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 More Together 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 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/paypolicy 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/paypolicy

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 the fixed amount you need to pay at first to cover your yearly energy costs. 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.

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.

MORE TOGETHER INCENTIVES
We may offer additional incentives in connection with the More Together tariff from time to time. You agree that we may use any of the contact details you provide to inform you of these. If this tariff is ended either by us or by you leaving the tariff, you will no longer benefit from these additional incentives.

MORE TOGETHER

EDF Energy is offering a more inclusive energy tariffs to support employees with Many Together.

MORE TOGETHER is a unique tariff available to EDF, Imtech and EDF Trading staff who are resident in Great Britain and employ EDF, Imtech or EDF Trading employees. This tariff is available to EDF, Imtech and EDF Trading staff who use their EDF Employee Number or, where the individual does not have an EDF employee number, the dedicated offer code issued to them by EDF, when signing up to this tariff. This offer can only be taken for one premise per member of staff. Employees of EDF Holdings Limited (reg. no. 06930266), EDF Trading Limited (reg. no. 06930266) or ESCCI Limited (reg. no. 09752439) or their subsidiaries and who are resident in Great Britain are also eligible.

ELIGIBILITY

The More Together tariff is available to EDF, Imtech and EDF Trading staff who use their EDF Employee Number or, where the individual does not have an EDF employee number, the dedicated offer code issued to them by EDF, when signing up to this tariff. This offer can only be taken for one premise per member of staff. Employees of EDF Holdings Limited (reg. no. 06930266), EDF Trading Limited (reg. no. 06930266) or ESCCI Limited (reg. no. 09752439) or their subsidiaries and who are resident in Great Britain are also eligible.

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
1. Introduction

This is the contract for you 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 to us.

1.1 You agree to give us, or any person we tell you, access to your premises, without removing anything.

1.2 You are responsible for all pipes, equipment, wires and any other form of security towards the charges (a key card or in-home display devices).


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 14.2 of our gas or electricity supply licence (the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue, as soon as possible).

1.6 The More Together tariff is only available to EDF, Intech or EDF Trading staff who have an employee number issued by another subsidiary of EDF Energy Holdings Limited or, where the individual does not have an EDF employee number, the related offer code provided by EDF. To qualify, individuals must have been issued either an employee number or dedicated offer code which is to be recognised by us as valid and, in use, and must provide these when contacting us at the time of signing up to the More Together tariff.

1.7 You will not be permitted to sign up to this tariff if you attempt to use your employee number or dedicated offer code more than once, for example in connection with multiple premises. If you attempt to sign up to this tariff more than once we may not process your attempt to sign up to this tariff.

2. Access

2.1 You agree to give us, or any person we tell you, access to your premises, without removing anything.

2.2 We are responsible for all pipes, equipment, wires and any other form of security.

2.3 You must make sure that your premises have a metering equipment that we can read without removing anything.

2.4 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.

3. Energy price, tariff features and charges

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 use.

3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not a metering equipment) increase the price you pay for other services.

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 our tariffs and charges which apply, and any other charges we might make for other services. Please phone 0333 200 5108. You’ll also be able to pay the revised amount of the bill straightaway.

If you don’t send us a meter reading, we’ll collect the amount shown on the regular payment amount.

You will receive a statement each year (known as your annual summary), showing how much energy you’ve used over the year – and how much you’ve paid.

You can give us meter readings online or through our ‘no queue’ telephone service any time you like. Just call 0333 200 5108. You’ll also be able to pay the revised amount of the bill straightaway.

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’ll 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.

If you change your tariff, we’ll check that your regular payment amount is set correctly.

TERMS AND CONDITIONS

DEFINITIONS

‘charges’ – our charges for supplying energy, including any Green Deal charges which apply.

If you don’t pay as agreed, your charges may change Please see clauses 4.3 and 4.4 for details.

‘supplier’ – the people licensed to deliver energy to your premises.

‘end date’ – the date your More Together tariff ends, which is shown in your Tariff Information Label.

‘energy’ – residential gas or electricity (or both) and all related services.

