Deemed electricity and gas prices - notes

Credit
Electricty and gas prices are effective from 1 April 2020. For further details on the tariff, please call us on 0333 200 5100. To find your electricity prices, look in the left hand column to find your supply area. The columns to the right allow you to identify the meter that applies to you (Standard or Economy 7) and find the prices relevant to you depending on your chosen payment method. Your gas prices are shown in the blue column to the right of the electricity prices.

Important information (Principal Terms)

We’ve tried to summarise what we believe to be the key terms, but they’re all important and you may have a different view of what is most significant to you. That’s why it’s important you read our full terms and conditions and let us know if you have any questions. We’ll send updated copies at least once every 12 months but you can request a copy at any time by contacting us on 0333 200 5100 or going to edfenergy.com/tariff-info

Charges
The charges for your energy supply are set out on pages 2 and 3. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

By being supplied by us on this deemed supply terms means: if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know.

Closure
These charges are variable and can be changed at any time in accordance with Clause 3 of your deemed supply terms.

Direct Debit
If you want to pay for your electricity or gas by a fixed direct debit, we first need to agree the initial fixed amount needed to cover your annual energy costs. We’ll review this amount within 12 months of the direct debit first being set up, and then on every anniversary of that date (the ‘annual DD review date’). We may sometimes carry out a review before your annual DD review date (for example, if we receive a meter reading), but this isn’t guaranteed.

Whenever we review your direct debit, we’ll estimate the cost of the energy you will use (that is, your ‘estimated annual energy cost’) up to the date of the next annual DD review date. This estimate will be based on the amount of energy you have used in the past, energy prices at the time, and any existing debt or credit on your account.

If your direct debit needs to increase or decrease by more than a set percentage (our ‘specified percentage’) to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid changing your payments too often, we won’t adjust your direct debit payment if it would result in an increase or decrease of less than our specified percentage.

If, on the date we review your Direct Debit your account is in credit or in debt, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. If your account with us is in debt by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debit from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/directdebit.)

If you choose to pay by Direct Debit, you must continue to use that payment method to pay the charges. If you fail to do so, we will write to you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque or Pay As You Go prices for your current tariff. You can find the current cash/cheque and Pay As you Go prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/tariff. For more information on these functions work please visit edfenergy.com/paypolicy.

Payment methods
A full list of payment methods can be found on the back of your bill.

- Some of these prices have been rounded. In some instances, more decimals may be shown on your bill. Prices are shown ‘with VAT’. We will charge VAT at the rate which applies for residential energy supplies. This is currently 5%.
- The charges in this leaflet are only available for supplying electricity and gas to continuously occupied premises used only or mainly for domestic purposes.
- If you are responsible for making payments under a Green Deal Plan, we will collect those payments from you using the same payment method as you use to pay for your energy. We’ll only collect Green Deal charges that become due after we start supplying you, and we’ll pass them on to your Green Deal provider.

Deemed Safeguard Assist Eligibility
Our Deemed Safeguard Assist Contract provides capped energy charges for eligible persons. To qualify you must:

(a) meet the criteria for the “core” or “broader” group as set out in the Warm Home Discount Regulations, or as otherwise directed by Ofgem from time to time; and

(b) be on years 6 or 7 of the Warm Home Discount Scheme.

If we cease to offer the Deemed Safeguard Assist Contract, or if you are no longer eligible, we will write to you to tell you. If we do this, we will move you to our standard deemed contract. You will be able to choose another tariff or move supplier without incurring any exit fee.

Supply Contract
Because you have not signed an express contract with us you are currently supplied on one of our deemed contracts. Your deemed contract will end if you subsequently enter into an express energy-supply agreement with us, on the date a new supplier starts to supply you or on the date you no longer own, rent or use the supply (provided we have received at least two working days’ notice from you of this). Further details on this are included in Clause 4 of your deemed contract terms.

