Deemed electricity and gas prices - notes

We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100.

Payment methods

Direct Debit: This is one of the cheapest ways to pay for your energy because your unit rate is lower in comparison to other payment methods. If, for any reason, you stop paying by Direct Debit you’ll automatically move to Cash/Cheque prices, which are higher.

Pay As You Go: Pay as you go is a quick and easy way to pay for your energy and means paying in advance through a smart meter. You can pay on the app, online via My Account, in-store with a top up card or over the phone.

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

We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

Closure

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

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.

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/payapolicy 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/payapolicy.

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 our charges are made available to you at all times via www.edfenergy.com/sites/default/files/r505r883.pdf 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 Contract Scheme

Scheme for setting out the terms and conditions that will apply to the deemed contracts made under Schedule 6 to the Electricity Act 1989 and Schedule 28 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 made this scheme in line with Schedule 6 of the Electricity Act 1989 (the ‘Electricity Code’) and Schedule 28 of the Gas Act 1986 (the ‘Gas Code’). These codes allow us to make changes to the deemed contract terms and conditions for any changes to 20% in any court of justice or any legal proceedings, we will produce a copy of any document we have sent to our regulator as conclusive evidence.

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

• ‘Citizens Advice consumer 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) to you on the terms and conditions of this scheme. These terms and conditions 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, without entering into a separate contract with us.

• ‘gas’ – means gas, electricity, related services and 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 gas or electricity (or both) under the deemed contract scheme. These terms and conditions apply to you only if you have not entered into a current energy-supply agreement with us (which is enforced by law), but we are providing you with services.

1b EDF Energy 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 or use the premises (or will be on the date that the services start) 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 should 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 to your premises, we will use a single number or meter reference number (as applicable) as the supplier responsible for supplying energy to your premises. If we need to supply energy on the premises, that we have not supplied energy on the premises.

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

2 Access to premises and meters
2a You confirm that you are legally able to, and have permission to allow us (and any other person we authorise) to enter your premises to install, maintain, inspect, test or replace any lines, pipes, an Act of Parliament (or any regulation or similar law made by the UK Parliament) which may affect the tariffs that apply to you.

2b If this contract (in relation to any service) ends, we can:

"The Citizens Advice consumer 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) to you on the terms and conditions of this scheme. These terms and conditions 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, without entering into a separate contract with us.

"gas" – means gas, electricity, related services and 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 gas or electricity (or both) under the deemed contract scheme. These terms and conditions apply to you only if you have not entered into a current energy-supply agreement with us (which is enforced by law), but we are providing you with services.

1b EDF Energy 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 or use the premises (or will be on the date that the services start) 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 should 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 to your premises, we will use a single number or meter reference number (as applicable) as the supplier responsible for supplying energy to your premises. If we need to supply energy on the premises, that we have not supplied energy on the premises.

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

2 Access to premises and meters
2a You confirm that you are legally able to, and have permission to allow us (and any other person we authorise) to enter your premises to install, maintain, inspect, test or replace any lines, pipes, an Act of Parliament (or any regulation or similar law made by the UK Parliament) which may affect the tariffs that apply to you.

2b If this contract (in relation to any service) ends, we can:

2c You agree to give your gas transporter, your local electricity distributor and us, if we are the meter owner, access to your premises. Refer to your metering equipment installation agreement.

2d If this contract (in relation to any service) ends, we can:

2e You must make sure that all metering equipment is capable of providing the information we need to work out your charges in connection with the relevant tariff.

2f We will not be responsible for any fault relating to any meter or other fitting that we do not own or that has been supplied and installed by us.

3 Prices and changes to terms
3a We will have sent you prices to after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these products at our website at my.edfenergy.com/gas-electricity/tariff-

3b We may change any of these terms at any time. If we make a change to the terms of this contract, 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.

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3d We may change any of these terms at any time. If we make a change to the terms of this contract, 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.

3e There may be times when we need to change 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 any relevant matter that 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 intervention or regulation, or to any tax or duty that affects our businesses.

