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 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+Smart Home 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 £45 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. You 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.

As you go you contain additional functionality including auto top up and low balance alert. For more information on these functions work please visit edfenergy.com/paygpolicy.

EASY ONLINE+SMART HOME

One Amazon Echo Dot* (3rd gen) and one Philips Hue White & Colour Ambience Mini Starter Kit will be provided to a household. 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 of sign up. If you haven’t received your email within this time-frame please contact 0333 200 5100. This will allow you to arrange the delivery of your bundled products via our online Smart Home Store. You have until 30th November 2020 to claim your products from the Smart Home Store. For your Amazon Echo Dot you’ll be required to have, or sign up to, Amazon account terms and conditions of use. 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 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

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 app, any time you like.
You are responsible for making sure your premises are suitable for supplying energy to your premises.

This is a contract for us to supply energy to you.

You must make sure that all metering equipment is free and unrestricted access to your premises and all metering equipment and all other fittings used in connection with supplying your premises. If the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or we may charge your tariff to one that we consider appropriate (which may affect your prices). 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 the meter is appropriate.

If you have a ‘smart’ meter that we can read without coming to your premises, you agree that:

(a) it and the in-home display unit must not be removed from the premises without our permission;
(b) we may use it to remotely monitor the energy you use;
(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both);
(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information protection principles;
(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.

You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. We’ll be entitled to charge for replacement, repair or reconnection of metering equipment other than your Smart Meters.
duty, charge or levy which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your Easy Online+Smart Home will not change until the end of the specified (set) percentage.
3.10 If you’re already an EDF customer and are changing your tariff, you won’t receive the benefits of your new tariff (for example its prices) until we process the changes. We’ll write to you to confirm when this will happen.
3.11 The Easy Online+Smart Home 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. 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.
3.12 Whilst we’ll endeavour to provide you access to our online channels 24/7, from time to time, we may have to carry out scheduled maintenance. During these times, MyAccount may not be available.

4 Changes to terms
4.1 If you choose to switch to another tariff, we can extend your current Easy Online+Smart Home prices until your transfer to your new supplier 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 current supplier to tell them that we plan to transfer you and you will pay off what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won’t apply the change during the transfer period.

Our right to change terms
4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. If you don’t pay as 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 type). Or we may treat this as you giving us notice to end your contract clause 7.1. In all cases, 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 will change and how it will be enforced.
4.4 If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed contract scheme’, which has different prices. You can check the prices available at edfenergy.com. If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as any fixed-price period.

Your right to change terms
4.5 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 change your payment method to anything other than this, we will transfer you to our deemed contract scheme under clause 7.6 of these terms.
(b) 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 to one that uses a multi-rate meter (for example, Economy 7 metering, and vice versa)
(c) Moving home – if you move home and the payment method and meter type at your new home supports your chosen new meter, you may change the premises being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can apply to become the registered supplier for those fuels.
4.6 To do any of the above you need to ask us. If you do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

Ending a tariff
4.7 In advance of the tariff end date we’ll write to remind you that your Easy Online+Smart Home is ending. You can then:
(a) switch to one of our other tariffs, as long as your new tariff is available or becomes available within 20 working days of the end date (if you do so we’ll let you stay on your Easy Online+Smart Home prices until you move onto your new tariff);
(b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we’ll let you stay on your Easy Online+Smart Home prices until your switch goes through;
(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.

Billing
5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment method and communication preferences. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances:

(a) we have previously taken steps to recover payment for charges which are older than this,
(b) we have taken action to recover such older charges because of any act or omission on your part, or
(c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months.
5.1A Because we are only permitted to bill you for energy in accordance with clause 5.1, it is very important that we receive up to date and accurate meter readings. If you are not providing us with your meter readings, we will use the information that we have available from your meter readings; 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 inform us if it needs to be updated. By entering this contract you acknowledge and agree that failing to take one of the actions listed in this clause will result in us, or our supplier, being able to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. Where we don’t have an up to date meter reading we will base our billing 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 charge to be made to you. We’ll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.
5.3 If your meter is not read immediately before the supply start date, or if you fail to keep to the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning with the supply start date and ending with:
(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 treat this as you giving us notice to end your contract with us under clause 7.1.

