We review your Direct Debit payments in line with our Direct Debit rules, and changes to your tariff rate. At each review we will take account of one-off payments you have made or when you change your tariff, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we might carry out more frequent reviews, for example if we receive a meter reading, but this isn’t guaranteed. We review your Direct Debit 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 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. We review your Direct Debit 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 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. 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:**
- Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
- Manage your account entirely online - you won’t have access to our call centre, but our online Live Chat advisers and Help Centre are available 24/7
- Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
- Signing up to this tariff means 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 (or electricity only if you don’t have a mains gas supply to your property).

**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 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. 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.

**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.

**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/directdebitrules.

**HOW ANY DEBIT OR CREDIT IS BALANCED OUT**
Once we’ve completed your review, if we have an up to date meter reading and we find your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. In exceptional circumstances we may collect the full debit amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

**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.
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 Together Online Fix 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 14.2 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,

• 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 became 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 Together Online Fix tariff’ – the Together Online Fix 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 to arrange installation.

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 we have to arrange a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no present contract 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 when, or if, you have given us your previous supplier notice, unless:

(a) you tell us to do otherwise; or

(b) one or more of the conditions set out in Standard Licence Condition 14.2 of our gas or electricity supply licence (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 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) so that our supply to your home is charged in a way 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 tariff or offer you 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 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 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) towards the charges (a ‘security deposit’). If you don’t provide this deposit we reserve the right to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use 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.

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

You can give us meter readings online through MyAccount or the EDF app, any time you like.

This includes any reasonable costs connected with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

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

3.5 By signing up for this tariff means you agree to:

• Have both your electricity and gas supplied by EDF.

• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.

• Manage your account entirely online – you won’t have access to our call centre, but our online Live Chat advisers and Help Centre are available 24/7.

• 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 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 where you live 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.

• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

Energy prices

3.6 The Charges for your Together Online Fix 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 reasonable control, or the introduction of a new tax, duty, charge or levy which we have to charge you for, we will not otherwise increase your bill (or raise prices in any way) which are not genuinely disputed, even if the charges are based on an estimate of your energy use.

3.8 If you’re already an EDF customer and are changing your tariff, we 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 Together Online Fix 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 will 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.

3.11 The Together Online Fix tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an installment plan with us to pay outstanding debt then we are permitted to refuse to offer, or supply you on, the Together Online Fix tariff. If we do so, we will inform you of the tariff we offer. If you fall into debt while supplied on Together Online Fix then we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme prices for cash/cheque customers, which are available at www.edfenergy.com/sites/default/files/505_deemed_rate_card.pdf.

Changes to terms
3.12 If you choose to switch to another tariff, we can extend your current Together Online fix tariff prices until your transfer 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 will prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of us writing to you, your supplier, you will be able to pay the charge and we won’t apply the change during the transfer period.

Low carbon

3.13 At the end of each fuel mix reporting year we’ll make sure we have 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 change is not to your disadvantage. Any changes will apply from the date we publish them on our website. If you don’t agree, 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 after this charge is the balance. If this happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.3 If you or we end this contract and we continue to be your current supplier, you may move to a "deemed contract scheme", which has different prices and terms and conditions. These are available at edfenergy.com/sites/default/files/s05_deemed_rate_card.pdf. If this happens, your supply will end under clause 4.3, you will no longer benefit from features such as any fixed-price period.

Your right to change terms

4.4 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 Economy 7 (for example, Economy 7 metering), and vice versa.
(b) Moving home – if you move home and the payment method and meter type at your new home support your existing supplier, you may move to your "deemed contract scheme" (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 after this charge is the balance. If this happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.

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 believe 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 charge associated with, changing your meter. We will explain any charges to your charges and any extra costs to you at the time.

5.2 You do not keep to any of its terms.

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 under clause 7.1.

6.3 We will only charge for any debts or credits on your energy 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 Deal charges apply, through your Direct Debit or bill statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.

Direct Debits

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 we’ll tell you if 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 on your account you have made and changes to your tariff rate.

When we review your Direct Debit, we’ll estimate the cost of the energy you use (your ‘estimated annual energy cost’). We’ll use the same estimated annual energy cost and your Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a ‘specific percentage’ over your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

If, on the date we review your Direct Debit account is in credit or in debt, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. If your account with us is in debt by more than our ‘specified debit amount’ we’ll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debit amount, together with more information about Direct Debit, on our website at edfenergy.com/directdebit.)

6.8 Apart from where you or we change the way we pay your charges under clause 4.3 or 4.5, as this is a Direct Debit tariff only, you’re agreeing to the Direct Debit payment to pay the charges. If you fail to do so, we will contact you, explaining what has happened and giving you a date when you need to start your new Direct. If you don’t do so by this time, we can move you onto the cash/cheque prices for your current tariff. 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.

Debt

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.

6.10 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 fix a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we tell you about at the time.

6.11 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of more than the rate above the change you make. We’ll tell you about the rate at the relevant time. If you fall into debt and we agree with you to pay this debt via an instalment plan, we may ask you to pay the interest you are charged. 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 before we can ask that we collect from you the amount you owe, over reasonable costs.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period (during which time 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 as 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 premises you are on, and we or your new supplier (if we or your current supplier is not to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our Cash Cheque prices version.

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 4.5(c) or, 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 these 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, your responsibilities to us under this contract will end and you will no longer be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. Thereafter, you will be 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 If we 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.


8.1 We are only legally responsible to you as set out in these terms, and 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 any other loss or damage that could not reasonably have been anticipated 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.

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 notice to us 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.

9.6 As part of this contract, you confirmed to receive bills, notices and communications from us online or by email. We have set up your account so that all bills, notices and other communications we send you under our supply contract are provided electronically 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.

9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract.

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 dispute arising from your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

10. Advice and complaints

10.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best to start with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer.correspondence@edfenergy.com for Visa苍白 or if you're in the UK: 0808 200 5100, or see the website at edfenergy.com/makings.complaint.

10.2 If we’ve let you down in any way, we want to put it right quickly. It’s always best to start with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer.correspondence@edfenergy.com for Visa苍白 or if you're in the UK: 0808 200 5100, or see the website at edfenergy.com/makings.complaint.

10.3 You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 5pm, Monday to Friday), email complaintsresolution@edfenergy.com or write to:

FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

10.4 We are only legally responsible to you if you are still not satisfied with the way we’ve handled your complaint, you can phone the Official Ombudsman Services: Energy on 0330 123 1232. Or, you can email them at enquiry@ombudsman-services.org or visit ombudsman- services.org.org.uk. You can also report your complaint to the industry regulator. 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 for 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.

10.5 We can only accept your complaint if it is about an energy problem — for example with your bills or services, or if you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.

11. National terms of connection – electricity

11.1 You can contact the Complaints Resolution Team by calling 0333 200 5100 and we will post a copy to your current address.

11.2 You can contact the Complaints Resolution Team by calling 0333 200 5100 and we will post a copy to your current address.

11.3 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.

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228527 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.

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