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 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.

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/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

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.

Cash/Cheque: You pay a higher unit rate for Cash/Cheque than for Direct Debit. If you pay by Debit or Credit card, you are charged Cash/Cheque prices.

Prepayment: Means paying in advance through a Prepayment meter using a prepayment key/card.

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.
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 our terms and conditions to this scheme from time to time. 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. We will send you notice of any revisions to the deemed contract scheme, 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 regarding any matters to any court or any other body, or in any court 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 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’ - a contract to supply gas or electricity (and any services) under these terms. These terms only apply 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 deemed contract scheme.

- ‘gas transporter’ - the company licensed to deliver gas through pipes to your premises.

- ‘Green Deal’ - means the 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 premiers’ means premiers at which Green Deal charges are applied 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 operates the distribution network used to deliver electricity to your premises.

- ‘Micro Business’ - means a company which meets one of the following criteria: consumes less than 230,000 kWh of gas a year, or consumes less than 100,000 kWh of electricity a year, or has fewer than ten employees (or their full-time equivalent) and an annual turnover or annual balance sheet total not exceeding £1m.

- ‘Ofgem’ - the Office of Gas and Electricity Markets, set up by Parliament to protect the interests of energy customers.

- ‘Ofwat’ - the Office of Water Services.

- ‘Ombudsman Services: Energy’ - an independent body approved by Ofgem to investigate complaints. Visit: ombudsman-services.org/energy or call 0330 440 1624.

- ‘payment method’ - means the way you pay for energy (direct debit, cash, cheque, card, or by calling us on 0333 200 5103.)

- ‘premises’ - the premises (including any part of any building or structure) we supply electricity or gas (or both) to under this contract.

- ‘smart meter’ - the meter and equipment we can use to measure how much gas or electricity (or both) you are using, without having to visit your home. A smart meter means you can also see how much gas or electricity you are using.

- ‘SME customer’ (small or medium enterprise customer) - any customer who takes gas or electricity (or both) from us in connection with a business (including any business involving letting, managing or agent accommodation services) and who we consider they belong to (or any other person for supplying energy to your premises.)

- ‘uniform information-labels’ - means the 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 premiers.

- ‘we’, ‘us’, ‘our’ - the licensed energy supplier for the services provided to you under this contract (that is, EDF Energy is a trading name for EDF Energy Services Limited, client number 20000013, whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales, operating under the trading name of EDF Energy and using the supply licence S3092 (for gas) and S3093 (for electricity). Reg. No. 22282976 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales, operating under the trading name of EDF Energy and using the supply licence S3092 (for gas) and S3093 (for electricity).)

- ‘you’, ‘your’ - means gas, electricity, 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 gas and electricity (and any services) under these terms.

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 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 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 to your premises, we will utilise your premises address (or meter reference number (as applicable) as the supplier responsible for supplying energy to your premises, that all energy, that passes through your meter (or meters) or is supplied to the premises (or both) will be billed under this 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 Energy.

2 Access to premises and meters

2a You confirm that you are legally able to, and have permission to, allow us (or anyone we appoint) into the premises and have full access to your meter (or meters), including agreeing to us gaining remote access to your metering equipment, whenever we need to in line with these terms.

2b You agree that you are responsible for all pipes, equipment, wires and all other fittings used in connection with supplying energy to your premises. This includes any meter or metering equipment because the method of payment you use has changed.

2c You agree to give your gas transporter, your local electricity distributor and us (or any other person we appoint) safe, full and free access to your premises, and all equipment, wires and cables, and all other fittings used in connection with supplying energy to your premises.

2d If there are any observations 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.

2e If you agree to let us install, or appoint us to install, any energy meter and any other equipment equipment because the method of payment you use has changed.

2f If you agree to let us install, or appoint us to install, any energy meter and any other equipment equipment because the method of payment you use has changed.

3 Prices and changes to terms

3a We will send you prices to after being directed to supply energy to us (the energy industry regulator) as a Supplier of Last Resort. You can also see how much you are using.