3f We will publish any change we make to our prices for any of these reasons given in clause 3e above. We would need to do so if we have to act in line with any relevant matter that 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 intervention or regulation, or to any tax or duty that affects our businesses.

3g If you take any service other than the service we or your gas transporter or local electricity distributor provides as standard, or if you or us have to pay costs beyond those that are included in our standard tariffs, we may pass on these costs to you and these costs may affect the tariffs that apply to you. You can find out how these costs may affect the tariffs that apply to you by going to our website.

3h We may change any of these terms at any time. If we make a change to the terms of this contract, 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.

3i You agree to pay for any charges which apply under this contract and under any extra conditions we have agreed with you from time to time. You are looking at your

3j Any taxes, duty or levies on energy (including VAT) will apply to our charges to you and which may or may not change. If a tax, duty or levy on energy has changed, we may make you to charge you for paying a higher price for your energy supply, or for your energy price rising charges.

3k You are using our electricity or gas services (or both) we supply under a deemed contract to domestic customers, Micro Business and SME customers.

4.1b We will continue to supply you after we have made this revision, in line with the revised terms.

4.1c We may change any of these terms at any time. If we make a change to the terms of this contract, 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.

5a We may change any of these terms at any time. If we make a change to the terms of this contract, 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.

5b 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 on our behalf, or for any consequences resulting from that fault.

5c If you take a supply of energy through a prepayment meter, and you use any time of payment meter we have provided, we may set fare limits that may affect you.

5d You must also keep and take after the plastic card, key or other charging device (if any) that we provide. If you lose or damage, otherwise we may charge you for providing a replacement card or key. If you fail to do this, we may charge you amounts you may pay to the supplier of any other meter or any other fitting that we do not own or that has been supplied and installed by us (or unless otherwise instructed by us) to charge you for paying a prepayment meter, otherwise your meter may not be updated with the consumption information that results in you paying a higher price for your energy supply, or for your energy price rising charges.

5e 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 do not make a revision, we 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 we may revise these terms and conditions at any time in any court of justice or any legal proceedings, we will produce a copy of any document we have sent to our regulator as conclusive evidence.

5f We will not be responsible for any fault relating to any meter or other fitting that we do not own or that has been supplied and installed by us (or unless otherwise instructed by us) to charge you for paying a prepayment meter, otherwise your meter may not be updated with the consumption information that results in you paying a higher price for your energy supply, or for your energy price rising charges.

5g You are using our electricity or gas services (or both) we supply under a deemed contract to domestic customers, Micro Business and SME customers.

5h 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 on our behalf, or for any consequences resulting from that fault.

5i If you take a supply of energy through a prepayment meter, and you use any time of payment meter we have provided, we may set fare limits that may affect you.

5j You must also keep and take after the plastic card, key or other charging device (if any) that we provide. If you lose or damage, otherwise we may charge you for providing a replacement card or key. If you fail to do this, we may charge you amounts you may pay to the supplier of any other meter or any other fitting that we do not own or that has been supplied and installed by us (or unless otherwise instructed by us) to charge you for paying a prepayment meter, otherwise your meter may not be updated with the consumption information that results in you paying a higher price for your energy supply, or for your energy price rising charges.

5k You are using our electricity or gas services (or both) we supply under a deemed contract to domestic customers, Micro Business and SME customers.
energy bill. You also agree to pay for other charges which arise in connection with Green Deal premises (such as Green Deal charges) and which we are obliged to collect from you.

4 When this contract starts, your rights to end this contract and our rights to stop your supply

4a This contract will end in the following circumstances.

4a1 on the date we began to supply you (for any reason); or

4a2 on the date we began to supply you (for any reason); or

4a3 on the date you began to take a supply from us.

4b This contract will end:

4b1 on the date you begin to take a supply from us.

4b2 on the date you stop owning or occupying the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should specify the date you will no longer own, rent or use the premises); or

4b3 on two working days after we receive your notice, in writing, that you have stopped owning, renting or using the premises; or

4b4 on the date the new supplier starts to supply that energy to you, as long as they are registered with the local metering point administration service as the supplier responsible for supply to your premises.