6.3 We have the right to use or transfer any debts or credits you have on your 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, we will treat these from your bill date 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 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 ‘top up’ payments to your Direct Debit account to change your tariff, but at each 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 cost’) up to the date of the next annual Direct Debit review date. This will be based on your past year energy use, current prices, and any debt or credit on your account. If we decide not to adjust your Direct Debit, we’ll seek to change by more than a ‘specified (set) percentage’ to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments to this extent, you can apply to adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.
6.8 If, on the date we review your Direct Debit account is in credit or in 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 on paying by Direct Debit, on our website at edfenergy.com/directdebit).

6.9 Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, as this tariff is a Direct Debit tariff only, you must continue to use that arrangement unless you give us notice to the contrary. If you fail to do so, we will contact you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you don’t do it by this time, we can move you onto the cash/check 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

6.10 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.

6.11 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 6.2 (f) will apply and you may be responsible for the costs, which we’ll tell you about at the time.

6.12 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 8% above the Bank of England base rate each time you are late.

6.13 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same limits, when your contract begins, your previous supplier may grant us the right to recover any unpaid charges from your contract with them. In these circumstances we can only collect from you the amount you owe, plus 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 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 we will end when they become your registered supplier); or

(b) giving us notice as set out in clause 7.3. If you do this, you will still be responsible for paying for the charges at the original premise. After you receive notice, we will have two working days to cancel the contract.

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), if you change premises you must give us notice so we can end this contract. If not, you’ll still be legally responsible for paying for your new 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 supplying you for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for bills relating to energy used at your old premises up until a new person takes over that responsibility.

7.5 We can end our arrangements with you under this contract by giving you written notice except if we are acting under clause 7.6 (in which case, we do not need to give you any notice).

7.6 We are entitled to end this contract immediately in any of the following circumstances.

(a) You do not keep to any of its terms.

(b) You no longer own, rent or use the premises.

(c) You have moved out of your premises and we have not already the registered supplier for your new premises, your new premises do not receive a supply of that fuel; or

(d) Your new premises are not already connected to the distributor’s system and you do not arrange for it to start receiving one. In these cases, the contract will no longer apply to the relevant fuel.

(e) There is a risk of danger to you or others if we continue the supply.

(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do).

(g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.

(h) You cancel your Direct Debit.

(i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including in circumstances where Ofgem has decided that the direction in question has, arisen, which means it is allowed to takeover our supply licence, and has decided to do so.

7.7 If we’re entitled to prevent energy being supplied to you under this contract for any reason (including disconnecting our premises), you agree to let us (and our agents) into your premises at all reasonable times to do this.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or where we are already under a supply licence and that contract or to continue after the date it ended.

7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends and your new supplier agrees to pay Green Deal charges when they take over your supply.

7.10 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £45 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.

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 be foreseen or expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibility to do anything or not to do anything (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 any event 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 and will not apply if the event resulting from it failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

8.6 This clause applies even after this contract has ended. As far as possible, we take our legal responsibility to you over priority over any other contract term.

9. Other conditions that apply

9.1 We can transfer all or any of your 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 our rights under this contract at any time, this will not stop us from doing so in the future.

9.4 To help us improve quality, we may monitor and record calls that you or we make in relation to customer services and telemarketing.

9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address at the start of this contract, by email to CP@edfenergy.com or by contacting our live chat team at edfenergy.myaccount.com

9.6 As part of this contract, you agreed to receive bills, notices and communications from us online or by email. We have sent you that all bills, notices and other communications we send you under your 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.

9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract for the service between you and us.

9.8 We will not break any term of this contract by acting in line with any rights we have under your supply licence or any other relevant industry agreements or laws.

9.9 Nothing in this contract affects our rights under our supply licence or any 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 you and any disputes relating to it and all non-contractual disputes which relate to the services may only be heard in the English courts.

10. Making a complaint

10.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best to get in touch with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer_correspondence@EDFEnergy.com or write to: FREEPOST EDF ENERGY – CLAIMS RESOLUTION.

Details of our complaint handling procedure can be obtained at edfenergy.com/makingacomplaint. If you’re not satisfied with the way we’ve handled things after contacting us there are other options you can take.

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

10.2 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman Services 0345 60 1624 (9am to 5pm Monday to Friday). Or, you can email them at esqueries@os-energy.org or visit ombudsman-services.org/energy. The Ombudsman is free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include:

(a) an apology or explanation;

(b) compensation; or

(c) any other redress, action.

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

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

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<tr>
<th>EDF 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+Smart Home</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>
</tr>
</tbody>
</table>

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