3b We may change any of these terms at any time. If we make a change to these terms, this contract will do as we may make such a change, without notice to you. We will then provide the revised terms to you.

3c We may change any of these terms at any time. If we make a change to these terms, we will keep the revised terms as long as we can.

3d We may change any of these terms at any time. If we make a change to these terms, this contract will do as we may make such a change, without notice to you. We will then provide the revised terms to you.

3e We may change any of these terms at any time. If we make a change to these terms, we will keep the revised terms as long as we can.

3f We may change any of these terms at any time. If we make a change to these terms, this contract will do as we may make such a change, without notice to you. We will then provide the revised terms to you.

4 If you take a supply of energy through a prepayment meter, and you use an electronic or token meter, it is your responsibility to pay for any costs we incur because the method of payment you use has changed.

5 If you take a supply of energy through a prepayment meter, and you use an electronic or token meter, it is your responsibility to pay for any costs we incur because the method of payment you use has changed.

6 If you take a supply of energy through a prepayment meter, and you use an electronic or token meter, it is your responsibility to pay for any costs we incur because the method of payment you use has changed.

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8 If you take a supply of energy through a prepayment meter, and you use an electronic or token meter, it is your responsibility to pay for any costs we incur because the method of payment you use has changed.
4 When this contract starts, your rights to end this contract and our rights to stop your supply
4a This contract starts on the day you sign it.
4a1 on the date we began to supply you (for any reason); or
4a2 on the date you signed to take a supply from us.
4b Depending on the circumstances:
4b1 If you enter into a formal energy-supply agreement with us or with another energy supplier (a 'new supplier'), the contract will end:
  a) 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 supplying energy to your premises; or
  b) if you no longer own or occupy the premises, the contract will end:
    a) 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
    b) when your supply is stopped by reason of non-payment (after we receive your notice, in writing, that you have stopped owning, renting or using the premises; or
    c) 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 cease to own or use the premises.
4b3 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 occupying 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.
4b4 If this contract ends validly under any other term of this contract, or if you break a term of this contract and we decide to stop your supply, then this contract will end:
4b5 If the industry regulator makes a ‘Supplier of Last Resort’ direction (when the regulator appoints another supplier to take over responsibility for your supply) or any other valid direction for your premises, and this direction appoints a supplier other than us to provide the services.
You will be legally responsible for paying our charges for providing these services, even if you cease to own or use the premises – until this contract ends under clause 4b(4). If we are providing you with more than one service, ending one service will not automatically end the contract for the other (or services).
4c When this contract ends under clause 4b above, we will provide you with a final bill. You may need to get a final energy meter reading before we can do this, otherwise we may need to bill you based on an estimated reading.
4d Under this contract ends under clause 4b, this contract will continue to apply and you will still be legally responsible for paying all charges made under it until the contract ends, including any charges we may have to collect through the prepayment meter. This action will not affect any other rights we may have.
4e If you are circumstances beyond your reasonable control which mean we are not able to perform our duties under this contract. These circumstances include anything any other energy supplier, distributor, shipper, or transporter has done or failed to do.
4f We are no longer involved in any of the industry agreements we work under (for example, we are no longer required to collect and process meter information or to provide and maintain your meter are no longer appointed for each supply point at your premises).
4g Both you and we can end this contract immediately if we are no longer licensed to supply energy at your premises.
4h If you break a term of this contract, we may give you a chance to stop or stop the supply of energy to your premises under this clause (4), we will be entitled to take action (or appoint someone else to take action on our behalf) to prevent energy being supplied to your premises, end your contract or disconnect your premises (or both). You agree to let us into your premises at all reasonable times to do this.
4i If you are no longer paying any security deposit, your responsibility will continue after this contract has ended and your new supplier will collect your Green Energy Charges when they take over supply to your premises.

