IMPORTANT INFORMATION (KEY TERMS)
We’ve summarised 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. Check our website for further information 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 through our Chat team by visiting edfenergy.com/myaccount or going to edfenergy.com/tariff-info

CHARGES
Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Easy Online tariff ends or your payment type changes. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £15 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.

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.

DIRECT DEBIT PAYMENT METHOD
As you pay for your energy by Direct Debit, we need to agree the fixed amount to cover your energy costs.

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 your Direct Debit needs to be found at edfenergy.com/directdebit

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

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

HOW WE CALCULATE YOUR DIRECT DEBIT
We estimate how much we think you’ll spend on your energy over the coming year based on information we have in our records, such as your previous energy usage and your type of property. When it’s time for your Direct Debit review, we also take into account any balance on your account. We then divide this annual cost into 12 monthly payments, which are spread equally across the year. This means that you won’t end up paying more in winter or less in summer – just the same amount all year round.

HOW BUDGET DIRECT DEBIT REVIEWS WORK
We review your Direct Debit every 12 months. We might carry out more frequent reviews, for example if we receive a meter reading, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter the amount you pay by Direct Debit at the time you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

PAY AS YOU GO
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. 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

SIGNING UP FOR THIS TARIFF MEANS YOU AGREE TO:

• Manage your account entirely online – you won’t have access to our call centre, but our online Chat advisers and Help Centre are available 24/7
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• That if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know.
• Have both your electricity and gas supplied by EDF Energy (or electricity only if you don’t have a mains gas supply to your property).
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.
‘distributor’ – the companies licensed to deliver energy to your premises.
‘end date’ – the date your Easy Online 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 or 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 and credit or prepayment meters.
‘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.
‘Easy Online tariff’ – the tariff that you’ve agreed to be supplied on.

1. Introduction
1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that if we fail to meet these, are set out in the Standards of Performance Booklet.
1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks. If they’re not currently connected, please contact our registered suppliers edfenergy.com/myaccount.
1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we’re the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.
1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract is to 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 offer you a security deposit. This will be completed within 21 days after we have given your previous supplier notice, unless:
(a) you tell us to do otherwise; or
(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access
2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unimpeded access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them and pay any costs involved. We may also charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.
2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance and safety condition. (Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes your home wiring). Any energy losses that happen on your side of the meter are your responsibility. If you ask for a meter inspection at your premises, we may charge you.
2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability, and which is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or we may charge your tariff to one that we consider appropriate (which may affect your prices).
2.4 If you have a ‘smart meter’ that we can read without coming to your premises, you agree that:
(a) it and the in-home display unit must not be removed from the premises;
(b) we may use it to remotely monitor the energy use you;
(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both);
(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via an associated in-home display device) and for any other purposes in line with the information policy;
(e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances we have the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.
2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the loss or damage is caused by something we have done or failed to do.
2.6 If your contract ends, we may recover any metering equipment we have provided to you and you will give us, our contractors or any person we tell you about, all the access we need to do this.

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 reasonable), ask you for a reasonable deposit (or other form of security for the payment of your charges). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may ask it to pay off any debt you owe us.
3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

3.4 You can ask for up-to-date information on your tariffs and charges which apply, and any other charges we might make for other services. To do this contact our live chat team by visiting edfenergy.com/myaccount or edfenergy.com/additionalcharges.

Signing up for this tariff means you agree to:
3.5 • Manage your account entirely online – you won’t have access to our call centre, but our online Chat advisors and Help Centre are available 24/7.
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff.
• Smart meters automatically send us your meter readings. It’s your choice whether or not you would like to have a Smart meter installed at your property. By signing up to this tariff you agree to having a Smart meter fitted when we’re installing them in your area, and to us contacting you to ask you to book an appointment for this. If you do not wish to have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter.
• Have both your electricity and gas supplied by EDF Energy (or electricity only if you don’t have a mains gas supply to your property).

Energy prices
3.6 The charges for your Easy Online tariff are set out in your Tariff Information Label which you should have received as part of your welcome pack. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.
3.7 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, charge or levy which we have to or are allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your Easy Online tariff will not change until the end of the charge.
3.8 If you’re already an EDF Energy 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.
3.9 The Easy Online tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non STD complex credit meter for the energy you want us to supply under this contract. If you have a different type of meter, we may need to supply you on a different tariff, which is likely to have different prices and features. If we find this is the case, you agree that we may supply you on whichever of our other tariffs we believe is most suitable for you. We will write to you to let you know if this happens.
3.10 Whilst we’ll endeavour to provide you access to our online channels 24/7, from time to time, we may have to carry out scheduled maintenance. During these times, MyAccount may not be available 24/7.
3.11 The Easy Online tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we are permitted to supply energy to you on the Easy Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while supplied on Easy Online then we may terminate this contract. If we do not, we will offer you to supply to you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for cash/cheque customers, which are available at edfenergy.com/sites/default/files/505_deemed_rate_card.pdf.
3.12 If you choose to switch to another tariff, we can extend your current Easy Online tariff prices until your transfer

• If you don’t receive a reading, we’ll collect the amount shown on the regular payment amount.

