IMPORTANT INFORMATION (KEY 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 ask for a copy at any time by contacting us on 0333 200 5100 or going to edfenergy.com/tariff-info.

CHARGES

Your prices and the date your tariff ends are set out in your Tariff Information Label. These won't change until the date your Blue+Price Protection tariff ends. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff.

If you don't pay in line with your payment method your contract may end or change. This could result in a change to your payment method or charges (or both). You’ll get at least seven working days’ notice of this. If we make any other change which is to your disadvantage, we’ll tell you and give you the chance to change supplier. We’ll explain what you need to do and when, at the time. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

PAY AS YOU GO RULES

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our ‘Pay As You Go Explained’ leaflet, which is available at edfenergy.com/paygpolicy or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit edfenergy.com/paygpolicy

DIRECT DEBIT PAYMENT METHOD

If you want to pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed. Unless we decide that it's necessary to do so, we won’t alter your Direct Debit at the point you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

We review your Direct Debit payments in line with our Direct Debit rules, which form part of these terms. You can find them at edfenergy.com/directdebitrules

DIRECT DEBIT RULES

Direct Debit is an easy way to pay for your energy and helps you budget for your bills. It’s good value too – because you’ll benefit from a lower unit rate for your energy.

BUDGET DIRECT DEBIT

To pay using our Budget Direct Debit plan we first need to agree a fixed amount to cover your energy costs.

REVIEWING YOUR DIRECT DEBIT PAYMENTS

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 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 BUDGET DIRECT DEBIT REVIEWS WORK

We review your Direct Debit every 12 months. We might carry out more frequent reviews, 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 alter the amount you pay by Direct Debit at the time you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

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

HOW ANY DEBIT OR CREDIT IS BALANCED OUT

Once we’ve completed your review, if we have an up to date meter reading and we find your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. In exceptional circumstances we may collect the full debit amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

IF YOU WANT TO PAY YOUR AMOUNT IN FULL

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

- Every month/three months you’ll get a reminder from us asking you to read your meter or pay your regular payment amount.
- If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
- We’ll also check your regular payment amount to make sure it’s set correctly and that you’re paying for what you use.
- If you don’t give us a reading, we’ll ask you to pay a ‘regular payment amount’ which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you’ve sent us or we’ve taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.
1. Introduction

1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the Standards of Performance booklet.

1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks. If they’re not currently connected, please contact us on 0333 200 5117 and we’ll explain what you need to do.

1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we’re the registered supplier, all energy that passes through our meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.

1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by our ‘deemed terms of supply’ published under the Gas Act 1986 and Electricity Act 1989.

1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:

(a) you tell us to do otherwise; or
(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence is applicable (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access

2.1 You agree to give us, or any person we tell you about, safe, free and unobstructed access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them before any involved. We may also charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.

2.2 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 and their maintenance and safe condition. Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes any equipment you install or your supplier installs. You have to ensure that your premises and all metering equipment are in safe working condition. You must tell us immediately if there is a fault.

2.3 You must make sure that your premises have a suitable meter installation by an electrician. The installation must meet relevant industry standards for safety, accuracy and reliability and is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or may charge you to that extent the cost of any work involved.

2.4 If you have a ‘smart meter’ that we can read without coming to your premises, you agree that:

(a) it and the in-home display unit must not be removed from the premises without our permission; 
(b) we may use it to remotely monitor the energy you use; 
(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both); 
(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information policy; and 
(e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You are responsible for any fault relating to metering equipment we have provided to you and you will have to pay us compensation for any damage or fault to the metering equipment. We will charge you if we have to pay for replacing any metering equipment we have provided to you and we may charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.

2.6 If your previous supplier objects to transferring the supply transfer is prevented by any other related services.

3. Your responsibilities

3.1 You agree to pay all charges due under this contract which are not genuinely disputed, even if the charges are based on an estimate of your energy usage.

3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (‘security deposit’). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide to accept the deposit is no longer needed, we may use it to pay off any debt you owe us.

3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

3.4 You can ask for up-to-date information on your tariffs and charges which applied and any other charges we might make for other services. Please phone 0333 200 5100 or visit edenergy.com/additionalcharges.

4. Changes to terms

4.1 If you choose to switch to another tariff, we can extend our current Blue+Price Protection tariff prices until your transfer to your new tariff takes place (a ‘tariff extension’). We won’t apply a tariff extension if you have outstanding charges of 28 days or more on your account. If you try to change supplier but have outstanding charges on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of our notice objection to your transfer, we can offer a tariff extension if you don’t apply the change during the transfer period.

