

# Prepay Total Service

## 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](http://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 **Prepay Total Service tariff** ends. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff.

### PAYMENT METHOD

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

## PAY AS YOU GO RULES

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our 'Pay As You Go Explained' leaflet, which is available at [edfenergy.com/paygpolicy](http://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](http://edfenergy.com/paygpolicy).

## 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 Prepay Total Service 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.

**'we', 'us', 'our'** – EDF Energy Customers Ltd, registered office: 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales (Trading as EDF Energy).

**'your Prepay Total Service tariff'** – the Prepay Total Service tariff.

### 1. Introduction

- 1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the Standards of Performance booklet.
- 1.2 You are responsible for making sure your premises are connected to all relevant distributors' networks. If they're not currently connected, please contact us on 0333 200 5117 and we'll explain what you need to do.
- 1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we're the registered supplier, all energy that passes through 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 between us will be governed by our 'deemed terms of supply' published under the Gas Act 1986 and Electricity Act 1989.
- 1.5 If you're a new customer we do not currently supply, we'll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:
  - (a) you tell us to do otherwise; or
  - (b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or

electricity supply licence (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 unrestricted 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 safe 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 change your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.
- 2.4 If you have a 'smart meter' that we can read without coming to your premises, you agree that:
  - (a) it and the in-home display unit must not be removed from the premises without our permission;

(b) we may use it to remotely monitor the energy you use;  
(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both);  
(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information policy; and

(e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

- 2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You 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 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 other person we tell you about, 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. You agree to pay these charges using the prepayment meters (or meters) through which energy is supplied.
- 3.2 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.
- 3.3 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 5100 or visit [edfenergy.com/additionalcharges](http://edfenergy.com/additionalcharges).

### Energy prices

- 3.4 The charges for your Prepay Total Service 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.
- 3.5 Smart meters automatically send us your meter readings. It is 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 its installation. However, 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.
- 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, 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 Prepay Total Service tariff will not change until the end date.

- 3.7 You won't receive the benefits of your new tariff (for example its prices) until your prepayment meter has updated. We won't be able to update your prepayment meter until you have transferred to us (if you are a new EDF Energy customer) or we have processed your change of tariff (if you are an existing EDF Energy customer). We'll write to you to confirm when this will happen. To update your prepayment meter we will send an electronic message to the outlet at which we think you are most likely to buy credit for your prepayment meter. This message is passed to your meter by your EDF Energy prepayment key or card, so you will need to top-up your prepayment meter using that key or card to update it. It may take more than one top up for the update to be applied. Until the update is applied we will continue to charged you current prices. You understand and agree to this.
- 3.8 The Prepay Total Service tariff is only available if you

have a Standard or Economy 7 prepayment meter for the energy you want us to supply under this contract. If, at any time, 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 then 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.

### Low-carbon

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

### 4. Changes to terms

- 4.1 If, within 20 working days of your Prepay Total Service tariff coming to an end, either: (a) you agree a new fixed term tariff with us; or (b) another supplier formally lets us know that they will become your registered supplier and your switch goes ahead within a reasonable period, we'll extend your current prices and terms until the transfer happens (a 'tariff extension'). We'll do this unless you're changing supplier and have charges on your account that have been outstanding for 28 days or more. In those cases we may tell the other supplier that we're preventing the transfer until you've paid. We'll tell you if this happens, and as long as you then pay the charges within 30 working days your transfer will be able to go ahead and we'll apply the tariff extension provided you do transfer to your new supplier within a reasonable period.

### Our right to change terms

- 4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. **If you don't pay as you agreed, your charges may change.**
- 4.3 If you have a debt which is still not paid after 28 days or if you fail to keep to 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 changing. If this happens, we'll give you seven working days' notice, explaining what changes will be made and why.
- 4.4 If you or we end this contract and we continue to be your registered supplier, if you haven't agreed a new tariff with us then you may move to our 'deemed contract scheme', which has different prices and terms and conditions. These are available at [edfenergy.com/dt](http://edfenergy.com/dt). If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

### Your right to change terms

- 4.5 You are allowed to change any of the following terms at any time.
- (a) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7) metering, and vice versa. However, your new meter must also be a prepayment meter if you want to stay on your Prepay Total Service tariff.
- (b) Moving home – if you move home and the payment method and meter type at your new home support your existing tariff, you may change the premises being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can apply to become the registered supplier for those fuels.
- 4.6 To do any of the above you need to ask us. If you do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

### Ending a tariff

- 4.7 In advance of the tariff end date we'll write to remind

you that your Prepay Total Service tariff is ending. You can then:

- (a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available within 20 working days of the end date (if you do so we'll let you stay on your Prepay Total Service tariff prices until you move onto your new tariff);
- (b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we'll let you stay on your Prepay Total Service tariff prices until your switch goes through); or
- (c) if you don't do (a) or (b), we'll arrange for your energy accounts to be automatically transferred on the end date to the most appropriate standard variable or fixed tariff that we have on offer at the time based on your current type of meter and payment method. We'll include the prices for this tariff when we write to you.