5 Billing and payments
5a We will either bill you or state at least once a year, 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 clause 5 below) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:
  a) we have imposed maximum steps to recover payments 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.
5b Because we are only permitted to bill you for energy in accordance with your contract or under 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, or any other valid information about your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits this frequently);
  b) if you have a smart meter, allowing us to use it to take regular readings from your premises.
  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;
  e) letting us know if you are not receiving bills at least once a year;
  f) telling 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 think we are not right about the amount we have charged you, contacting us to agree alternative arrangements and then complying with them.
Where you have opted for electronic communications from us, or if this is the request of the product you have selected, it is your responsibility to provide us with an accurate email address, and to let us know if this needs to be updated. By entering this contract you acknowledge and agree that failing to take 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 and that doing so would be manifestly unreasonable. We may charge you up to date meter readings we will bill you based on an estimated reading using the information that we have available about your property, however to keep our fees as low as possible your bills please provide us with an up to date and accurate meter reading at least once per year.
5c We have the right to estimate your usage if we don’t have all the information we need (including the energy you have used during any period) to work out the charges you owe us. We’ll estimate using information we have about the energy you have used, the weather, making certain adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy usage.
5d 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 with 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.
11 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.

12a Our full name is EDF Energy Customers Ltd, registered office: 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales under the number 1243367. Our registered office is a registered office to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or to the connection at which your network operator delivers gas to your premises; and, if your premises are not currently connected to the relevant local electricity distributor’s and/or gas transporter’s network. If your premises are not currently connected to the relevant local electricity distributor’s and/or gas transporter’s network, we will tell you on the day that you make a request for supply and installation of energy efficiency measures) and, in our deemed terms of supply published in accordance with the provisions of the Gas Act 1986 and Electricity Act 1989, each as amended from time to time.

12b The services to be provided under this contract are the provision of gas and electricity supply, and all associated services required in the course of providing such supply (e.g. metering, customer services, billing etc). The service levels we are obliged to meet, and the compensation arrangements that apply if we fail to do so, are set out in the Standards of Performance (Electricity) Regulations 2003 and the Standards of Performance (Gas) Regulations 2003. This compliance with those performance standards will be sent to you at least once a year. Other services are available from EDF Energy’s approved gas (or both).

12d Up to date information on all our applicable tariffs, and any changes to them resulting from us failing to carry out our legal duty under our energy-supply licences or any other relevant industry arrangements or laws. Nothing in this contract will affect our rights or powers under our energy-supply licences or other relevant laws.

12f 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.

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 smart meter and display unit provided by us or on our behalf at all times.

13b You agree that we may use the smart meter to manage your gas and electricity supply without needing 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 may not always be fully up to date and therefore is for guidance only and should not be relied upon as the definitive position.

13d You can use your smart meter to feedback 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 the 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). You must take reasonable care to make sure you do not interfere with the display unit. If you do, we 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.

13e You must tell us straight away if there is any damage, a fault or other problem with your display unit, or if you think that 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 reception by the display unit and/or us). We will have sent your prices to you after being directed to supply your energy by us or our agents. If you move house, you must leave the smart meter and display unit provided by us or on our behalf at all times. If you move house, you must leave the smart meter and display unit provided by us or on our behalf at all times.

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13h If you change your provider, or if you are leaving the service and we have already installed a new smart meter, you agree to the following extra terms and conditions if you have an EDF Energy supplied smart meter

You may have an electric car at your premises, and therefore your energy supply contract will need to be entered into with us. Any supplies that take place during any period where there is no contract in place between us will be subject to the deemed terms of supply published in accordance with the provisions of the Gas Act 1986 and Electricity Act 1989, each as amended from time to time.

13i If you change your provider, or if you are leaving the service and we have already installed a new smart meter, you agree to the following extra terms and conditions if you have an EDF Energy supplied smart meter

You may have an electric car at your premises, and therefore your energy supply contract will need to be entered into with us. Any supplies that take place during any period where there is no contract in place between us will be subject to the deemed terms of supply published in accordance with the provisions of the Gas Act 1986 and Electricity Act 1989, each as amended from time to time.

Appendix 1 - Your prices

We will have sent your prices to you after being directed to supply your energy by us or our agents. If you move house, you must leave the smart meter and display unit provided by us or on our behalf at all times. If you move house, you must leave the smart meter and display unit provided by us or on our behalf at all times.

