

About your smart meter installation.

EDF

We could not install your smart meter today.

We're sorry about this. Our installers have strict guidelines to follow to make sure your installation goes safely and smoothly. They may have come across a safety or access issue which will have to be resolved before we can finish the installation.

Please have a look on the next page for a full explanation of why we couldn't complete the job and what happens next.

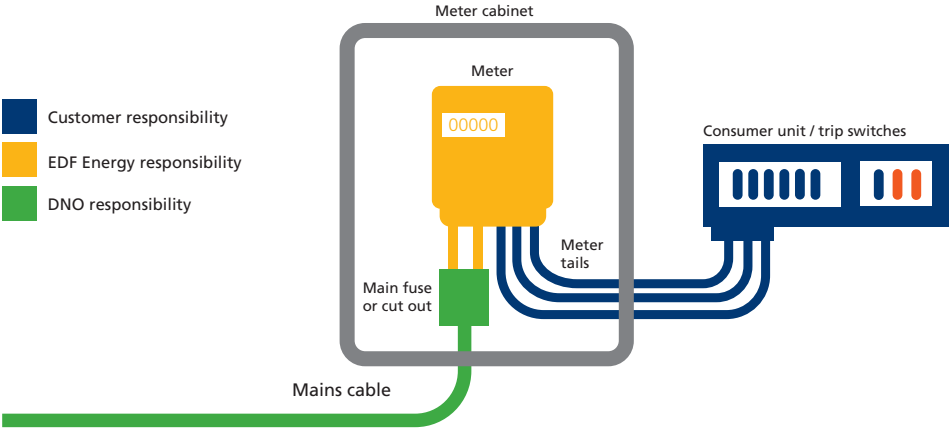
What's happened and next steps

Your installer will have let you know which of these applies to your home.

☐ **We need to take action, so we will be in touch**	
Our installer is unable to complete the installation today. Once again, we apologise for this. You don't need to do anything, we will be in touch.	
☐ **You need to take action before booking a new appointment**	
What happened	**What you need to do now**
We may have been unable to gain access to either: • The meter • Fusebox / consumer unit • Gas Emergency Valve • Electricity Mains Fuse • Electricity Cut Out Or alternatively, another reason as explained by our installer.	**Blocked?** Remove blockage yourself if safe to do so or hire a professional **Access to another property or communal meter room?** Arrange for access / a special key may be required for the communal meter room **Another reason?** Take corrective action as advised by our installer
Once you have taken the action advised by our installer, please book a new appointment either at edfenergy.com/myaccount or call us on 0333 200 5100	
You will shortly receive an email or letter from us confirming the above and the next steps.	

Your electricity energy system explained

The diagram below illustrates which area is your responsibility (i.e. the customer), our responsibility (i.e. us, the energy supplier) and finally the Distribution Network Operator (DNO) who is responsible for the distribution of electricity.



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