IMPORTANT INFORMATION (KEY TERMS)

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

CHARGES

Your prices are set out in your Tariff Information Label. These prices can be changed at any time and if they increase, we’ll give advance written notice. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff. 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.

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

If you don’t pay in line with your payment method or payment frequency which you have agreed to at the time of entering into this contract, your contract may end or change. This could result in a change to your payment method, payment frequency or charges, or all.

SAFEGUARD ASSIST DURATION & ELIGIBILITY

Safeguard Assist is a tariff for eligible persons. To qualify, you must

(a) meet the criteria for the “core” or “broader” group as set out in the Warm Home Discount Regulations, or as otherwise directed by Ofgem from time to time; and

(b) be on years 6 or 7 of the Warm Home Discount Scheme.

If we end this tariff, or are informed by Ofgem that you are no longer eligible for this tariff, we will write to you to tell you. If we do this, we will move you to our standard variable prices and terms but you will be able to choose another tariff or move supplier without incurring any exit fee.

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 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.

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 we have less than two meter readings for your account, we will look at the size of your
1. Introduction

1.1 This is a contract for supply energy to you. By entering into it, you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standard terms and conditions supply energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the Standards of Performance Booklet (SOP).

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 Responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we’re the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.

1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you 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 the ‘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, subject to:

(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 and electricity supply licence.

2. Access

2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them at your own risk and expense. We may also charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.

2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance and safe condition. (Your side of the meter means everything from the meter after the meter has measured it, and includes your home wiring.) Any energy losses that happen on your side of the meter are your responsibility. If you ask for a meter inspection at your premises, we may charge you.

2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability and which is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) 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 have any concerns, and to us contacting you to ask you to book an appointment for its installation. However, if you do not wish to have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter.

3. Energy prices, 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 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.

3.4 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 5100 or visit edfenergy.com/additionalcharges.

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 to ask you to book an appointment for its installation. However, if you do not wish to have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter.

Zero Carbon Electricity

3.6 At the end of each fuel mix reporting year, we’ll make sure we have allocated enough nuclear generation declarations to match the total volume of electricity supplied under these terms and conditions in the reporting year beginning on 1 April and ends on 31 March the following year.

UK Fuel Mix disclosure information, published by the Government (BES) recognises electricity from wind, solar and nuclear fuel produces zero carbon dioxide emissions at the point of generation.

Energy prices

3.7 Safeguard Assist is an evergreen tariff for eligible persons. If you cease to be eligible, we may give you notice to end this contract in line with clause 4.9.

4. Changes to terms

4.1 If, within 20 working days of your Safeguard Assist Capped tariff coming to an end, either: (a) you agree a new fixed term tariff with us; or (b) another supplier formally lets us know that they will become your registered supplier and your switch goes ahead within a reasonable period, we’ll extend your current prices and terms until the transfer happens (a ‘tariff extension’). We’ll do this unless you’re changing supplier and have charges on your account that have been outstanding
4.9 Safeguard Assist is an ‘evergreen’ tariff, which means it will continue until we end it. If we decide not to continue with the Safeguard Assist tariff, or if you are no longer eligible for it, we will write to you before the end date to tell you, and 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 before the end of your Safeguard Assist tariff; or
(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 Safeguard Assist tariff prices until your switch goes through); or
(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 as set out in paragraph 5.1 below 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.

4.10 If you don’t accept the changes to your terms, to prevent the changes will apply once we have processed your request to end your contract under clause 7.1. In either case, if they happen, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.11 If you or we end this contract and we continue to be your registered supplier, if you haven’t agreed a new tariff with us then you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com/til. If this happens, and if you don’t agree to the changes made under clause 4.5, you will no longer benefit from features such as any fixed-price period, or any guarantee that your energy comes from a particular type of generation.

Your right to change terms

4.12 You are allowed to change any of the following terms at any time.
(a) Payment method – if your meter is not a prepayment meter (provided we consider this safe and appropriate) we may change your payment frequency (which could involve changing your meter type and metering system). We may also change your method and meter type at your new home support

4.13 If you try to change supplier, as set out in 4.11(b) above, but owe us charges on your account, we will let your new supplier plan to prevent you from transferring until you have paid what you owe. However, if you pay those outstanding charges within 20 working days of our notice objecting to your transfer, you can transfer and we will not apply the change during the transfer period.