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

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

• You can give us meter readings online through MyAccount or the EDF Energy app, any time you like.
to your new tariff takes place (a ‘tariff extension’). We won’t apply a tariff extension if you have outstanding charges of 28 days or more on your 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 off your outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won’t apply the charge during the transition period.

Low Carbon

3.13 At the end of each fuel mix reporting year we’re making sure we’ve bought enough low-carbon nuclear electricity to match the total volume of electricity supplied under this contract. The fuel mix reporting year begins on 1 April and ends on 31 March the following year.

4. Our right to change terms

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

4.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we may change your payment method (which could involve changing your meter too). Or we may treat this as you giving us notice to end your contract under clause 7.1. In either case, if you continue to take energy from us, this could result in your charges being incorrect. As part of our service, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.3 If you’ve ended this contract and we continue to be your registered supplier, you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com/siteinfo or by calling 

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 accounts in the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2) and covered by your bill, up to a maximum period of twelve months except where the charge relates to circumstances where:

a) we have previously taken steps to recover payment from you;

b) we have not taken action to recover such older charges because of any act or omission on your part, or

c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months.

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

(a) allow any meter reader or other EDF Energy representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits 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 a reading from your old premises;

(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 opted for electronic communications from us, or the information to which you have access about your property, however to help us to improve the accuracy of your bills please provide us with an up to date and accurate meter reading at least once 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 will use information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes, your historic meter readings, or the characteristics of your home and household energy use, or price changes.

5.3 If your meter is not read immediately before the supply start date, or if the last recorded reading that 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 your contract is first correctly read after the date we start supplying you; or

b) the date your contract ends with us; whichever is earlier.

6. Payment

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

6.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, 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) with 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 will 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.

DirectDebit

6.5 As you 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 Direct Debit. But at each review we will take account of one-off payments you have made and changes to your tariff rate.

6.6 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you used (or which the 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. Normally, we need 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 do this, we might look back a year or more. But even so, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

7. Ending your contract

7.1 From the day after agreeing up with us, you have a 14 day ‘cooling-off period’ during which you can cancel this contract at no cost. You can 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 contact us and this contract will end when they become your registered supplier);

(b) giving us notice as set out in clause 6.2.

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

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

7.3 Unless you use your right under clause 4.4(b), if you change premises we must give you notice so we can end the contract. If not, we may agree a new contract 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 of the notice up 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 for bills relating to energy consumed 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 under clause 4.4(b) 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.

Debt

6.9 If we agree a payment method with you, you must pay charges in line with it. If not, we can withdraw it and all outstanding charges will be charged to your new supplier at the prevailing market price. We’ll send you the prices before we do this and you can find these by viewing the relevant tariff information label at edfenergy.com/till
We are not legally responsible to you in any way for
8. Limits to our legal responsibilities
7.12 You can end this contract at any time by giving us notice
7.11 In advance of the tariff end date we’ll write to remind
7.10 You can end this contract at any time by giving us notice
7.9 If you are responsible for paying Green Deal charges,
7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or we come into force under this contract or to continue after the date it ended.
7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) into your premises at all reasonable times to do this.
7.6 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £15 per fuel if this contract is ended more than three months before its end date (if you do this we’ll let you stay on your Easy Online tariff prices until you move onto your new tariff).
7.5 If you’re responsible for paying Green Deal charges, your responsibilities continue after this contract ends and you’ll pay your Green Deal charges when they take over your supply.
7.4 We have set up your account so that all bills, notices and other communications we send you under our supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These include bills, annual statements, and initial reminders about any outstanding debt on your account. We may still send communications on how to provide that notice. You agree to keep to its conditions. This will happen from the time that you enter into this contract and it will continue the supply.
7.3 We will not be legally responsible to you for any event or circumstance beyond our reasonable control.
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 in relation to responsibilities, guarantees and any other conditions implied 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 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 will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).
8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.
8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.

8.3 If you don’t (a) or (b), we’ll arrange for your
8.2 If we’ve let you down in any way, we want to put it
to 5pm Monday to Friday). Or, you can email them at osenquiries@os-energy.org or visit ombudsman-services.org, energy. The Ombudsman is free, independent. If the Ombudsmans finds we’ve done you wrong and it is legal, they will make recommendations on how we can put this right.
This might include:
(a) an apology or other explanation;
(b) compensation;
or
(c) any other relevant action.

4.0% 0.0% 0.0% 100% 0.0% 0.0% 0.0070
Easy Online
Coal Gas Nuclear Renewable Other CO2

[Radioactive Waste g/kWh]

EDF Energy fuel mix per tariff or product

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.

EDF Energy is a trading name used by EDF Energy Customer Ltd, Reg. No. 02232897 whose Registered Office is at 90 Whitley Street, London, W1T 4ZL, incorporated in England and Wales.

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