Terms
Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our deemed terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full deemed terms and conditions. To ensure this is the case, and for the purposes of full transparency, your full deemed terms and conditions and schedule of charges are made available to you at all times via edfenergy.com/dt or by contacting us on 0333 200 5100. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly.
Deemed Safeguard Assist Contract Scheme

Scheme for setting out the terms and conditions that will apply to the deemed contracts made under Schedule 6 to the Electric Act 1989 and Schedule 2B of the Gas Act 1986

When the scheme begins

This scheme originally came into force on 1 October 2001, and applies to electricity or gas (or both) we supply under a deemed contract to domestic customers, Micro Business and SME customers.

The scheme

We have set out this scheme in line with Schedule 6 of the Electric Act 1989 (the ‘Electric Code’) and Schedule 2B of the Gas Act 1986 (the ‘Gas Code’). These codes allow us to make changes (known as ‘revisions’) to this scheme. If we do make a revision, we will first send the full text of the revision to our industry regulator, after which time the revision will come into force. If we need to provide training for our staff once the revision comes into force, it will apply to all deemed contracts we create from that point on. It will also apply to any deemed contracts that already exist, unless the revision says otherwise. If we need to provide evidence of this scheme, any revisions to it, or the Deemed Contract Schedule of Charges (or any changes to it) in any courts of justice or any legal proceedings, we will produce a copy of any document we have sent to our industry regulator as conclusive evidence.

Definitions

The following words and phrases used in this contract have the following meanings:

- **The Ofgem Advice contract service** – provides free, confidential and impartial advice on consumer issues, by phone and online, to individual consumers and small businesses.
- **deemed contract** means a contract to supply gas or electricity (or both), under these terms. These terms only apply if you are a domestic customer, micro business, small or medium enterprise (SME) customer, and using our electricity or gas services (or both) at your premises, without entering into a formal energy-supply agreement with us.
- **eligible** – a person is eligible for this tariff if: (a) they meet the criteria for the “core” or “broader” group as set out in the Warm Home Discount Regulations, or otherwise directed by Ofgem from time to time, and (b) they are on years 6 or 7 of the Warm Home Discount Scheme.
- **gas transporter** – the company licensed to deliver gas through pipes to your premises.
- **Green Deal charges** are charges that we must collect from you as part of the Government scheme for the collection of charges for energy efficiency measures through energy bills and ‘Green Deal’ premises. These premises are premises at which Green Deal charges are owed for the installation of energy efficiency measures.
- **Industry regulator** – the Office of Gas and Electricity Markets set up by Parliament to protect the interests of consumers.
- **local electricity distributor** – the company which owns or manages the distribution network used to deliver electricity to your premises.
- **Micro Business** – a company which meets one of the following criteria: (a) consumes less than 293,000 kWh of gas a year, or consumes less than 100,000 kWh of electricity a year; or has fewer than ten employees (or equivalent); and (b) has an annual turnover or annual balance sheet total not exceeding £2m.
- **Ofgem** – the Office of Gas and Electricity Markets, set up by Parliament to protect the interests of energy customers. Their address is 9 Millbank, London, SW1P 3GE.
- **Outsourced Services** – Energy is an independent body approved by Ofgem to investigate complaints. Visit: outsourced-services.org.uk or call 0333 200 5103.
- **payment method** – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.
- **premises** – the premises (including any part of any land or building or structure) we supply electricity or gas to (or both) to under this contract.
- **smart meter** – an advanced meter measurement we can use to measure how much gas or electricity (or both) you are using, without having to visit your home. A smart meter measurement also see how much gas or electricity you are using.
- **SME customer** (small or medium enterprise customer) – any customer who takes a supply of electricity or gas (or both) from us in connection with a business (including any business involving letting, managing agent or accommodation services) and which we bill through our customer information system (CIS) or our SAP system. (If you are not sure whether you are billed through CIS or SAP, please phone our helpline on 0333 200 5103.)
- **supply** and **supply services** – the services provided under this contract (but not otherwise). This may also include services provided in connection with the supply of gas or electricity.
- **Warm Home Discount Scheme** – the government scheme set up pursuant to the Warm Home Discount Regulations 2013.
- **‘we’, ‘us’, ‘our’** – the licensed energy supplier for the services provided to you under this contract (that is, EDF Energy is a trading name used by EDF Energy Customers Limited, which is a company incorporated in England and Wales, operating under the trading names EDF Energy and using the supply IDs LOND, SEEB and SWEB.

