IMPORTANT INFORMATION (KEY TERMS)

We’ve tried to summarise what we believe to be the key terms, but they’re all important and you may have a different view of what is most significant to you. That’s why it’s important you read our full terms and conditions and let us know if you have any questions. We’ll send updated copies at least once every 12 months, but you can ask for a copy at any time by contacting us on 0333 200 5100 or going to edfenergy.com/tariff-info.

CHARGES

Your prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Total Service Renewal tariff ends. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £25 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 payments for any charges incurred in accordance with these terms.

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.

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 or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit edfenergy.com/paygpolicy

DIRECT DEBIT PAYMENT METHOD

If you want to 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

DIRECT DEBIT RULES

Direct Debit is an easy way to pay for your energy and helps you budget for your bills. It’s good value too – because you’ll benefit from a lower unit rate for your energy.

BUDGET DIRECT DEBIT

To pay using our Budget Direct Debit plan we first need to agree a fixed amount to cover your energy costs.

REVIEWING YOUR DIRECT DEBIT PAYMENTS

HOW WE CALCULATE YOUR DIRECT DEBIT

We estimate how much we think you’ll spend on your energy over the coming year based on information we have in our records, such as your previous energy usage and your type of property. When it’s time for your Direct Debit review, we also take into account any balance on your account. We then divide this annual cost into 12 monthly payments, which are spread equally across the year. This means that you won’t end up paying more in winter or less in summer – just the same amount all year round.

HOW BUDGET DIRECT DEBIT REVIEWS WORK

We review your Direct Debit every 12 months. We might carry out more frequent reviews, for example if we receive a meter reading, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter the amount you pay by Direct Debit at the time you make any extra ‘one-off’ payments 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.

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 Total Service Renewal tariff ends, which is shown in your Tariff Information Letter.
‘energy’ – residential gas or electricity (or both) and all related services.
‘exceptions’ – the conditions set out in Standard Licence Condition 14A.2 of our gas and electricity supply licence. For example, these include:
• if your previous supplier objects to transferring the supply;
• we don’t have the information needed taking reasonable steps to get it; or
• the supply transfer is prevented by any other circumstance outside of our control. We have 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 as you tell us.
‘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 register whose service is responsible for supplying energy to your premises.
‘supply start date’ – for each fuel, the date from when we become the registered supplier for your premises.
‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.
‘your Total Service Renewal tariff’ – the Total Service Renewal 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 carefully and 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 book.
1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks, if they’re not currently connected, please contact us on 0333 200 5117 and we’ll explain what you need to do.
1.3 You’re responsible for supplying your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we’re the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.
1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply to your premises, you must enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by our “deemed terms of supply” published under the Gas Act 1986 and Electricity Act 1989.
1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:
• you tell us to do otherwise; or
• one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access
2.1 You agree to give us, or any person we tell you about, safe, free access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If you give us the following access at the times shown, we may also change any part of your premises:
• (a) it and the in-home display unit must not be removed from the premises without our permission; or
• (b) we may use it to remotely monitor the energy you use; or
• (c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (for both);
• (d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information policy, and
• (e) from time to time the information from your smart meter may enable you to know how much you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.
2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the damage is caused by something we have done or failed to do.
2.6 If your contract ends, we may recover any metering equipment we have provided to you and you will give us 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, 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.
3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable compensation we make to 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 make for other services. Please phone 0333 200 5108 or visit edfenergy.com/additionalcharges.

Energy prices
3.5 Smart meters automatically send us your meter readings. It is your choice whether or not you would like to have a Smart meter installed at your property. By signing up to this tariff you agree to having a Smart meter fitted when we’re installing them in your area, and to us contacting you both for an appointment for its installation. However, if you do not wish to have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter.
3.6 The charges for your Total Service Renewal tariff are set out in your Tariff Information Letter which you should have received as part of our welcome 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 or any other distributor, the introduction or expansion of a new tax, duty or charge which we have to or allowed to recover from you through your meter reading, terms and conditions for your Total Service Renewal tariff will not change until the end date.
3.8 If you’re already an EDF customer and are changing your tariff, you won’t receive the benefits of our 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 Total Service Renewal tariff is only available if you have a standard credit meter or Economy 7 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 credit tariffs is the most suitable for you. We will write to you if you let us know if this happens.

