Simply Online

Thanks for choosing Simply Online. As this tariff comes with online account management, we’ll need you to give us your current email address and remain on paperless billing.

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 are set out in your Tariff Information Label. These won’t change until the date your Simply Online tariff ends.

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 payments for any charges incurred in accordance with these terms.

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 payments for any charges incurred in accordance with these terms.

EXIT FEES
You can end this contract at any time by giving us notice, however if you end this contract more than three months before the tariff end date, you will be charged a £35 exit fee for each fuel. You won’t be charged an exit fee if you change after this date or if the reason you’re ending this contract is because you’re moving home.

DIRECT DEBIT PAYMENT METHOD
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 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

PAY AS YOU GO PAYMENT METHOD
Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our ‘Pay As You Go Explained’ leaflet, which is available at edfenergy.com/paygpolicy or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert.

For more information on how these functions work please visit edfenergy.com/paygpolicy.

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

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.

REVIEWING YOUR DIRECT DEBIT PAYMENTS
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 to us but these one-off payments will be taken into account at each review.

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 for you and we find your account is in credit, we’ll refund you. If your account is in debt, we’ll usually update your monthly payment amount to split the amount you owe across the following 12 monthly payments. In exceptional circumstances we may collect the full 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.

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 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.

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 (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.

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, 4.4 and 4.4 for details.

‘distributor’ – the companies licensed to deliver energy to your premises.

‘end date’ – the date your Simply Online tariff ends, which is shown on 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.

‘Green Deal registration service’ – the service responsible for transferring the supply.

‘Green Deal metering equipment’ – the metering equipment (including any call-out charges), smart meter or reflected in a separate bill.

‘Green Deal equipment’ – metering equipment (including any call-out charges), smart meter or reflected in a separate bill.

‘Green Deal’ – the Government scheme known as ‘Green Deal’.

‘metering equipment’ – the metering equipment and other related devices.

‘in-home display’ – a device to show the energy consumption.

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

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

‘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.

‘support 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.


‘Your Simply Online tariff’ – the Simply Online 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.

1.2 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).

1.3 We will charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs associated with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

1.4 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 and ask for 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 advisers and Help Centre are available 24/7

3.6 The charges for your Simply Online 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.

3.7 Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our 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, the prices and terms and conditions for your Simply Online tariff will not change until the end date.

3.8 If you’ve already been 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 this when it will happen.

3.9 The Simply Online tariff is only available if you have a standard credit meter, Economy 7 credit meter, a non standard meter or a 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.

Low Carbon

3.10 At the end of each fuel mix reporting year we’ll make sure we’ve bought enough low-carbon nuclear energy, but we don’t supply gas. If you believe 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.
5. Changes to 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 6.12. If, 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, you may move to our ‘deemed energy accounts to be automatically transferred on the end date to our Standard (Variable) tariff we offer based in line with your agreed payment method and any other circumstances which our regulator confirms that we may seek to recover charges relating to consumption in the preceding 12 months.’

5. Authorisation to change terms

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

(a) allow any meter reader or other EDF Energy representatives access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule this frequently);

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

(c) if you have a prepaid meter, making sure you only use the key or card we have issued to you to top it up;

(d) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then continuing to use the same meter;

Where you have opted for electronic 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 need to be updated. By entering this contact you acknowledge and agree that failing to take one of the actions listed in this clause will obstruct us in trying to correctly charge you for the energy you use, and you agree that doing so will not be manifestly unreasonable. 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 will estimate using information that we have about the energy used at the premises. This may take into account adjustments to reflect seasonal 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 at:

(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 still not paid after 28 days or if you fail to keep to any payment method we agree with you, we will give you 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 account, (a) with a previous supplier to us; (b) with 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 Deals charges apply, we’ll collect these from you through your bill or statement. You must pay Green Deals 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 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.

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 you continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our standard contract scheme.

7.2 If you use your right under clause 4.5 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) you use your right under clause 6.3 to request a supply to cease.
7.3 Unless you are disposing of your new premises, 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 energy used 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 unless 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 it for bills relating to the use of 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 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 Otgem or another industry regulator.

(h) You have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.5. We have this right even if we are acting on your account.

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

7.7 If we’ve 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 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 to continue after the date it ended.

7.9 If you are responsible for paying Green Deal charges, your responsibilities continue 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.