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 are 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 03454 04 05 06 to find out more.

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 are unsure.

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Eнерgy 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.
GETTING STARTED

1 - Activating your key/card
You’ll soon receive your new EDF Energy key/card. When you do, simply insert it into your meter for at least 30 seconds with the arrow facing up. This shouldn’t affect any existing credit. This will activate it so it’s then ready to top up with credit.

Please return your old key/card in the freepost envelope provided with your new key/card pack so we can recycle it.

Lost or damaged key/card.
If you lose or damage your key/card, call us on 0333 200 5110, we’ll give you a new one for free the first time but you might be charged £7 for any further replacements. The credit already loaded on your meter will not be lost, but we will not be able to refund any credit that was on your key or card.

2 – Topping up
You can add credit to your key/card at any Payzone, PayPoint or Post Office. There are more than 50,000 outlets where you can top up and most are open seven days a week. To find your nearest visit edfenergy.com/ways-to-pay or call our prepayment team on 0333 200 5110.

3 – Adding credit to your meter
Once you’ve added credit to your key/card, it’s easy to transfer it to your meter. Simply insert the key/card into your meter and your new balance should appear on the screen. You’ll be able to see how much credit you’ve used across the whole year on your annual statement.

Check your receipt
Every time you add credit to your key/card you should be given a receipt. If you aren’t, please tell the staff at the outlet. If your receipt shows ‘credit failed’ or ‘cancelled’, your charging hasn’t worked. Just take it back to the outlet and the staff should be able to sort things out right there. If you weren’t given a receipt then your charging might not have worked and you’ll need to check this with the staff at the outlet.

YOUR PREPAYMENT ELECTRICITY METER
Here are some examples of the information available on your meter. Depending on your meter type you should be able to scroll through all the available screens by pressing the main button repeatedly.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outstanding credit</td>
<td>£000.00</td>
</tr>
<tr>
<td>Test display</td>
<td>£000.00</td>
</tr>
<tr>
<td>Time and rate in use</td>
<td>£1.00</td>
</tr>
<tr>
<td>Date and rate in use</td>
<td>£2.00</td>
</tr>
<tr>
<td>Total amount of credit</td>
<td>£3.00</td>
</tr>
<tr>
<td>accepted by the meter to date</td>
<td>£4.00</td>
</tr>
<tr>
<td>Debt/Demand charge</td>
<td>£5.00</td>
</tr>
<tr>
<td>collection amount</td>
<td>£6.00</td>
</tr>
<tr>
<td>Total units used (rate 1)</td>
<td>£7.00</td>
</tr>
<tr>
<td>Price of each unit (rate 1)</td>
<td>£8.00</td>
</tr>
<tr>
<td>Total units used (rate 2)</td>
<td>£9.00</td>
</tr>
<tr>
<td>Price of each unit (rate 2)</td>
<td>£10.00</td>
</tr>
<tr>
<td>*Emergency credit</td>
<td>£11.00</td>
</tr>
<tr>
<td>*Current debt owing</td>
<td>£12.00</td>
</tr>
<tr>
<td>*Debt charge per week</td>
<td>£13.00</td>
</tr>
</tbody>
</table>

General Purpose Rate
Prepayment Meter

Economy 7 Rate

YOUR PREPAYMENT GAS METER
There’s a lot of useful information held on your gas prepayment meter. To get to it, press and hold the red button until you hear a ‘beep’.

To move through the screens, keep pressing the red button. You might need to insert your gas card to access more detailed information.

Outstanding credit | £000.00
Test display | £000.00
Time and rate in use | £1.00
Date and rate in use | £2.00
Total amount of credit | £3.00
accepted by the meter to date | £4.00
Debt/Demand charge | £5.00
collection amount | £6.00
Total units used (rate 1) | £7.00
Price of each unit (rate 1) | £8.00
Total units used (rate 2) | £9.00
Price of each unit (rate 2) | £10.00
*Emergency credit | £11.00
*Current debt owing | £12.00
*Debt charge per week | £13.00

An example of an electricity meter

An example of a gas meter

*Customer key required for these readings
WHAT IF I RUN OUT OF CREDIT OR CAN’T CHARGE MY KEY/CARD?
If you’re running low on credit you may hear a warning beep. Your meter has an emergency credit of £6, which can be used if you can’t get to a PayPoint, Payzone or Post Office® to top up. To release it just put your key/card in the meter when your credit is running low.

