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.

DIRECT DEBIT

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Easy Online+Connect Renewal ends or your payment type changes. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £50 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.

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

DIRECT DEBIT AND 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

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.

EASY ONLINE+CONNECT RENEWAL

One Amazon Echo Show 5 and one Ring Video Doorbell 2 will be provided to a single household as part of entering into this supply contract with us. We will send you a link with a unique offer code within 40 days of your start date on this tariff which will be sent to your email address that you provided at the time you signed up to this supply tariff. If you haven’t received your email containing your unique offer code within this 40 day time-frame please contact us on 0333 200 5100. This will allow you to arrange for the delivery of your bundled products via our online Smart Home Store. You have until 30th June 2020 to claim your products from the Smart Home Store. For your Amazon Echo Show 5 to work, you’ll be required to have, or sign up to, Amazon account terms and conditions of use should you find these acceptable. For your Ring Video Doorbell 2, you’ll be required to download the Ring app and follow the in-app instructions displayed there to connect to your WiFi network and finalise the set up of this device.

To ensure you can enjoy the benefits of all your devices, you must have the following:

• Wireless broadband router and good Wi-Fi coverage across your home
• A smartphone, tablet, PC or laptop with Android or Apple iOS (Windows and Blackberry phones are not compatible) certain skills and services may require subscription or other fees.

Signing up to this tariff means you also agree to:

• Manage your account entirely online
• Provide a valid email address and register for MyAccount
• Receive your bills, account information and updates electronically
• If you don’t have a smart meter you agree to have one fitted, or if you decide you don’t want one installed, you can opt out by letting us know
• Have both your electricity and gas supplied by EDF Energy (or electricity only if you don’t have a mains gas supply to your property)

DIRECT DEBIT

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/directdebit.

HOW ANY DEBIT OR CREDIT IS BALANCED OUT

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

IF YOU WANT TO PAY YOUR AMOUNT IN FULL DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

• Every month/three months you’ll get a reminder from us asking you to read your meter or pay your regular payment amount.
• If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
• 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 can give us meter readings online through MyAccount or the EDF Energy app, any time you like.
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 4.2, 4.3 and 4.4 for details.
‘distributor’ – the companies licensed to deliver energy to your premises.
‘end date’ – the date your 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 you own your own supply 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 arrangements that apply if we fail to meet these, are set out in the Standards of Performance booklet.
‘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 the ‘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 we’ve asked 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, or we can become the registered supplier.
‘premises’ – the house you live in and is used for domestic purposes only.
Echo Show 5 - A hands-free, voice-controlled device with built in speaker.
Ring Video Doorbell 2 - a camera, two-way microphone and motion sensors so that you can see, hear and speak to visitors.
‘Easy Online+Connect Renewal’ – The tariff that you’ve agreed to be supplied on.

1. Introduction

1.1 This is a contract for us to supply energy to you. By entering this contract 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 our live chat team by visiting edfenergy.com/myaccount.
1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date 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 the 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 or a Smarter Grid customer 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 in the Great British 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 may not supply to you or 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 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 about any obstructions within 48 hours before hand 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 any equipment 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 us and measure energy in 4 for different types 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, reprogramme it (and 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 connecting 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 (a) 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 the 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 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 contractor or any metering equipment we have provided to you and you will give us, our contractors or any person we tell you about, all the access we need to do this.

3. Energy price, tariff features and charges

3.1 You agree to pay all charges due under this contract which are not genuinely disputed, even if the charges are based on an estimate of your energy use.
3.2 Any customer who has signed up to be supplied by EDF Energy on Easy Online+Connect Renewal tariff will be provided with one Amazon Echo Show 5 and one Ring Video Doorbell 2 device, and this will be issued to one household only. No further Amazon Echo Show 5 or Ring Video Doorbell 2 will be issued to that household for as long as this tariff is available. We may charge you a one-off £50 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.
One Amazon Echo Show 5 and one Ring Video Doorbell 2 will be provided to a single household as part of entering into this supply contract with us. We will send you an offer code within this 40 day period. Within 40 days of your start date on this tariff which will be sent to your email address that you provided at the time you signed up to this supply tariff. If you haven’t received your email containing your unique offer code within this 40 day time-frame please contact us on 0333 200 5100. This will allow you to arrange for the delivery of your bundled products via our online Smart Home Store. You have until 30th June 2020 to claim your products from the Smart Home Store. For your Amazon Echo Show 5 to work, you’ll be required to have, or sign up to, Amazon account terms and conditions of use should you find these acceptable. For your Ring Video Doorbell 2, you’ll be required to download the Ring app and follow the in-app instructions displayed to connect to your Wi-Fi network and finalise the set up of this device. To ensure you can enjoy the benefits of all your devices, you must have the following:
• Wireless broadband router and good Wi-Fi coverage across your home
• A smartphone, tablet, PC or laptop with Android or Apple iOS (Windows and BlackBerry phones are not compatible) certain skills and services may require a subscription extra
Signing up to this tariff means you also agree to:
• Manage your account entirely online
• Provide a valid email address and register for MyAccount
• Receive your bills, account information and updates electronically
• If you do not have a Smart meter you agree to have one fitted, or, if you decide you don’t want one, you can opt out by letting us know.
• Have both your electricity and gas supplied by EDF Energy for electricity only if you don’t have a mains gas supply to your property.
3.4 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 deposit) (“security deposit’). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.
3.5 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.
3.6 You can ask for up-to-date information on our tariffs and charges within any period up to any other charges we might make for other services.
To do this contact our live chat team by visiting edfenergy.com/myaccount or visit edfenergy.com/ myaccount.
3.7 Smart meters automatically send us your meter readings, meaning that you don’t have to. Smart meters help make estimated bills a thing of the past and allow you to take control of your energy consumption. 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 either having a Smart meter fitted when we’re installing them in your area, or letting us know if you’d prefer not to have one.

