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 or go to edfenergy.com/for-home/energy-tariffs/tariff-terms

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 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 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 will receive a statement each year (known as your annual summary), showing how much energy you’ve used over the year – and how much you’ve paid.
• You can give us meter readings online or through our ‘no queue’ telephone service any time you like. Just call 0333 200 5108. You’ll also be able to pay the revised amount of the bill straightaway.

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..."
2. You agree to give us, our contractors or any person we may ask to do so, access to your premises and metering equipment, including key cards or in-home display devices.

3. You must make sure that all metering equipment is appropriate (which may affect your prices). We will put it in a suitable place, we may replace, reposition or in-home display devices.

4. You have a ‘smart meter’ that we can read without coming to your premises, you agree that:
   a) it and the information from it must not be removed from the premises without our permission; and
   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 policy; and
   e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

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 charge), unless the damage is caused by something we have done or failed to do.

6. If your contract ends, we may recover any metering equipment we have provided to you and you will give us, our contractors or any person we tell you about, access to your premises and all metering equipment.

7. If your contract ends, we may charge you.

8. 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 visit edfenergy.com/additional-charges.

Energy prices
3.5 The charges for your tariff are set out in your Tariff Information Label which you should have received as part of your contract letter. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.6 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, 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
3.7 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 this contract. The fuel mix reporting year begins on 1 April and ends on 31 March the following year.

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

4. Changes to terms
4.1 We are allowed to change all terms of supply at any time. Any changes will apply from the date we publish them on our website. However if the change puts you at a disadvantage, we’ll give you written notice (a ‘variation notice’) unless clause 4.4 applies.

4.2 If you don’t accept a disadvantageous change to your terms, to prevent us from enforcing it, no later than 20 working days after we agree to the change, you must notify us in writing that 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.

4.3 If you try to change supplier but owe us charges on your account, we may levy your new supplier knowing that we plan to prevent you from transferring until you have paid what you owe. However, if you pay those outstanding charges within 30 working days of our notice objecting to the change, we’ll apply to the change.

4.4 If you have a debit which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we may charge your payment method or payment frequency (which could involve changing your meter too). Or we may treat this as you giving us notice to end your contract under clause 7.1. In either case, if you fail to take any action we think necessary to transfer 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.

4.5 You can end your contract at any time by giving us 28 days’ notice. 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, we will treat your contract under our ‘deemed contract scheme’, which has different terms and conditions. These are available at edfenergy.com/dt. If this happens, or if we change your contract under the above clause, you will no longer benefit from features such as any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

Your right to change terms
4.6 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
dues 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, from 71 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
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.

4.7 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

4.8 Standard (Variable) is an ‘evergreen’ tariff, which
means it will continue until we end it. If we do
decide not to continue with the Standard (Variable)
tariff, 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 do so we’ll let you stay on your Standard
(tariff 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
Standard (Variable) 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 that we have on offer at the
time based on your current type of meter and
payment method. We’ll include the prices for this
tariff when we write to you.

5. Billing

5.1 We will give you a bill or statement at least once a
year, but may send you a bill or statement at any
time, or in line with your agreed payment method
and payment periods. We will charge you for your
energy usage based on the amount of
energy we reasonably consider that you have consumer
in the period covered by your bill, or a maximum
of twelve months (depending on where the charges
relate to circumstances where:

a) we have previously taken steps to recover
payment for charges which are older than this
year, but we have not taken action to recover
charges because of any unreasonable act or omission on
your part, or
b) any other circumstance applies which our
regulator confirms that we may seek to recover
to the extent that is older than

12 months.

Where we don’t have an up to date meter reading we
will use an estimated reading using the information that we have available about your
property, however to help us 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 any need to (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 not read immediately before the
supply start date, or we reasonably believe that the
reading we have is not accurate, we may estimate
the amount of energy 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.

5.4 Where this contract ends, we’ll take all reasonable
steps to send you a final bill within 6 weeks. Where
new information becomes available within 20 working days of the
end date we will send you a corrected final bill as soon as reasonably
practicable.

6. Payment

6.1 You must pay your bill by the due date on the bill or
where the meter is not a prepayment meter, using the payment method we have
agreed with you.

6.2 If you have a debt which is still not paid for 28 days or
in circumstances where

(a) you do not comply with any of its terms.
(b) giving us notice as set out in clause 6.2. If you do
not, we will write to you, explaining what
has happened and giving you a date when you need
to either pay your debt or re-start your Direct Debit. If you don’t do so by this
time, we can arrange for it to start receiving one. In these cases,
this contract will no longer apply to the relevant fuel.

7.4 If you use your right under clause 4.6(c) and we are
liable to you after you try to end this contract, unless you agree a
different contract, you will move onto our deemed
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
before the end date and for a different contract, by:
(a) asking another supplier to become your registered supplier
(b) giving us notice as set out in clause 6.2. If you do
not, we will write to you, explaining what
has happened and giving you a date when you need
to either pay your debt or re-start your Direct Debit. If you don’t do so by this
time, we can 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 4.6(c), if you
change premises you must give us notice so we can
end this contract. If not, you will still be legally
responsible for the charges at the original premises.

