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 contract may end or change. This could result in a change to your payment method, payment frequency or charges, or all. 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.

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.
• 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. Access

If you don't pay as agreed, your charges may change Please see clauses 4.4 and 4.5 for details.

‘distributor’ – the company licensed to deliver energy to your premises.

‘energy’ – residential gas or electricity (or both) and all related services.

‘exceptions’ – the conditions set out in Standard Licence Condition 14A.2 of our gas and electricity supply licence. For example, these include:

• if you have a previous supplier objects to transferring the supply
• if we don’t have the information needed despite taking reasonable steps to get it; or
• if the supply transfer is prevented by any other circumstance outside of our control where we’ve 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 go or any other method we determine.

‘premises’ – any part of any land, building or structure you use to supply energy to.

‘registered supplier’ – the supplier registered with the local metering point administration service or metering point registration service who is responsible for supplying energy to your premises.

‘supply start date’ – for each fuel, the date from when we become the registered supplier for your premises.

‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.


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 it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the UK Code of Practice for Information leaflet.

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 Our responsibility to supply your premises (and your responsibility to supply us to supply energy to) 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 of energy, 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 our ‘deemed terms of supply’ published under section 3 of 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:

• (a) you tell us to do otherwise or
• (b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access

2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and any related information with supplying your premises. If obstructions prevent access, you must remove them and pay any costs involved. We may also charge you if we don’t let you know at least 48 hours before we expect to 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 safety condition. Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes your home. Any 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 energy you use. If any of these conditions do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or repair it. If we do charge you or we may change your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.

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

• (a) if the smart meter is not suitable, we must not be removed from the premises without our permission; or
• (b) we may use it to remotely monitor the energy you use;

• (c) you 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.

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, our contractors or any other person we tell you about, 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 we ask you for a security deposit, you may give us 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 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 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 advance 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’ve given you a variation notice or other notice that we intend to make effect you must either enter a new contract: (a) with us for a different product; or (b) with another supplier who formally lets us know that they will become your registered supplier, and does so within a reasonable period. In all other cases the change will take effect on the date we have given.

4.3 If you try to change supplier but owe us charges on your account, we may let your new supplier know 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 transfer, and if you’re a new supplier when Clause 4.2(b) applies we will not apply the change to your terms during the transfer period. If you don’t pay as you agreed, your charges may change.

4.4 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 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 we may change your terms, to prevent us from enforcing it, no later than 20 working days after we’ve given you a variation notice or other notice that we intend to make effect your debt.

4.5 You can end this 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 then you will not have the 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.
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 any arrangements. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed and paid for in the relevant period (unless we have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months. Where the charges relate to circumstances where:

- a) we have previously taken steps to recover payment for charges which are older than this year, we have not taken action to recover older charges because of any unreasonable act or omission on your part, or
- c) any other circumstance applies which our regulator considers that we may seek to recover charges relating to consumption that is older than twelve months.

Where we don’t have an up to date meter reading, 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, 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 also have to pay costs associated with changing your meter. We will explain any charges to your charges and any extra costs to you at the time.

5. Billing

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

- a) we have previously taken steps to recover payment for charges which are older than this year, we have not taken action to recover older charges because of any unreasonable act or omission on your part, or
- c) any other circumstance applies which our regulator considers that we may seek to recover charges relating to consumption that is older than twelve months.

Where we don’t have an up to date meter reading, 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, 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 also have to pay costs associated with changing your meter. We will explain any charges to your charges and any extra costs to you at the time.

Ending a tariff

6.2 By giving us notice as set out in clause 7.2, if you want to change your entire contract, you may do so if:

- a) you go from dual fuel to electricity only), you may do so if:
- b) you go from electricity only to dual fuel (for example, economy 7) metering, and vice versa.
- 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, we may 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 (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 for 28 days or if you fail to pay your bill using the 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 energy account. (a) with a previous supplier to us, or (b) with us to a new supplier. Either of us can use credit you have on an account with us to pay off debt you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method. We’ll only collect Green Deal charges that become due after we start supplying you, and we’ll pass them on to your Green Deal provider.

6.5 If you owe us any outstanding charges, and you send us a payment that is less than the amount we are owed, we’ll put it towards whichever debt and in whichever proportions we consider appropriate.

Direct Debits

6.6 If you want to pay for your energy by Direct Debit, we need to agree the 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 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 date. This bill will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs 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 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 debit, we’ll usually update your monthly estimate and send you a corrected final bill as soon as reasonably practicable.