4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. If you don’t pay as you agreed, your charges may change.

4.3 If you have a debt which is still not paid after 28 days or if you fail to keep to your payment method we agree with you, we may change your payment method (which could involve changing your meter too). Or we may treat the you giving us notice to end your contract under clause 7.1. In either case, if you continue to take energy from us, this could result in your charges changing. If this happens, Low-carbon electricity

3.9 At the end of each fuel mix reporting year we’ll make sure we’ve bought enough low-carbon nuclear electricity to match the total volume of electricity supplied to all of our customers on the Blue+Price Protection tariff. A fuel mix reporting year begins on 1 April and ends on 31 March the following year.
we’ll give you seven working days’ notice, explaining what changes will be made and why.

4. If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com. If this happens, or if we change the premise clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generator.

Your right to change terms

4.5 You are allowed to change any of the following terms at any time.

(a) Payment method – if your meter is not a prepayment meter, you may choose your current tariff from standard metering to multi-rate (for example, Economy 7) metering, and vice versa.
(b) Type of meter – as long as you have paid all charges for your energy and your tariffs support your chosen new meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.
(c) Moving home – if you move home and the premises being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can apply to become the registered supplier for those fuels.

4.6 To do anything asked to ask us to do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

Ending a tariff

4.7 In advance of the tariff end date we’ll write to remind you of the Blue-Price Protection tariff is ending. You can then:

(a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available with 20 working days of the end date under the do so we’ll let you stay on your Blue-Price Protection tariff prices until you move onto your new tariff;
(b) switch to another supplier (as long as they formally let us know before the end date to the most appropriate standard metering, and vice versa. (c) tell us if you have moved into a new premises, or if you’re not able to take any of the steps set out above, or arrange to pay in a different way.

5. Billing

5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment method and terms and conditions. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months except where the changes relate to incorrect billing.

(a) we have previously taken steps to recover payment for charges which are older than this,
(b) we have not taken action to recover such older charges because of any act or omission on your part, or
(c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months.

5.1A Because we are only permitted to bill you for energy in accordance with clause 5.1, it is very important that we receive from you correct and up-to-date information about your energy use at least once per year, and so you must:

(a) allow any meter reader or other DFI Energy representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits in respect of gas meters),
(b) if you have a smart meter, allowing us to use it to take regular meter readings from you;
(c) tell us if you have moved into a new premises and are taking a supply from us;
(d) making sure you have arranged to pay us;
(e) letting us know if you are not receiving bills at least once a year;
(f) tell us if you think there is a problem with your meter;
(g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;
(h) if you are not able to take any of the steps set out above, or arrange to pay in a different way.

5.2 Where you have opted for electronic communications from us, or this is a requirement of the producer of the fuel supplied, to provide us with an accurate and up to date information address, and to let us know if this needs to be updated. By entering this contract you acknowledge and agree that taking to one of the actions listed in this clause will obstruct us in trying to correctly charge you for the energy you use, and you agree that you or us may reasonably manifest unreasonable. Where we don’t have an up to date meter reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with an up to date and accurate meter reading at least once a year.

5.3 We have the right to estimate your usage if we don’t have all the information we need (including the energy you have used) to work out the charges you owe us. We’ll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal trends in use and your previous meter readings, or the characteristics of your home and household energy use, or price changes.

5.4 If your meter is not read immediately before the supply start date, or we reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning the supply start date and ending with either:

(a) the date the meter is first correctly read after the date we start supplying you; or
(b) the date your contract with us ends; whichever is earlier.

6. Payment

6.1 You must pay your bill by the due date on the bill (or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.

6.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you or to pay the charges in line with the time.

6.3 We have the right to use or transfer any debts or credits you have on your energy account:

(a) with a previous supplier to us;
(b) with us to a new supplier; or
(c) for any accounts you have with us to pay off any debt you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.

6.5 If you owe us any outstanding charges and you send us a payment which does not cover these charges, we’ll put it towards whichever debt and in whichever proportions we consider appropriate.

Direct Debits

6.6 If you want to pay for your energy by Direct Debit, we need to know if you need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews if this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter your Direct Debit at the point you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will take account of on-off payments you have made and any changes to your tariff rate.