7.5 We can end our arrangements with you under this
contract will be suspended from the date you leave
your old premises and you will continue to pay for the network
services used by those premises until the end of the
contract period. We might carry out more frequent reviews, but this isn’t
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guaranteed.

8. Debt

8.1 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.

8.2 If we don’t pay our bills in the way we’ve agreed, we
can ask you to pay by another method and this
can increase the price you pay for your energy (see clause
3.3). If we mean to fit a prepayment meter
clause 2 will apply, and you may be responsible for the
charges, which we will tell you about at the time. If you
are struggling, you can pay through deduction to
social security you receive, by regular instalments or
by using a prepayment meter (provided we consider
this safe and practical). We’ll let you know how
you can reduce your charges by using energy more
efficiently.

8.3 If you are late in paying any of our bills and fail to
pay it in full after we have reminded you to pay, we may
charge you a £10 late payment charge for that
bill.

8.4 If your contract ends and you do not pay the charges
due under the contract within 28 days of it ending,
you may transfer to your new supplier the right to
recover those charges from you (within certain limits
set out in clause 6.2). 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, you agree that we can collect from
you the amount you owe, plus reasonable costs.

8.5 We’ll only take debt recovery actions which we
consider to be proportionate.

8.6 If you use your right under clause 4.6(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
covered by the network services used by your old
premises).

8.7 If you use your right under clause 4.6(c) and you
change premises you must give us notice so we can
end this contract. If not, you will still be legally
responsible for the charges at the original premises.

8.8 After you receive notice, we will have two working
days to cancel the contract and end this contract.

8.9 If you use your right under clause 4.6(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 and you will continue to pay for the network
services used by those premises until the end of the
contract period. We might carry out more frequent reviews, but this isn’t
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8.10 If you use your right under clause 4.6(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 and you will continue to pay for the network
services used by those premises until the end of the
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8.11 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).

8.12 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 damage 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 have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.6. We have this right even if you don’t have a debt on your account.

(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 there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence; and has decided to do so.

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) into your premises at 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 which are due to come into force or continue after the date it ended. Clauses 5.4, 6.3, 6.11 and 6.14 continue to apply even after our supply licence has ended.

7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends and your next 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 or damage that could not reasonably have been 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 responsibilities to any other person (however this is caused).

8.4 If we are legally responsible to you under these terms, except as set out in clause 8.5 below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage however it happens.

8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.

9. Other conditions that apply

9.1 We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7.6, in which case we do not need to give you any notice).

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

9.3 If we don’t enforce any part of this contract at any time, this will not prevent 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 communication. If you fail to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CPAefnergy.com (or 0333 200 5110 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, 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. If, at any time after your account is set up on this basis, you 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 to do so or change 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 or laws.

9.9 Nothing in this contract affects our rights under our contracts and agreements which are 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. Advice and complaints

10.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best to get in touch with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer@EDFenergy.com or write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU: telephone 0207 706 5137, or see the website at www.energyconsumers.org.uk

10.2 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 5pm Monday to Friday), email complaintsresolution@edfenergy.com or write to: FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

10.3 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 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org or visit ombudsman-services.org/energy. The Ombudsman is independent and free, which the Ombudsman finds we have not acted correctly or fairly, 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.

10.4 Contact Citizens Advice if you need help with an energy problem - for example, if you’ve had your supply stopped, 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 0800 222 1133. Calls are charged at your normal rate.

11. National terms of connection – electricity

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 an industry 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 identify 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: telephone 0808 223 1133. Calls are charged at your normal rate.

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 following permissible nominal variations 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.
### Standard Variable electricity and gas - Credit prices

Electricity and gas credit prices are effective from 1 April 2021.

<table>
<thead>
<tr>
<th>Supply area and payment method</th>
<th>Standard meter electricity prices</th>
<th>Economy 7 meter electricity prices</th>
<th>Gas Standard meter prices</th>
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<tr>
<td>East Midlands</td>
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</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 (day and night - providing 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.
Standard electricity and gas – prepayment prices

Electricity and gas prepayment prices are effective from 1 April 2021

If you are (or become) a prepayment customer, and have a smart meter installed, the smart pay as you go “PAYG” prices for this tariff will apply. This is effective from 1 April 2021 (or from installation if after this date). You can find the prices for that payment method on the previous page.

<table>
<thead>
<tr>
<th>Supply area and payment method</th>
<th>Standard meter electricity prices</th>
<th>Economy 7 meter electricity prices</th>
<th>Gas prices</th>
<th>Standard meter gas prices</th>
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</table>

Prices shown in both tables include VAT. They are made up of a daily standing charge and the relevant unit rate (kWh). We explain the rates in more detail in the notes section on page 4.

\(^1\) 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.

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