‘exceptions’ – the conditions set out in Standard Licence Condition 14A.2 of our gas and electricity supply licence. For example, these include:

• if your previous supplier objects to transferring the supply;
• we don’t have the information needed despite taking reasonable steps to get it; or
• the supply transfer is prevented by any other circumstance outside of our control where we’ve taken reasonable steps to deal with the problem.

‘Green Deal charges’ – the charges for energy-efficiency measures installed at your premises that we must collect through energy bills in line with the Government scheme known as ‘Green Deal’.

‘metering equipment’ – the energy meter and other related devices, like key cards or in-home display devices.

‘payment method’ – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.

‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.

‘registered supplier’ – the supplier registered with the local metering point administration service or metering point registration service who is responsible for supplying energy to your premises.

‘supply start date’ – for each fuel, the date from when we become the registered supplier for your premises.

‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.


Access

2.1 You agree to give us, or any person we tell you, access to your premises, without removing anything.

2.2 We are responsible for all pipes, equipment, wires and any other form of security.

2.3 You must make sure that your premises have a metering equipment that we can read without removing anything.

2.4 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.

3. Energy price, tariff features and charges

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 use.

3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not a metering equipment) increase the price you pay for other services.

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 our tariffs and charges which apply, and any other charges we might make for other services. Please phone 0333 200 5108. You’ll also be able to pay the revised amount of the bill straightaway.

Energy prices

3.5 The charges for your More Together tariff are set out in your Tariff Information Label which you should have received as part of your contract letter. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.6 Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our reasonable control, or the introduction of a new tax, duty or charge which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your More Together tariff will not change until the end date.

3.7 If you’re already an EDF customer and are changing your tariff, you won’t receive the benefits of your new tariff (for example its prices) until we process the change. We’ll write to you to confirm when this will happen.

• If you change your tariff, we’ll check that your regular payment amount is set correctly.

If you don’t pay as agreed, your charges may change Please see clauses 4.3 and 4.4 for details.
4. Changes to terms
4.1 If you choose to switch to another tariff, we can extend your current More Together tariff prices until your transfer to your new tariff takes place (a ‘tariff extension’). A tariff extension won’t apply if you have unexpected charges of 28 days or more on your energy 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 objecting to your transfer, you can transfer supplier and we won’t apply the change during the transfer period.

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 communication preferences. We will charge you for your energy usage based on the amount of energy 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 charges relate to circumstances where:

- 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 considers would not make recovery 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 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 representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (providing that may choose not to schedule visits this frequently);
- 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 over the energy account;
- 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) 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 are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then complying with those.

Where you have communications from us, or this is a requirement 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 make it impossible for us to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. When 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 a communication from you up to date and accurate meter reading at least once per year.

5.2 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 used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the changes to your home and household energy use, or price changes.

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

- (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 not paid after 28 days or if you fail to keep to any payment method we agree with you, we will treat this as you giving us notice to end your contract with us under clause 7.1.

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) 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 other outstanding charges, and you send us a payment that 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 agree the fixed amount you need to pay at least once to cover your energy use. We will review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed.

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 past energy use, current prices, and 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.

6.7 Whenever we review your Direct Debit, we’ll send you a Direct Debit authority form to sign and return. You’ll need to sign and return the form within 15 working days of the mailing date, and the authority will take effect from the next Direct Debit payment date if we don’t hear back from you.

6.8 If, on the date we review your Direct Debit your account is in credit or in debit, we’ll update your monthly payment amount to spread the balance across the following 12 payments. If your account with us is in debt by more than your ‘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 are agreeing to these payment terms. (You can find your current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/directdebt).

Apart from where you or we change the way you pay your 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 start 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/til or by calling us.
7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period during 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 (your new supplier should then formally contract with us and your new supplier will have the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same licence, if your contract begins, your previous supplier may grant us the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

(b) contacting us and this contract will end when we inform your previous supplier of your cancellation (including by email).

(c) formally contact us and this contract will end when we inform your previous supplier of your cancellation.