Full terms and conditions for supplying electricity or gas (or both)

These terms apply to you if you are a domestic customer, micro business, or a small or medium enterprise (SME) customer, and using our electricity or gas services (or both) at your premises but have not entered into a formal agreement with us for those services.

Please read these terms carefully so that you fully understand your commitments and our responsibilities.

If we supply gas to your premises we may need to enforce other terms if your premises are not directly connected to the gas pipeline network operated by National Grid Gas.

Note: In these terms and conditions, when we refer to ‘energy’ we mean gas or electricity (or both) we provide to domestic, Micro Business or SME customers. When we refer to ‘services’, ‘energy-related’ services and any other services we provide to domestic, Micro Business or SME customers.

1 Your and our responsibilities

1a This contract sets out our standard terms and conditions for supplying services under our deemed contract schedule with you. These terms and conditions apply to you only if you have not entered into a current energy-supply agreement with us (which can be enforced by law), but we are providing you with services.

1b EDF is the trading name we use for providing the services. In line with these terms, we agree to supply services at the premises for the length of this contract.

1c You agree that you own or use the premises (or will do so at your side of the meter) and that the premises are currently connected to a mains gas network or your local electricity distributor’s distribution network, or both (as appropriate).

1d You agree to pay any part of our charges for services that are not currently part of a genuine dispute.

1e You agree that, for as long as we are the supplier registered at your premises (whether by your meter number or meter point reference number (as applicable) as the supplier responsible for supplying energy to you), you will continue to pay us for services that we are supplying to your meter (or meters) or is supplied to the premises (or both) will be treated as having been supplied under our deemed contract scheme, even if you have a contract with any other person for supplying energy to your premises.

1f You understand if you have a smart meter you will lose the functionality currently available to you by switching to EDF.

2 Access to premises and meters

2a You confirm that you are legally able to, and have permission to, allow us (or someone appointed by us) into your premises at any time we need to for the purposes of this contract.

2b You agree that you are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter (your side of the meter starts at the point energy leaves your meter after the meter has measured it), and that you will make sure that they are in good working order and in a safe condition at all times. Any energy losses that happen on your side of the meter are your responsibility.

2c You agree to give your gas transporter, your local electricity distributor (or us if you are an employee, agents or subcontractors) safe, and full access to your premises, and all equipment, wires and cables, and all other fittings used in connection with supplying energy to your premises. If there are any obstructions that prevent us from gaining access to your premises, and all equipment, wires and cables, and all other fittings used in connection with supplying energy to your premises, you are responsible (at your own cost) for removing the obstruction.

2d When there is a possibility of danger or damage to any thing or property, or at any time we use our powers under an Act of Parliament (or any regulation or simply the terms of this contract) in relation to how we deliver or supply energy, and

2e at all reasonable times for the purposes of installing, maintaining, inspecting, testing or replacing any lines, pipes, wires, cables or any other equipment used in connection with delivering or measuring energy.

You should Reconfirm that the premises have, and that you are authorised to use, metering equipment installed which is capable of providing the information we need to work out your gas and electricity consumption in connection with the relevant tariff. The metering equipment must meet relevant industry standards for safety, accuracy and reliability. If you are not sure whether the metering equipment installed meets these standards, you should contact us. If the premises do not have satisfactory metering equipment installed, we may increase your charges (see clause 3) or ask you to replace your meter, which may involve an extra charge.

2f You must make sure that all metering equipment (whether it belongs to us or another person) on or at the premises is not damaged or stolen or lost. You must pay us any costs we may reasonably have to pay (either directly or indirectly) for replacing or repairing the metering equipment (including any call-out charges), unless the damage is caused by fair wear and tear, or as a result of something we have done or failed to do.