### 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 we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months except where the 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 unreasonable 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.

Where we don't have an up to date meter reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with an up to date and accurate meter reading at least once 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 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 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.

- 5.4 Where this contract ends, we'll take all reasonable steps to send you a final bill within 6 weeks. Where new information becomes available, we'll send you a corrected final bill as soon as reasonably practicable

### 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; or (b) with us to a new supplier. Either of us can use credit you have on accounts with us to pay off 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. We'll only collect Green Deal charges that become due after we start supplying you, and we'll pass them on to your Green Deal provider.
- 6.5 If you owe us any 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.
- Debt**
- 6.6 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 then be due in full.
- 6.7 If you don't pay our bills in the way we've agreed, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 3.3). If this means we fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we'll tell you about at the time. If you're struggling, you can pay through deductions to social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We'll also let you know how you can reduce your charges by using energy more efficiently.
- 6.8 If you fall into debt and we agree with you to pay this debt via an installment plan, we may move you to our Cash Cheque prices version.
- 6.9 If you are late in paying any of our bills and fail to pay it in full after we have reminded you to pay, we may charge you a £10 late payment charge for that bill.
- 6.10 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same limits, when 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.
- 6.11 We'll only take debt recovery actions which we consider to be proportionate.
- 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 contact us and this contract will end when they become your registered supplier); or
  - (b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.
- 7.2 If you use your right under clause 4.5(b) 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, or if your new premises does not have a prepayment meter installed for that fuel and you do not arrange for a prepayment meter to be installed. In these cases, this contract will no longer apply to the relevant fuel.
- 7.3 Unless you use your right under clause 4.5(b), 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(b) 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 clause 7.6 (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 the supply.
  - (f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything any 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) 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 means it is allowed to take away our supply licence; and has decided to do so.
- 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.
- 7.8 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 or continue after the date it ended. Clauses 5.4, 6.3, 6.7 and 6.11 continue to apply even after our supply licence has ended.
- 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 when they take over 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 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 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 will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).
- 8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.
- 8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.
- 9. Other conditions that apply**
- 9.1 We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7.6, 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 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 meter 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, or if appropriate 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 still send you any of these 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 want to receive this communication electronically, and instead receive them by post, you can contact our Customer Services team on 0333 200 5100 to do so or change your account settings through our MyAccount service.
- 9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract for the service between you and us.
- 9.8 We will not break any term of this contract by acting in line with any rights or carrying out any duties under our supply licences or any other relevant industry agreements or laws.
- 9.9 Nothing in this contract affects our rights under our energy-supply licences or other relevant laws.
- 9.10 If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will continue to apply as normal.
- 9.11 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.
- 10. Making a complaint**
- 10.1 If we've let you down in any way, we want to put it right quickly. It's always best to get in touch with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer\_correspondence@EDFEnergy.com or write to FREEPOST: EDF ENERGY - PLYMOUTH
- Details of our complaint handling procedure can be obtained at edfenergy.com/makingacomplaint. If you're not satisfied with the way we've handled things after contacting us there are other options you can take.
- You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 5pm, Monday to Friday), email complaintresolution@edfenergy.com or write to: FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.
- 10.2 If, after eight weeks, you're still not satisfied with the way we've handled your complaint, you can phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org or visit ombudsman-services.org/energy. The Ombudsman is free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include:
- (a) an apology or explanation;
  - (b) compensation; or
  - (c) any other relevant action.
- They may investigate your complaint if you are a residential or microbusiness customer and if you have

received a deadlock letter from us or if you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.

- 10.3 Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call them on 0808 223 1133. Calls are charged at your normal rate.

#### **11. National Terms of Connection**

- 11.1 Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the 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](http://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](http://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.

EDF Energy fuel mix per tariff or product	Coal	Gas	Nuclear	Renewable	Other	CO2 g/kWh	Radioactive Waste g/kWh
Prepay Total Service	0.0%	0.0%	100%	0.0%	0.0%	0	0.0070

# GETTING STARTED

## 1 - Activating your key/card

You'll soon receive your new EDF 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.

## 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.



## 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](http://edfenergy.com/ways-to-pay) or call our prepayment team on 0333 200 5110.



### 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.



General Purpose Rate Prepayment Meter

Outstanding credit	£008.50
Test display (emergency if in use)	8-8-8 8.8.8.8
Time and rate in use >	15.50 1
Date and rate in use > (written in reverse)	01.09.92 1
Total amount of credit accepted by the meter to date	TOTAL £00248
Debt/Standing charge collection amount	TOTAL £004.28
Total units used (rate 1)	00873.20 kWh 1
Price of each unit (rate 1)	001.51 PENCE PER kWh
Total units used (rate 2) >	00252.95 kWh 2
Price of each unit (rate 2) >	002.76 PENCE PER kWh
*Emergency credit	£008
*Current debt owing	£046.02
*Debt charge per week	£003.00

>Additional screens for Economy 7 Tariff

\*Customer key required for these readings

An example of an electricity meter

# 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.



An example of a gas meter

# SOME COMMON QUESTIONS

## 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**.

# 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.