4c If you no longer own or occupy the premises, the contract will end:

4c1 on the date you stop owning or occupying the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should specify the date you will no longer own, rent or use the premises); or

4c2 on the date you begin to take a supply from us.

4d In addition, and for the avoidance of doubt, where you, as an individual, are the owner of the premises and we have evidence to reasonably conclude that you continue to be present, or operating from the premises, then you shall be treated as remaining in occupation of the premises, irrespective of whether other individuals, businesses or companies are in occupation of the premises during the same period. In accordance with Schedule 6 of the Electricity Act 1989 and Schedule 28 of the Gas Act 1986, all occupiers shall at all times be fully liable for all charges associated with the supply to the premises, including all our prepayment meter users.

4e If this contract ends validly under any other term of this contract, or if you break a term of this contract and we are entitled to suspend or stop your supply under this contract, we may treat this contract as ended at any point during the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:

4e1 you have made or are making payments to recover such charges which are older than twelve months; or

4e2 you have not taken action to recover such older charges because of any act or omission on your part, or

4e3 any other circumstance where you confirm that we may seek to recover charges relating to consumption that is older than twelve months.

5 Billing and payment

5.1 Where we send you a bill or statement at any time, or in line with your agreed payment method and communication preferences. 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) (See paragraph below) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:

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 accurate 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 EDF Energy representative access to your premises (see clause 10.2) to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits frequently);

(b) if you have a smart meter, allowing us to use it to take regular readings from it (other than at your request);

(c) if we believe you have moved into a new premises and are taking a supply from us;

(d) making sure you have arranged to pay us;

(e) if you are not able to take any of the steps set out above, we may estimate the amount of energy you use and, if we do not have an up to date meter reading, we may estimate the amount of energy you have used (if you have a smart meter) or estimate your energy use at least once per year.

5.2 If you are not able to pay your energy bill we may take the following actions:

(a) we may suspend your supply until you have paid your outstanding amount;

(b) we may send you a demand to pay your outstanding amount and charge interest on any amounts outstanding (see paragraph below);

(c) we may suspend your supply until you have paid your outstanding amount.

6 Making a complaint

6.1 If we have let you down in any way, we want to put it right quickly. It’s always best to get in touch with us first on 0330 200 5101 (Mon to Thu, 8am to 8pm and Saturday 8am to 2pm) email customer_correspondence@ EDFEnergy.com or write to FREEPOST EDF ENERGY - PYMOUTH.

Details of our complaint handling procedure can be obtained at edfenergy.com/complaints. If you’re not satisfied with the way we handle your complaint, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at energyombudsman@ombudsman-services.org. Alternatively, you can contact the Office of Communications if you find 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;

(c) any other relevant action.

They 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. After two months have passed since you first made the complaint to us.

6.2 Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you’re struggling to pay for the energy you use. They’re the official source of free and independent energy advice and support. To use the Citizens Advice energy line or call them on 03454 04 05 06. Calls are charged at your normal rate.

7 Security

7a We may, at any time (except in certain circumstances 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 in connection with any services we provide to you. If we do this, we will agree with you any special terms you need to enforce relating to the deposit. If we can’t agree the special terms with you, or if you do not provide the security deposit, we may stop supplying the services after giving you reasonable notice. If we do this, we will give you 8 weeks’ notice.

7b The deposit we ask for will not be more than the amounts the conditions of your energy licences allow. Unless it is reasonable for us to keep a deposit for a longer period, we will repay it to you within a year, with interest at a rate set by the energy regulator. We will make this repayment:

7b1 within 14 days if, during the previous full year, you have paid all our bills or statements within 28 days of the date of each bill or statement; or

7b2 within a month if the arrangements to supply you with energy under this contract have ended and you have paid all our charges.

7c When we repay a deposit, we may take it from any money you owe us.

7d If we ask to pay a deposit and you do not agree to this, or you do not agree with the amount we have asked for, or if you have a complaint about any of our services, you may contact our customer complaints service. If you are not satisfied with our handling of your complaint to the Ombudsman Services: Energy which is an independent body approved by Ofgem, the UK gas and electricity regulator. To make a complaint, details of our complaint handling procedure can be found at edfenergy.com/complaints.