2g We will not be responsible for any fault relating to any meter or other fitting that we do not own or that has been provided by you or our behalf, or for any consequences resulting from that fault.

2h There may be times when we want to install, or appoint another person to install, any energy meter and any associated metering equipment. We will make a change to the terms of this contract.

3 Prices and changes to terms

3a The prices we charge you, and the ways you can make your payment, are set out in the Deemed Safeguard Assist Contract Schedule of Charges (see appendix 1 to this contract). The Deemed Safeguard Assist Contract Schedule of Charges forms a part of these terms and conditions.

3b The Deemed Safeguard Assist Contract is available to eligible persons.

3c We may change any of these terms at any time. If we make a change to any of these terms, you will be informed of this change by us. We will do so by making a revision. We will continue to supply you after we have made this revision, in line with the revised terms.

3d We may also make changes to the information shown in the Deemed Safeguard Assist Contract Schedule of Charges (including the prices we charge) at any time. We may change the way we deliver or supply energy to you from the date we make that change. Changes we make to the Deemed Safeguard Assist Contract Schedule of Charges are not classed as reconsideration events. If we change the prices we charge you will be shown in the next bill we send to you after making the changes.

3e There may be a right to challenge these terms other than in the circumstances described in clause 3c above. We would need to do so if we have to act in line with our obligations to you and changes our business costs in a way that is beyond our reasonable control. For example, this could be a relevant change in the law, government instruction...
If you no longer own, rent or use the premises, the contract will end in the following circumstances:

- On the date you began to take a supply from us.
- If you do not give us notice that you have stopped owning, renting or using the premises, if you do not give us notice that you have stopped owning, renting or using the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should date the day you will no longer own, rent or use the premises); or
- Two working days after we receive your notice, in writing, that you have stopped owning, renting or using the premises; or
- On the date we next read the meter at the premises or on the date a new supplier begins to supply the premises, if you do not give us notice that you have stopped, or will soon stop, owning, renting or using the premises.

If this contract ends validly under any other term of this contract, or if you break a term of this contract and we disconnect the supply to your premises or end this contract:

- Both you and we can end this contract immediately, if we are no longer licensed to supply energy at your premises.
- In any other situation in which we have the right to charge you for any reasonable costs we have to pay in carrying out our responsibilities to you. This includes any reasonable expenses we have to pay in carrying out our duties under this contract. These circumstances include any other energy supplier, distributor or DNO.

You will still be legally responsible for paying our charges for the supply of energy to your premises until you move on to your new supplier, even if you have stopped owning, renting or using the premises, if you do not give us notice that you have stopped owning, renting or using the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should date the day you will no longer own, rent or use the premises); or

- Two working days after we receive your notice, in writing, that you have stopped owning, renting or using the premises.

Any taxes, duty or levies on energy (including VAT) which are added to your bill to pay for any part of the energy metering equipment.

Where we don’t have an up to date meter reading, we’ll send you a corrected final bill as soon as possible. If we’re unable to do so before we were appointed, we may need to get in touch to check certain information before we do.

When this contract ends, we’ll arrange for your energy accounts to be automatically transferred on the end date to our standard Deemed Contract.

If this contract is in place because we’ve been appointed by the industry regulator to take over from your previous supplier as a ‘Supplier of Last Resort’ and you had a credit balance with them, we’ll honour it if we committed to do so before we were appointed. We may need to get in touch to check certain information before we do.

If this contract ends under clause 4b above, we will prepare a final bill or statement for you. We may need to get a final meter reading before we can do this otherwise we may need to bill you based on your estimated reading.

When this contract ends under clause 4b, we will prepare a final bill or statement for you. We may need to get a final meter reading before we can do this otherwise we may need to bill you based on your estimated reading.