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) except if it is

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 duties 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 the date your new premises are connected to us (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 about 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 or by email to CP@edfenergy.com or by phone on 0333 200 5101 (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 5101 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 right we have under 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 5101 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer.correspondence@EDFenergy.com or write to FREPOST:

EDF ENERGY - PLYMOUTH Details of our complaint handling procedures 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 (Monday to Friday from 8am to 5pm, Monday to Friday, email complaintresolution@ edfenergy.com or write to: FREPOST EDF ENERGY – COMPLAINTS RESOLUTION SOLUTIONS.

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 0345 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at energyservices@os-energyservice.org.uk or ombudsman@energy.org.uk. The Ombudsman is free to use unless the Ombudsmans 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 have received it.

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 or call them on 03454 04 05 06. 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 agreements and previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection agreements are in place. It will also be able to tell you whether or not 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 5173, 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 supplier to provide you with a gas supply. If your gas supplier 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 supplier.

12. Supply characteristics - electricity

As required by law, the electricity delivered to your premises through the distribution network will be supplied: (a) if you have a single-phase supply, normally at 230 volts 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%. If you don’t receive a hard copy of the privacy policy you can find the information policy at edfenergy.com/yourprivacy and use your data, please visit our Privacy Notice and Policy at edfenergy.com/commercialprivacy. If you’d like a hard copy of the privacy policy you can contact us on 0333 200 5101 and we’ll post it to you.

We may monitor and record calls to improve our service. Calls to UK wide numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure. EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg No. 02238297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales. Correct at time of print: May 2019
GOOD TO KNOW
YOUR PRICES

• The prices shown on your TIL are only available for gas and electricity supplied to continuously lived-in homes which are used wholly or mainly for domestic purposes. They’re also based on you having the meter type shown on your TIL. If you have a different meter type then different prices may apply, or you may not be eligible for this tariff. We’ll be in touch if we find this is the case.

• Standing charges are due per day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF Energy.

• Some prices have been rounded and in some instances more decimals may be shown on your bill. VAT is charged at 5%. This is the current rate for residential energy supplies.

• For customers on variable tariffs such as Standard (Variable), if there is an increase in prices or a change to your tariff terms and conditions, we’ll write to you in advance to let you know. Any changes will be shown on your bill for the period in which the change has effect. Old prices or terms and conditions will apply up to the date of the change, and new ones from the date the change is effective.

• If you’re a current EDF Energy customer, you’ll continue to be supplied on your existing tariff until we have processed your transfer.

YOUR PERSONAL PROJECTION

Your personal projection is a projection of your next year’s cost and was provided when you signed up with us. It is based on the information you gave us at the time.

Your quote would have been sent to you by email or letter when you signed up. You can find your personal projection in your quote.

You can compare your personal projection for your current tariff with a personal projection given to you for an alternative tariff from us, an alternative supplier or a switching site.

EXTRA SUPPORT FOR THOSE IN NEED

OUR PERSONALISED SUPPORT SERVICE:

FIVE AREAS FOR HELPING CUSTOMERS MOST IN NEED

1. Help finding the cheapest tariff and way to pay – we can help make sure you pay the best price for your energy and are on the right payment method. You could also qualify for a one-off £140 rebate on your electricity through the Warm Home Discount scheme.

2. Help reducing energy use – our energy saving advice helps you make the most of the energy you use. We can also help you make sure you’re getting any measures you may be entitled to through the government’s ECO scheme. To find out more about ECO, visit edfenergy.com/eco or call us on 0333 200 5119.

3. Help with debt – the EDF Energy Trust provides grants and practical help if you’re struggling with debt. You can reach them on 01733 421 060. In addition, the EDF Energy Debt helpline is run by the Plymouth Citizens Advice Bureau, offering impartial debt advice for EDF Energy customers, wherever you live. Call them on 0808 156 6666 from a landline or 0300 330 0519 from a mobile.

4. Help with specific needs – our Priority Services Register is available if you need extra help managing your energy (e.g. if you’re visually impaired or hard of hearing, we can provide important communications in Braille, large print or audio CD). We also have a staff ID line so you can check our representatives are genuine.

5. Helping you beyond energy – our Energy Debt helpline can also help you check you’re claiming the state benefits you’re entitled to.