Energy prices

3.8 The charges for your Easy Online+Connect Renewal 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.
Your right to change terms

4.1 You are allowed to change any of the following terms at any time.
(a) The payment method for this tariff is Direct Debit. If you choose to switch to another method, or if we decide that it's necessary to do so, we won't alter the terms of your contract, if we reasonably believe that 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

4.2 In advance of the tariff end date we will write to remind you that your EasyOnline+Connect Renewal is ending. You can:
(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 EasyOnline+Connect Renewal prices until you move onto your new tariff);
(b) switch to another supplier (as long as your new supplier but have outstanding charges on your account, you may change your registered supplier within a reasonable period, we'll let you stay on your EasyOnline+Connect Renewal prices until your switch goes through); and
(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 we think it's necessary. We will use your method and communication preferences. We will charge you for your energy usage based on the amount of energy we reasonabaly 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 older charges because of any act or omission on your part, or
(c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months ago.

5.1A Because we are only permitted to bill you for energy in accordance with clause 5.1, it is very important that we receive accurate and up to date information about your energy use at least once per year, and so you must:
(a) allow any meter reader or other DfE Energy representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (providing you may choose not to schedule visits this frequently);
(b) if you have a smart meter, allowing us to use it to take regular meter readings from you;
(c) tell us if you have moved into a new premises and are taking supply from us;
(d) making sure you have arranged to pay us;
(e) letting us know if you are not receiving bills at least once a year;
(f) telling us if you think there is a problem with your meter;
(g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;
(h) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then complying with those.
Where you have opted for electronic communications from us, or this is a requirement of the product you have selected, it is your responsibility to provide us with an accurate email address, and to let us know if this needs to be updated. By entering into this agreement 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 would be both legally 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.

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

5.2 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 you have consumed from the start of 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;
(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 treat this as an overcharge.

6.3 We have the right to use or transfer any debts or credits you have on your energy account:
(a) with a previous supplier to us;
(b) with us to a new supplier;
(c) for any accounts you have with us to pay off any debit you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.

6.5 If you owe us any outstanding charges, and you send us a payment that does not cover these charges, we’ll put it towards whichever debt and in whichever proportions we consider appropriate.

Direct Debits

6.6 If you 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 each time we review we will take account of one-off payments you have made and changes to your tariff rate.

6.7 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your estimated annual energy is your current annual Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs
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 cancel this contract at no cost. You can also end this contract by giving us written notice (unless we are acting under clause 7.6, in which case we do not need to give you any notice).

7.2 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 body.
   (h) You cancel your Direct Debit.

7.3 If we're entitled to prevent energy being supplied to you under this contract, we'll tell you about the tariff with you.

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 stop 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 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 7.1 (in which case, we do not need to give you any notice).

7.6 Ending your contract

7.6.1 We think it's important that we're able to charge you interest if you are responsible for the charges at the original premises. If your account with us is in debt by more than our 'specified debt amount' we'll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information about paying by Direct Debit, on our website at edfenergy.com/directdebit).

7.6.2 If, on the date we review your Direct Debit account in credit or debit, 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 debt amount' we'll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information about paying by Direct Debit, on our website at edfenergy.com/directdebit).

7.6.3 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer your new supplier to the cash/cheque prices for that fuel; or

7.6.4 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:
   (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 any of the networks and do not arrange for it to start receiving one. In this case, the contract will no longer apply to the relevant fuel.

7.6.5 Unless you use your right under clause 4.5(c), if you change premises you must give us notice so we can end this contract. If not, you'll still be legally responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term. 8. Other conditions that apply

8.1 We can transfer all or any of our rights and legal responsibilities under this 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).

8.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person without our written permission.

8.3 If we don't enforce any part of this contract at any time, this will not stop us from doing so in the future.

8.4 If we are legally responsible to you under these terms and conditions, the contract and all other documents we refer to make up the whole contract for the service between you and us.

8.5 Nothing in this contract affects our rights under our energy-supply licences or other relevant laws.

8.6 This clause applies even after this contract has ended.

8.7 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 stop 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 for bills relating to energy used at your old premises up until a new person takes over that responsibility.

8.8 If we're entitled to prevent energy being supplied to you under this contract, we'll tell you about the tariff with you.

8.9 Nothing in these terms will exclude our legal responsibility resulting from our negligence or legal responsibility resulting from our acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibility to any other person (however this is caused).

8.10 If we are not 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 of loss or damage (however it happens).

8.11 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.

8.12 This clause applies even after this contract has ended. 9. Limits to our legal responsibilities
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 terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU: phone 0207 706 5137, or see the website at www.connectionterms.co.uk

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

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

13. Information policy

13.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/privacy. 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.

<table>
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<tr>
<th>EDF Energy fuel mix per tariff or product</th>
<th>Coal</th>
<th>Gas</th>
<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO2 g/kWh</th>
<th>Radioactive Waste g/kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy Online+ Connect Renewal</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0.0070</td>
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