount you owe us in full, including any outstanding energy and service charges. You can pay by cash, debit card, banker's draft or building society cheque
- agree to have a prepayment meter installed (if safe and practical). We will set the meter to collect the amount you owe, at a weekly rate you can afford. The meter will also let you pay for your electricity and gas as you use it.



## Getting in touch

### How to contact us

#### Website

Visit [edfenergy.com](https://www.edfenergy.com) and click on '**Contact us**' to fill in our online contact form.

#### Phone

Lines are open Monday to Friday 8am to 8pm, and Saturdays 8am to 2pm.

For prepayment general enquiries, please call us free on **0800 015 1733**.

For general enquiries, please call us free on **0800 096 9000**.

#### Write

If you want to write to us, please send your letters to:

Correspondence Manager, EDF Energy, 334 Outland Road, Plymouth, PL3 5TU

## Meeting your needs

We want to make sure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450**.

### Other useful contact information

You can call the Plymouth Citizens Advice Bureau debt helpline on 0808 156 6666 or on 0300 330 0519 from your mobile. We've arranged for them to run a dedicated money advice service for EDF Energy customers, no matter where they live, which will help you if you are having difficulties paying your bill.

You can also visit your local Citizens Advice if you would like to speak to someone face to face.

For free confidential and independent debt advice contact National Debtline on 0808 808 4000 or visit [mymoneysteps.org.uk](http://mymoneysteps.org.uk).

### Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us on **0800 096 9000** and we'll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages.

## EDF Energy's Personalised Support Service

At EDF Energy we take our responsibilities to our vulnerable customers seriously. That's why we've developed the EDF Energy Personalised Support Service – a collection of products and services to help our most vulnerable customers manage their energy needs better. It includes an energy and debt advice service, the EDF Energy Trust fund and our Warm Home Discount rebates, among others.

For more information about the EDF Energy Personalised Support Service, visit [edfenergy.com/pss](http://edfenergy.com/pss) or call our dedicated team on **0800 096 9000**.

## Making a complaint

If we've let you down in any way, we're here to help you find a solution. If you'd like to make a complaint, you can call our complaints team (Monday to Friday 8am to 5pm) on **0800 051 1643** or, if calling from a mobile, **0113 820 7292**. You can also email us at [complaintresolutionmanager@edfenergy.com](mailto:complaintresolutionmanager@edfenergy.com) or write to: Complaint Resolution Manager, FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER.

If you're still unhappy you can email our Customer Services Executive team at [CSDirector@edfenergy.com](mailto:CSDirector@edfenergy.com) or write to Customer Services Director, FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR.

If you're still not satisfied after following this process, you can contact the Ombudsman Services: Energy on **0330 440 1624** (Monday to Friday, 9am to 5pm) or visit [ombudsman-services.org/energy](http://ombudsman-services.org/energy) for an independent review of your concerns.

If the Ombudsman finds that we have not acted correctly, they will make recommendations on how we can put this right.

This might include the following:

- an apology or explanation
- compensation
- any other relevant action.

To view our full complaints handling procedure or to find out information on visiting one of our business premises go to [edfenergy.com/makingacomplaint](http://edfenergy.com/makingacomplaint)



We may monitor and record calls to improve our service. Calls to 0800 and 0808 numbers are free of charge from all consumer landlines and mobile phones.

[edfenergy.com](http://edfenergy.com)

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