Visit edfenergy.com/pss or call us 0333 200 5100 for more information.

CITIZENS ADVICE CONSUMER HELPLINE

It’s easy to get free, independent advice so that you ‘Know your rights’ as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you’re struggling to pay your bills.

To ‘Know your rights’ visit citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06
MAKING A COMPLAINT

If we’ve let you down in any way, we’re here to help you find a solution. To make a complaint, call our complaints team on 0333 200 5101. You can email us at: complaintresolution@edfenergy.com or write to: FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION

If you’re still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR

If you’re still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday) or visit ombudsman-services.org/energy for a free and independent review. If the Ombudsman finds that we have not acted correctly, they’ll make recommendations on how we can put things right.

This might include:
• an apology or explanation
• compensation
• any other relevant action.

To view our full complaints handling procedure or to find out information on visiting one of our business premises, go to edfenergy.com/makingacomplaint

ONLINE SALES COMPLAINTS
If you signed up to one of our tariffs online and want to raise a formal dispute, you can do so through the European Commission at ec.europa.eu/odr They will then forward the details of your complaint to EDF Energy’s nominated dispute resolution service to investigate.

OUR FUEL MIX

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2017 to March 2018. Our customers’ electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

The figures for UK average fuel mix are provided by the Department for Business, Energy & Industrial Strategy (BEIS). Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on our fuel mix, visit edfenergy.com/fuelmix The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.

USEFUL INFORMATION

CUSTOMER SERVICES
Call our customer service team on 0333 200 5100.

If you’re a customer with hearing difficulties, please use your text telephone to call us free on 0800 096 2929.

GOT A QUESTION FOR US?
You can email, write or call us free. For independent advice to help you understand what to expect from your energy supplier, you can visit edfenergy.com/stayingconnected

ENERGY EFFICIENCY ADVICE
For tips on how to use less energy, call us on 0333 009 6999 or visit edfenergy.com/advice

I THINK I QUALIFY FOR FITS PAYMENTS. WHO CAN I SPEAK TO?
EDF Energy is a licensed supplier of the Government’s Feed-In-Tariffs scheme (FITs). If you think you qualify for FITs payments because your home has renewable generation technology – like solar panels or wind turbines – please call our FITs team on 0333 009 7009.

ECONOMY 7
If you’re on E7 (also known as Economy 7) your electricity will be charged at two rates. You’ll have a higher day rate, and a cheaper night rate which applies for seven to nine hours between 8pm and 8am. These meters are often installed in properties which use electricity (rather than gas) for heating and hot-water. The actual times your night rate applies will depend on where you live, so if you need to find these out then please call us on 0333 200 5100.

We may monitor and record calls to improve our service. Calls to UK wide numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure.

GAS LEAKS AND OTHER EMERGENCIES
If you smell gas, or think you may have a leak, call National Grid Gas immediately on 0800 111 999. They take care of gas emergencies no matter who your energy supplier is.

USEFUL INFORMATION

COAL

<table>
<thead>
<tr>
<th>Fuel Source</th>
<th>Contribution to carbon emissions (%)</th>
<th>Contribution to carbon emissions (g/kWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal</td>
<td>11.66%</td>
<td>7.55%</td>
</tr>
<tr>
<td>Gas</td>
<td>0.19%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Nuclear</td>
<td>0.00%</td>
<td>9.39%</td>
</tr>
<tr>
<td>Renewable</td>
<td>71.21%</td>
<td>66.60%</td>
</tr>
<tr>
<td>Other</td>
<td>104%</td>
<td>259%</td>
</tr>
<tr>
<td>Carbon</td>
<td>1.20%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Contribution to our carbon emissions

UK average

<table>
<thead>
<tr>
<th>Fuel Source</th>
<th>Contribution to carbon emissions (%)</th>
<th>Contribution to carbon emissions (g/kWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal</td>
<td>29.04%</td>
<td>225</td>
</tr>
<tr>
<td>Gas</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Nuclear</td>
<td>20.01%</td>
<td>235</td>
</tr>
<tr>
<td>Renewable</td>
<td>71.21%</td>
<td>104</td>
</tr>
<tr>
<td>Other</td>
<td>104%</td>
<td>104</td>
</tr>
</tbody>
</table>

Contribution to our carbon emissions

EDF Energy's fuel mix