If a previous supplier you had appointed for each supply point at the premises stopped, or will soon stop, owning, renting or using the premises, if you do not give us notice that you have stopped owning, renting or using the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should date the day you will no longer own, rent or use the premises); or

- Two working days after we receive your notice, in writing, that you have stopped owning, renting or using the premises.

If this contract ends validly under any other term of this contract, or if you break a term of this contract and we disconnect the supply to your premises or end this contract:
8a We are only liable (legally responsible) to you as

7c When we repay a deposit, we may take from it any

6.3 Contact Citizens Advice if you need help with an

They may investigate your complaint if you are a

You can contact the Complaints Resolution Team by

You can visit their website adviceguide.org.uk or call

4g will apply.

You can contact the Complaints Resolution Team by

11d You agree to any change we need to make to the

11a We can transfer all or any of our rights (including

11l Nothing in this contract will affect our rights or

11k We will not be breaking any term of this contract

11j If we need to give you notice under this contract,

11e Nothing in this contract will affect our rights or

11h If we need to give you notice under this contract,

11f We may sometimes monitor and record calls that

11g Each of the subclauses (7a to 7g) of this clause is a

8g Each of the subclauses (7a to 7g) of this clause is a

8f Nothing in these terms excludes liability for death

8e Nothing in these terms excludes liability for death

8d As far as our liability to you is not otherwise

8c We are not liable to you in any way for any indirect

8b We will not be liable to you for any event or
circumstance beyond our reasonable control, including anything any other energy supplier, distributor, transporter or shipper does or fails to do.

8a We are only liable (legally responsible) to you as

8b If you have paid all our charges.

8c If you haven’t paid the debt.

8b If you haven’t paid the debt.

8a We are only liable (legally responsible) to you as

8d As far as our liability to you is not otherwise

8c We are not liable to you in any way for any indirect

8b We will not be liable to you for any event or
circumstance beyond our reasonable control, including anything any other energy supplier, distributor, transporter or shipper does or fails to do.

8a We are only liable (legally responsible) to you as

8d As far as our liability to you is not otherwise

8c We are not liable to you in any way for any indirect

8b We will not be liable to you for any event or
circumstance beyond our reasonable control, including anything any other energy supplier, distributor, transporter or shipper does or fails to do.
13 Extra conditions if you have an EDF supplied smart meter
Your new smart meter and the display unit are an upgrade to your existing meter. By accepting this display unit and new smart meter, you agree to the following extra terms and conditions.
13a Unless otherwise agreed by us, we or our agents will own the smart meter and display unit provided by us or on our behalf at all times. If you move house, you must leave the meter and display unit in the premises.
13b You agree that we may use the smart meter to manage your gas and electricity supply without need to visit your home. This includes reading the meter, monitoring the energy you use, repairing and updating the smart meter, switching the smart meter from credit to prepayment and disconnecting your supply (in the circumstances set out in this contract).
13c Given that your energy charges will vary depending on your chosen product from time to time, and changes in energy charges over time, the information displayed on any display unit linked to your meter is fully up to date and therefore is for guidance only and should not be relied upon as the definitive position.
13d We can use the information from the smart meter so that we can send you a bill, offer you the most appropriate tariffs and energy-saving products and for other purposes set out in the information policy below. You will let us collect this information while we supply your electricity or gas (or both).
13e You must take reasonable care to make sure you do not damage or interfere with the display unit. If you do not, you will have to pay our agents’ reasonable costs for visiting your premises and any work that we or they carry out to the display unit or other equipment.
13f You must tell us straight away if there is any damage, a fault or other problem with your display unit, or if you think it has been tampered with or if there are any changes to the display unit which may stop it from getting information from the smart meter (for example, if you carry out building work that may impact on communication between the two devices and/or us)

Appendix 1 – Deemed Safeguard Assist Contract Schedule of Charges
To see our Deemed Contract Schedule of Charges (as amended from time to time), phone us on 0333 200 5100 (see the note below) or visit edfenergy.com/dt
Note: We may monitor and record calls to improve our service. 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.