If you are a Micro Business you can also contact Citizens Advice consumer service (a free, confidential and impartial advice service for consumers) for free, practical and unbiased advice on all kinds of questions relating to Micro Business. You can visit their website advicenow.org.uk or call them on 03454 04 05 06.

8 Limits of our liability

8a We are only liable (legally responsible) to you as set out in these terms and conditions. We have no other duty or liability to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply, as far as this is allowed by law.

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

8c We are not liable to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that you might suffer at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be liable to you for any loss you suffer as a result of your liability to any other person (whether in this case). As a result, we recommend that you consider insuring yourself against all these types of losses.
As far as our liability to you is not otherwise excluded by this clause (7), and except as set out in 7b below, we will only be liable to you for up to a maximum of £10,000 for all incidents that we are liable for or which involves us breaking a term of your contract (or both).

Nothing in these terms excludes liability for death or personal injury caused by negligence or our liability to you resulting from us failing to carry out our legal duty under Section 12(1) of the Consumer Protection Act 1987.

This clause (7) will apply even after this contract has ended. As far as this clause (7) it excludes or limits liability, it will take priority over any other term of your contract (or contracts) for any services.

Each of the subclauses (7a to 7g) of this clause is a separate limit to our liability and will apply if, for any reason, one or more of these terms is found not to be valid or to be unreasonable. Also, each such clause will continue to apply after the contract has ended.

Ofgem issues a direction to another supplier requiring it to take over the supply to your premises, including in circumstances where Ofgem has decided that an event has occurred, or situation has arisen, which means it is allowed to revoke our supply licence; and has revoked our supply licence.

National Terms of Connection
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 time that you enter into this 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 which 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 provide for the continuing application of site-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 about it, please write to: Energy Networks Association, 1st Floor, More London Riverside, London, SE1 2AL. Phone 0207 706 5137, or see the website at www.connectionterms.co.uk.

Information policy
We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/myedfenergy. If you’d like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we’ll post it to you.

Other conditions that apply
11a We can transfer all or any of our rights (including the right to recover unpaid charges) and liabilities under your contract, or appoint a subcontractor to carry out any of our responsibilities under the contract (or both), without your permission.

11b Your rights and duties under this contract are personal to you. You cannot transfer them to another person without our written permission.

11c We may have to stop, suspend or limit the supply of services to your premises as a result of an Act of Parliament or any regulation or direction made under it. While that law, regulation or direction is in force, you must not use these services, or you must keep to the limits set on these services, in line with our instructions.

11d You agree to any change we may need to make to the terms of your contract as a result of a change in a licence or an order or decision made by the relevant authority.

11e If we do not enforce any part of this contract at any time, this will not stop us from doing so in the future.

We may sometimes monitor and record calls that you or we make in relation to our customer services and telemarketing. This is to improve the quality of our customer services and for training purposes.

11f If you need to give us notice under this contract, you must deliver it by hand or post it or fax it to the address shown on this contract or on our website.

11g If we need to give you notice under this contract, we will send it to the address you have given us or the address of the premises we are supplying energy under this contract (or both).

11h You and we should treat any notice sent by post to have been received two working days after it was sent, and any notice delivered by hand to have been given immediately when it was delivered.

11i These terms and conditions, the price we have sent to you, the information policy and any other documents we refer to make up the whole contract for the service between you and us.

11j We will not be breaking any term of this contract when we act in line with any rights or perform the duties under our energy-supply licences or any other relevant industry arrangement or laws.

Nothing in this contract will affect our rights or powers under our energy-supply licences or other relevant laws.

11m If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will continue to apply as normal.

11n The laws of England will apply to each contract you have with us and the English courts will have full jurisdiction (legal authority) over any dispute between us and you resulting from us failing to carry out our legal duty under this clause (7), and except as set out in 7e below, we will not be breaking any term of this contract when we act in line with any rights or perform the duties under our energy-supply licences or any other relevant industry arrangement or laws.

Note:
*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 1 - Your prices
We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100.

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 - 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 0845 04 05 06 to find out more.