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

4. Changes to terms
4.1 If you choose to switch to another tariff, we can extend your current Total Service Renewal 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 want to change supplier but have outstanding charges on your account, we may contact your new supplier to tell them that we plan to prevent the transfer until you 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 tariff will end.
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 switching to prepayment). We may or may contact this as giving us notice to end your contract under clause 7. In either case, if you continue to take energy from us, this could result in your charges changing. If this happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.
4.4 If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions to electricity at edfenergy.com or gas at edfenergy.com/ or at edfenergy.com/directdebit.

4.5 You are allowed to change any of the following terms at any time:

(a) Payment method – if your meter is not a prepayment meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.
(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 from standard metering to multi-rate (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 support your existing tariff, you may change the prices being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply to 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 and to have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you.

Ending a tariff
4.7 In advance of the tariff end date we’ll write to remind you that your Total Service Renewal tariff is ending. You can then:

(a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available within 20 working days of the end date (if you do so we’ll let you stay on your Total Service Renewal tariff prices until your new tariff);
(b) switch to another supplier (as long as they formally confirm that we may seek to recover charges relating to consumption that is older than twelve months).

5. Billings
5.1 We will give you a bill or statement at least once a year, (b) switch to another supplier (as long as they formally confirm that we may seek to recover charges relating to consumption that is older than twelve months).

5.1 We will give you a bill or statement at least once a year, (b) switch to another supplier (as long as they formally confirm that we may seek to recover charges relating to consumption that is older than twelve months).

5.2 We have the right to estimate your usage if we don’t have all the information we need (including the energy you have used during any period) to work out the charges you owe us. We’ll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.

5.3 If your meter is read immediately before the supply start date, or we reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied beginning with the supply start date and ending with either:
(a) the date the meter is first correctly read after the date we start supplying you; or
(b) the date your contract ends with us; 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 giving us notice to end your contract with us under clause 7.1.3.

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; or
(c) for any accounts you have with us to pay off any debt you owe us or to any other debt.

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 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 any remaining payments that you owe us, or we’ll honour your requests.

6.6 If you want to pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to be able to set up a Direct Debit. 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 the amount we have agreed isn’t enough to cover 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 advise you if your Direct Debit payments have made any 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. We’ll take your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than 5% (excluding VAT) to cover 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.

6.8 If, on the date we review your Direct Debit your 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 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 allow us to use your Direct Debit money to pay the charges. If you fail to do so, we will write to you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque prices for your current tariff. You can find the current cash/cheque prices for your current tariff by looking at the relevant tariff information label at edfenergy.com or by calling us.

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 paid to us in cash/cheque.

7. Ending your contract
7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:
(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); or
(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your registered supplier, you may do this only if you end your contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(c) and want to stop taking one of your fuels (for example, if 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.

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 the provisions of the tariff. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. If you decide to keep your existing fuel 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.
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 any part of this contract at any time, this will not mean we are waiving our rights in the future.

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

9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by phone on 0333 200 5100 (or if you are a prepayment meter customer).

9.6 If when you first entered into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you under our supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs coming to an end or renewals of complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, any notices or other communications on how to provide that notice. You may still send you any of these things by post if we decide it is appropriate to do so. If at any time after your account is set up on this basis we no longer want to receive this communication electronically, and instead receive them by post, you can contact our Customer Services team on 0333 200 5100 (or do so by changing your account settings through our MyAccount service).

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

9.8 We will not break any term of this contract by acting in line with any rights or carrying out any duties under our supply licences or any other relevant industry agreements.

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

9.10 If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will continue to apply as normal.

9.11 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

10. Making a complaint

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

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

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

10.4 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman Services: Energy on 0345 400 1245 (9am to 5am Monday to Friday), or you can email them at ombg+erjy@w-v.org or visit ombudsmanservices.org.uk. The Ombudsman is free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include: (a) an apology or explanation; (b) compensation; or (c) any other relevant action.

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

10.5 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 are the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk 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. This agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep 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, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the National Terms of Connection may apply. 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 visit: Energy Network Association, 4 More London Riverside, London, SE1 2AU. phone 0207 706 5137, or see the website at www.connectionterms.org.

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

12. Supply characteristics – electricity

As required by law, the electricity delivered to your premises through the distribution 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 declared 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 use your data and the data of our partners please see Notice and Policy at edfenergy.com/yourprivacy. If you’d like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we’ll post it to you.

Total Service Renewal tariff can be withdrawn from sale at any time and is available for a limited time only.

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.

EDF Energy

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e-dfenergy.com

Calls to wide area numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure. EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.