HOW TO I PAY FOR EMERGENCY CREDIT?
You’ll have to pay for any emergency credit you use the next time you top up. You won’t be charged interest or a fee – you just pay for what you’ve used.

WHAT SHOULD I DO IF CREDIT FROM MY KEY OR CARD DOESN’T UPLOAD ONTO THE METER AND THE METER SHOWS THE ‘NO TOKEN’ MESSAGE?
Your key or card might need cleaning. Try doing this with a dry toothbrush or cloth. If you’re still having trouble then it might be damaged. Call us and we’ll send a replacement.

WHAT HAPPENS IF MY ELECTRICITY SUPPLY HAS GONE OFF?
First, check the meter to see if the display is blank and if the red light has gone out. If it has, check with the neighbours to see if they still have a supply. If their supply is also off, it may be a power cut. Call your local network operator, who’ll give you an estimated time for the supply going back on.

WHAT HAPPENS IF MY ELECTRICITY HAS GONE OFF BUT MY NEIGHBOURS ARE NOT AFFECTED?
Firstly, visually check the consumer unit in your home to see if a switch has tripped. If so you’ll need to reset it. Under no circumstances should you carry out a physical inspection of the consumer unit or your prepayment meter. Instead call us on 0333 200 5110 to arrange for your prepayment meter to be repaired or call a qualified electrician.

WHAT SHOULD I DO IF I HAVE NO SUPPLY AND THE METER DISPLAYS A RED LIGHT?
Your meter has run out of credit. You can release the emergency credit by popping the key or card into the meter.

WHAT SHOULD I DO AFTER I’VE ACTIVATED MY EMERGENCY CREDIT?
Recharge your key or card as soon as possible. You’ll need to repay this emergency credit, as well as charging up the meter enough to cover your energy use until the next time you plan to charge your key or card.

For your safety, we advise you not to use up all of your emergency credit. If you do and your electricity or gas goes off, please make sure all your electrical and gas appliances are switched off before you put your recharged key or card into your meter.

MY METER IS SHOWING ‘ERROR’. WHAT SHOULD I DO?
It may be a fault with your meter key or card. Call our customer service team.

CAN I STILL CHANGE SUPPLIER IF I HAVE A DEBT ON MY METER?
If you’re in debt up to £500 with your old supplier, your switch should usually still be able to take place, although you’ll have to stay on a prepayment meter until the debt is paid off.

IF YOU MOVE HOME
If you move home it’s important you run the balance left on the meter as close to zero as possible by timing when you put money on your meter. This is so you don’t waste credit. We also need you to give us the following information:

Before the day you move out
• Your new address
• The date you’re moving out
On the day you move out or as soon as possible after
• The meter readings on your meter
• The amount of unused credit on the meter.
You’ll get a final statement from us. If you have any questions about this, or think you’re owed a refund for unused credit, please get in touch with us on 0333 200 5110.

SOME COMMON QUESTIONS

STAYING SAFE

Every two years we’ll visit you to carry out a home meter health check. In between these visits, it’s worth doing an occasional visual check yourself, paying attention to:

The wiring – Does it look secure? Are any copper parts of the wiring exposed? When making visual checks remember not to touch the wires under any circumstances.

The meter – Are there any burn marks on it or is it sparking at all? Is there any visible damage to the casing? Does the meter look secure and firmly attached to the wall?

Visibility – Has the meter been tampered with? Is it hard to see because it’s too high? Call us on 0333 200 5100 and we may be able to move it for you.

Please remember to take care and be safe when doing a visual check of your meter. Under no circumstances should you carry out a physical inspection.

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.

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