4.14 If you don’t pay as you agreed, your charges may become due

5. Billing

5.1 We will give you a bill or statement at least once a year, but we may also provide one at any time, or in line with your agreed payment method and communication preferences. We will charge you for your energy use 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 of 12 months except where the charges relate to circumstances where:
(a) we have previously taken steps to recover payment for charges which are; or
(b) we have taken action to recover other charges because of any unreasonable act or omission on your part, or
(c) any other circumstance applies which our regulator considers that we may make to recover charges relating to consumption that is between 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 base estimates using information we have about the energy used at the premises. This may include adjusting readings to reflect seasonal changes in use and variations, or the characteristics of your home and household energy use, or price changes.

5.3 If your meter is not read immediately before the start date of your first bill, or if we have not had occasion to read your meter, we will bill you based on the last reading using the information that we have available about your property, however to help us to improve the accuracy of your bills we provide us with an up to date and accurate meter reading at least once per year.

5.4 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 base estimates using information we have about the energy used at the premises. This may include adjusting readings to reflect seasonal changes in use and variations, or the characteristics of your home and household energy use, or price changes.

5.5 If your meter is not read immediately before the start date of your first bill, or if we have not had occasion to read your meter, we will bill you based on the last reading using the information that we have available about your property, however to help us to improve the accuracy of your bills we provide us with an up to date and accurate meter reading at least once per year.

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 that, you will still be responsible for paying charges for the period we are your registered supplier. If we continue to be your registered supplier after you try to end this contract, different contract terms will take effect.

7.2 If you use your right under clause 4.7(c) and want to stop taking one of the fuels we supply (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 you are connected to the distributor’s system) and you do not arrange for it to start receiving the one in those cases, this contract will no longer apply to the relevant fuel.

7.3 Unless you use your right under clause 4.7(c), if you change premises you must give us notice so we can end the contract.
7.4 If you use your right under clause 4.7(c) and we are not already the registered supplier for your new premises, our responsibility 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 comply with 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 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 have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.7. We have this right even if you don’t have a debt on your account.
(i) Ofgem issues a direction to another supplier telling
(h) You have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.7. We have this right even if you don’t have a debt on your account.
(i) Ofgem issues a direction to another supplier telling
(h) You have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.7. We have this right even if you don’t have a debt on your account.
(i) Ofgem issues a direction to another supplier telling

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) take away your supply licence; and has decided to do so.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended. There is which due to come into force or continue after the date it ended. Clauses 5.4, 6.3, 6.11 and 6.15 continue to apply even after our supply licence has ended.

7.9 If you’re responsible for paying Green Deal charges, your responsibility continues after this contract ends; and your new supplier will collect your Green Deal charges when they take over your supply.

8. Limits to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply, as far as this is allowed by law.

8.2 We will not be legally responsible to you for any event or circumstance beyond our reasonable control.

8.3 We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently or negligently.
Electricity and gas credit prices are effective from 1 April 2021.

<table>
<thead>
<tr>
<th>Supply area and payment method</th>
<th>Standard meter(^1) electricity prices</th>
<th>Electricity 7 meter(^2) electricity prices</th>
<th>Gas</th>
<th>Standard meter(^2) gas prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Midlands</td>
<td>Daily standing charge 23.78p Unit rate (kWh) 18.50p</td>
<td>Daily standing charge 23.86p Day rate (kWh) 23.62p Night rate (kWh) 8.28p</td>
<td>Daily standing charge 26.60p Unit rate (kWh) 3.260p</td>
<td></td>
</tr>
</tbody>
</table>

1 The daily standing charges (where shown) are due each day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF.
2 Standard meter - This is the most common type of meter for electricity and gas. These meters display your consumption either using a mechanical clock, digital display or dial.
3 Economy7 meter - Also known as E7, this is a two-rate meter for electricity and gas which provides a cheaper rate seven hours a night which can provide savings on your account. These meters are often installed in properties without a gas connection and so the heating and hot-water supplies depend on electricity (for example, storage heaters). Night kWh will be supplied for a total of seven hours, typically between 10pm and 8am (actual times set by the local network operator and can be found on your bill) and these will be charged at the night kWh rate. All other kWh will be charged at the day kWh rate.

For all tariff Terms and Conditions please visit edfenergy.com

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

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