6.7 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your estimated annual energy cost*) up to the date of the next annual Direct Debit review date. This will be based on your most recently updated energy use, any debt or credit on your account. If your Direct Debit needs to change by more than a specified (set) percentage to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

6.8 If, on the date we review your Direct Debit your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. If your account with us is already less than the ‘specified debt amount’ we’ll let you know and take the amount of the debt 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 about Direct Debit by Direct Debit, on our website at edfenergy.com/directdebit).

6.9 Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, 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 restart your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque prices for your current tariff. You can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/tariff or by calling us.

Debt

6.10 If we agree a payment method with you, you must make any payments in line with the time. If you fail to pay any debt you owe us or our group companies.

6.11 If you don’t pay our bills in the way we’ve agreed, we can ask you to pay by another method and this will increase the price you pay for your energy (clause 3.3). If this means we fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we’ll tell you about at the time.

6.12 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England bank lending rate at the relevant time.

6.13 If your contract ends and you do not pay the charges due under this contract, or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 calendar day period in which you can cancel this contract at no cost. You can also end this contract with us at any other time by:

(a) asking another supplier to become your registered supplier;
(b) giving us notice as set out in clause 6.2. If you do this, we will still give you the same benefits as if we had ended this contract at no cost. You can also cancel this contract, unless you agree a different contract, you have agreed to our deemed contract scheme.

7.2 If you use your right under clause 4.5(c) and want to stop taking one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so if:

(a) another supplier becomes your registered supplier for that fuel;
(b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.

7.3 Unless you use your right under clause 4.5(c), if you change premises you must give us notice so we can end this contract. If we decide to do this, you will still be responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.5(c) and we are not the registered supplier for your new premises, our responsibilities to you under this.
8.2 We will not be legally responsible to you for any event or circumstance beyond our reasonable control.

8.3 We are not legally responsible to you in any way for any indirect or direct loss of home, business, or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibilities to any other person (however that is caused).

8.4 If we are legally responsible to you under these terms, except as set out in clause 8.5 below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).

8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.

9. OTHER CONDITIONS THAT APPLY

9.1 We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7 which we do not need to give you any notice).

9.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person without Ofgem’s permission.

9.3 If we don’t enforce any part of this contract at any time, this will not stop us from doing so in the future.

9.4 To help us improve quality, we may monitor and record calls made in relation to customer services and telemarketing.

9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications and send it to: EDF Energy, 4 More London Riverside, London, SE1 2AU: phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at ombudsmanservice@ombudsman.org.uk. Ofgem is independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include: (a) an apology or explanation; (b) compensation; or (c) any other relevant action.

9.6 You may investigate your complaint if you are a residential or microbusiness customer and if you have received a deadlock letter from us or if you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.

10. CONTACT CUSTOMERS SERVICE OR EDF ENERGY Call them on 0333 204 05 06. Calls are charged at your normal rate.

11. NATIONAL TERMS OF CONNECTION

11.1 Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the day that you enter into your supply contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at your premises. Your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provides for the connection of specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions or need to request or give any information about our legal responsibilities to you, you will still be responsible under it for bills relating to any event or time that there has been an event, or a situation has arisen, which means it is allowed to take away our rights even if you don’t have a debt on your account. Notwithstanding this, if Ofgem issues a direction to another supplier or distributor, or other person does or fails to do:

(d) We reasonably believe that you have stolen or are acting under clause 7.6, in which case we do not need to give you any notice.

(f) Circumstances beyond our reasonable control or are asked to stop supplying you by Ofgem or any other industry regulator.

(h) You have chosen to pay by Direct Debit but fail to do so.

(i) You have any form of bankruptcy or insolvency proceedings brought against you.

(g) We are no longer licensed as an energy supplier.

(c) You have any form of bankruptcy or insolvency proceedings brought against you.

(b) You no longer own, rent or use the premises.

(a) You do not keep to any of its terms.

2.3 We will not be legally responsible to you for any indirect or direct loss of income, business or profits, or for any indirect or direct loss of home, business, or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibilities to any other person (however that is caused).

2.4 If we are legally responsible to you under these terms, except as set out in clause 2.5 below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).

2.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

2.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.
GOOD TO KNOW
YOUR PRICES

- The prices shown on your TIL are only available for gas and electricity supplied to continuously lived-in homes which are used wholly or mainly for domestic purposes. They’re also based on you having the meter type shown on your TIL. If you have a different meter type then different prices may apply, or you may not be eligible for this tariff. We’ll be in touch if we find this is the case.