(d) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges (including choosing a version of a product that is not reasonably available). For example, if your new premises is not currently being supplied by an energy supplier, distributor, or other person does or is acting under clause 7.6, in which case we do not need to give you any notice).

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 use from dual fuel to electricity only), you may do so if:

(a) another supplier becomes your registered supplier for that fuel; or

(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 fuel you no longer use.

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 not, you’ll still be legally 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 already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for bills relating to energy used at your old premises up until a new person takes over that responsibility.

7.5 We can end our arrangements with you under this contract by giving you written notice except if we are acting under that contract (in which case, we do not need to give you any notice).

7.6 We are entitled to end this contract immediately in any of the following circumstances.

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

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

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

(d) We reasonably believe that you have stolen energy or deliberately interfered with any metering equipment.

(e) There is a risk of danger to you or others if we continue.

(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything other energy supplier, distributor, or other person does or fails to do).

(g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.

(h) You have chosen to pay by Direct Debit but fail to use your right under clause 4.5(c) and want to change your payment method under clause 4.5. We have this right even if you don’t have a debt on your account.

(i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which it is allowed to take away our supply licence, and has decided to do so.

(j) We discover that you have signed up to this tariff for multiple premises.

(k) We no longer recognise your employee number or are acting under clause 7.6, in which case we do not need to give you any notice).

7.6 We can end this contract if you go from dual fuel to electricity only), you may agree a different contract, you will move onto our default price (which means we will be acting under clause 7.6, in which case we do not need to give you any notice).

7.7 If we are entitled to prevent energy being supplied to you under the contract (including disconnection of your premises), you agree to let us (and our agents) into your premises at reasonable times to do this.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or which are due to come into force under that contract or continue after the date it ends.

7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends and your new supplier will collect your Green Deal charges where you are responsible for your supply.

8. Limits to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and liabilities imposed on us by law or otherwise will not apply, as far as this is allowed by law.

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 income, 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 this 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 can be expected to pay by way of compensation for all incidents that lead to loss or damage (however it happens).

8.5 Nothing in these terms will exclude our legal responsibilities 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 or 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 7.6, in which case 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 our written 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 that you or we make in relation to customer services and telemarketing.

9.5 If you need to give us any written notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by phone on 0333 200 5100 (or 0333 200 5110 if you are a prepayment customer).

9.6 If when you first entered into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you under our supply licence are provided to you electronically through our MyAccount service. If appropriate we will send you by email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, and initial reminders about any outstanding debt on your account. We may amend any of the things by post if we decide it is appropriate to do so. If at any time after your account is set up on this basis you no longer wish to receive communication electronically, and instead receive them by post, you can contact our Customer Services team on 0333 200 5100 to do so. This change will come 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, 4 More London Riverside, London, SE1 2AU; phone 0207 706 5137, or see the website at www.connectionterms.co.uk.

11.2 You accept that if we also provide you with gas under this contract, we have entered into an arrangement with your gas shipper in order to provide you with a gas supply. If your gas shipper suspends your supply for a period of time because of a gas shortage, we will pass on any compensation payment due to you as soon as possible after we receive the payments from the gas shipper.

12. Supply characteristics – electricity
As required by law, the electricity delivered to your premises through the distribution system will be supplied: (a) if you have a single-phase supply, normally at 230 volts declared alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; (b) if you have a three-phase supply, normally at 400 volts nominal alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and at either of the above voltages at a frequency of 50 hertz, with a permitted nominal variation of plus or minus 1%.

13. Information policy

13.1 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/yourprivacy.

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.

More Together tariff can be withdrawn from sale at any time and is available for a limited time only. 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.

<table>
<thead>
<tr>
<th>EDF fuel mix per tariff or product</th>
<th>Coal (g/kWh)</th>
<th>Gas (g/kWh)</th>
<th>Nuclear (g/kWh)</th>
<th>Renewable (g/kWh)</th>
<th>Other (g/kWh)</th>
<th>CO2 (g/kWh)</th>
<th>Radioactive Waste (g/kWh)</th>
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<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
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</tr>
</tbody>
</table>