Appendix 2 – Information policy
We are committed to respecting your rights to privacy and this information policy explains how we will use your data in order to process your personal data in connection with the supply of energy and in connection with Green Deal if you are supplied.
1 You agree to promptly give us, free of charge, any information we reasonably need to:
 a) help train our staff;
 b) set and manage any security deposit we need;
 c) enter into all agreements and get the registration we need to supply you;
 d) supply you in line with your contract and the industry arrangements we work to;
 e) act in line with our rights and responsibilities under your contract;
 f) keep to all relevant laws; and
 g) transfer your account to another supplier, when your energy account with us ends.
2 help run, and contact you about improving the way we run any accounts, services and products we have provided before, now or in the future;
3 create statistics, test computer systems, analyse customer information and use it to tailor offers to you which we believe will be of particular interest to you (including using information about what you buy from us and how you pay for it);
4 take part in a government or an industry group project or data-sharing initiatives, for example, those designed to tackle fuel poverty, improve energy efficiency or otherwise promote recognised social and/or consumer interests;
5 help prevent and detect debt, fraud and loss;
6 help make decisions about credit and credit-related services, for you and members of your household (other organisations may use these records for the same purposes);
7 help make decisions about your household, credit, life and other insurance proposals and insurance claims, for you and members of your household;
8 trace and recover debt from you (if you owe us money), prevent fraud, and manage your accounts and insurance policies; and
9 check your identity to prevent money laundering, unless you give us other satisfactory proof of your identity.

By taking services under this contract, you agree to us using and sharing your information in line with this policy.

If your premises are Green Deal premises, we will process your personal data in connection with Green Deal. This may include collecting details of your Green Deal charges and payments collected from your bills, using your personal data for the purpose of collecting your Green Deal charges and sharing your data with third parties in order to meet the requirements under the Green Deal regulations.

If you have any questions about the information we are holding about you and how we use it, or if you believe that the information we have about you is wrong or needs to be updated, please call 0333 200 5100. (We may monitor and record calls as part of our customer care programme. We may monitor and record calls to improve our service.

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.

Appendix 3 - Energy Consumer Guidance
It’s important to know your rights when it comes to energy. You can get free, independent advice from Citizens Advice if you need any help. For example, they can help answer questions about your bills or meter, and check if you can get discounts, grants or a cheaper tariff. Visit citizensadvice.org.uk/energy or contact the consumer helpline on 0808 223 1133 to find out more.

EDF fuel mix per tariff or product

<table>
<thead>
<tr>
<th>Coal</th>
<th>Gas</th>
<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO2 g/kWh</th>
<th>Radioactive Waste g/kWh</th>
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<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0.0070</td>
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</table>

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.
edfenergy.com

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.
Correct at time of print: January 2021
## Safeguard Assist Deemed electricity and gas - prices

Electricity and gas credit prices are effective from 1 April 2021.

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<thead>
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<th>Gas</th>
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<td></td>
<td>Standard meter(^2) electricity prices</td>
<td>Economy 7 meter(^2) electricity prices</td>
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<tr>
<td></td>
<td>Daily standing charge</td>
<td>Unit rate (kWh)</td>
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<td>PAYG</td>
<td>27.72p</td>
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<tr>
<td>PAYG</td>
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\(^1\) The daily standing charges (where shown) are due each day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF.

\(^2\) Standard meter - This is the most common type of meter for electricity and gas. These meters display your consumption either using a mechanical clock, digital display or dial.

\(^3\) Economy7 meter - Also known as E7, this is a two-rate meter for electricity (day and night - providing a cheaper rate seven hours a night which can provide savings on your account). These meters are often installed in properties without a gas connection and so the heating and hot-water supplies depend on electricity (for example, storage heaters). Night kWh will be supplied for a total of seven hours, typically between 10pm and 8am (actual times set by the local network operator and can be found on your bill) and these will be charged at the night kWh rate. All other kWh will be charged at the day kWh rate.