- Standing charges are due per day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF Energy.

- Some prices have been rounded and in some instances more decimals may be shown on your bill. VAT is charged at 5%. This is the current rate for residential energy supplies.

- For customers on variable tariffs such as Standard (Variable), if there is an increase in prices or a change to your tariff terms and conditions, we’ll write to you in advance to let you know. Any changes will be shown on your bill for the period in which the change has effect. Old prices or terms and conditions will apply up to the date of the change, and new ones from the date the change is effective.

- If you’re a current EDF Energy customer, you’ll continue to be supplied on your existing tariff until we have processed your transfer.

YOUR PERSONAL PROJECTION

Your personal projection is a projection of your next year’s cost and was provided when you signed up with us. It is based on the information you gave us at the time.

Your quote would have been sent to you by email or letter when you signed up. You can find your personal projection in your quote.

You can compare your personal projection for your current tariff with a personal projection given to you for an alternative tariff from us, an alternative supplier or a switching site.

EXTRA SUPPORT FOR THOSE IN NEED

OUR PERSONALISED SUPPORT SERVICE:
FIVE AREAS FOR HELPING CUSTOMERS MOST IN NEED

1. Help finding the cheapest tariff and way to pay – we can help make sure you pay the best price for your energy and are on the right payment method. You could also qualify for a one-off £140 rebate on your electricity through the Warm Home Discount scheme.

2. Help reducing energy use – our energy saving advice helps you make the most of the energy you use. We can also help you make sure you’re getting any measures you may be entitled to through the government’s ECO scheme. To find out more about ECO, visit edfenergy.com/eco or call us on 0333 200 5119.

3. Help with debt – the EDF Energy Trust provides grants and practical help if you’re struggling with debt. You can reach them on 01733 421 060. In addition, the EDF Energy Debt helpline is run by the Plymouth Citizens Advice Bureau, offering impartial debt advice for EDF Energy customers, wherever you live. Call them on 0808 156 6666 from a landline or 0300 330 0519 from a mobile.

4. Help with specific needs – our Priority Services Register is available if you need extra help managing your energy (e.g. if you’re visually impaired or hard of hearing, we can provide important communications in Braille, large print or audio CD). We also have a staff ID line so you can check our representatives are genuine.

5. Helping you beyond energy – our Energy Debt helpline can also help you check you’re claiming the state benefits you’re entitled to.

Visit edfenergy.com/pss or call us 0333 200 5100 for more information.

CITIZENS ADVICE CONSUMER HELPLINE

It’s easy to get free, independent advice so that you ‘Know your rights’ as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you’re struggling to pay your bills.

To ‘Know your rights’ visit citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06
MAKING A COMPLAINT

If we’ve let you down in any way, we’re here to help you find a solution. To make a complaint, call our complaints team on 0333 200 5101. You can email us at: complaintresolution@edfenergy.com or write to: FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION

If you’re still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR

If you’re still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday) or visit ombudsman-services.org/energy for a free and independent review. If the Ombudsman finds that we have not acted correctly, they’ll make recommendations on how we can put things right.

This might include:
• 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

ONLINE SALES COMPLAINTS

If you signed up to one of our tariffs online and want to raise a formal dispute, you can do so through the European Commission at ec.europa.eu/odr They will then forward the details of your complaint to EDF Energy’s nominated dispute resolution service to investigate.

OUR FUEL MIX

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2017 to March 2018. Our customers’ electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

<table>
<thead>
<tr>
<th></th>
<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>
</tr>
</thead>
<tbody>
<tr>
<td>EDF Energy’s fuel mix</td>
<td>7.55%</td>
<td>9.39%</td>
<td>71.21%</td>
<td>11.66%</td>
<td>0.19%</td>
<td>104</td>
<td>0.0050</td>
</tr>
<tr>
<td>Contribution to our carbon emissions</td>
<td>66.60%</td>
<td>32.20%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>1.20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK average fuel mix</td>
<td>7.64%</td>
<td>41.24%</td>
<td>20.01%</td>
<td>29.04%</td>
<td>2.07%</td>
<td>225</td>
<td>0.0014</td>
</tr>
</tbody>
</table>

The figures for UK average fuel mix are provided by the Department for Business, Energy & Industrial Strategy (BEIS). Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on our fuel mix, visit edfenergy.com/fuelmix

The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.