6.9 Apart from where you or we change the way you pay our charges under clause 4.4 or 4.6, if you choose to pay by Direct Debit, you must continue to use that payment method 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 or Pay As You Go prices for your current tariff. You can find the current cash/cheque and Pay As You Go prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/directdebit.

6.10 If we agree a payment method with you, you must pay charges in line with it. If not, we can withdraw 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 fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we’ll tell you about at the time. If you’re struggling, you can pay through deduction to social security you receive, by regular instalments or by using a prepayment meter (provided we consider the safe and practical). We’ll let you know how you can reduce your charges by using energy more efficiently.

6.12 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.

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 you 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.

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

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 by giving us notice to do so:

- 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 any charges for the period we are your registered supplier. If we continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.6(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 connected to the gas network).

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’ll still be legally responsible for the charges at the original premises. After you receive notice, we will have two working days to provide you with a copy of our deemed contract.

7.4 If you use your right under clause 4.6(c) and we are not the 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. We will not pay for becoming the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible for 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.
We reasonably believe that you have stolen
backed by Nuclear
CO2 g/kWh
100%

Your rights and duties under this contract apply only
and to be notified so in the future.

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

If you need to give us notice under this contract,
you must follow our instructions in any related
communications (including sending a notice in
writing to the address shown on your contract,
by email to CP@edfenergy.com or (0333 200 5110 if
you are a prepayment meter customer).

We are not legally responsible to you in any way for
other conditions that apply

Nothing in these terms will exclude our legal
responsibility to you, and all responsibilities,
guarantees and any other conditions implied by law or
legal responsibility resulting from
our negligence or legal responsibility to you, and all responsibilities,
of your responsibilities to any other person (however
clearly described as supported by online account
settings through your MyAccount service.

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

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.

Nothing in this contract affects our rights under our
legal responsibilities to you, and all responsibilities,
(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
whether it happens.

We are legally responsible to you to 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.

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

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.

 Anything 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.

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

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).

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

If we don’t enforce any part of this contract at any
time, this will not affect our rights in the future.

If 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.

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.

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)
to your prepayment meter. 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 your MyAccount service.

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

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.

Nothing in this contract affects our rights under our
laws, 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 only apply even after our
supply licence has ended.

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

Limits to our legal responsibilities

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.

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

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.

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
whether it happens.

Any terms 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.

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

Other conditions that apply

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).

Your rights and duties under this contract apply only
to you and cannot be transferred to any other person
free, independent. If the Ombudsman finds we have
not acted correctly, we 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.

Contact Citizens Advice if you need help with an
energy problem - or to find an energy tariff for
100,000 customers and 10,000 businesses.

We reasonably believe that you have stolen
backed by Nuclear
CO2 g/kWh
100%

Other conditions that apply

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).

Your rights and duties under this contract apply only
to you and cannot be transferred to any other person

## 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 gas prices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Daily standing charge¹</td>
<td>Unit rate (kWh)</td>
<td>Daily standing charge¹</td>
</tr>
<tr>
<td>PAYG</td>
<td>27.72p</td>
<td>17.99p</td>
<td>27.81p</td>
</tr>
<tr>
<td>PAYG</td>
<td>27.79p</td>
<td>19.91p</td>
<td>27.87p</td>
</tr>
<tr>
<td>PAYG</td>
<td>25.10p</td>
<td>18.74p</td>
<td>25.18p</td>
</tr>
<tr>
<td>PAYG</td>
<td>32.09p</td>
<td>20.00p</td>
<td>32.18p</td>
</tr>
<tr>
<td>North Wales and Merseyside Direct Debit Cash/Cheque</td>
<td>25.31p</td>
<td>18.47p</td>
<td>25.60p</td>
</tr>
<tr>
<td>South Scotland Direct Debit Cash/Cheque</td>
<td>28.82p</td>
<td>19.18p</td>
<td>28.80p</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 Economy 7 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>Electricity prices</th>
<th>Gas prices</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard meter(^2) electricity prices</td>
<td>Economy 7 meter(^2) electricity prices</td>
</tr>
<tr>
<td></td>
<td>Daily standing charge(^1)</td>
<td>Unit rate (kWh)</td>
</tr>
<tr>
<td>Eastern Prepayment</td>
<td>27.98p</td>
<td>18.50p</td>
</tr>
<tr>
<td>South East Prepayment</td>
<td>28.00p</td>
<td>19.18p</td>
</tr>
<tr>
<td>South West Prepayment</td>
<td>29.61p</td>
<td>19.25p</td>
</tr>
</tbody>
</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.

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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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GETTING STARTED

1 - Activating your key/card

You’ll soon receive your new EDF key/card. When you do, simply insert it into your meter for at least 30 seconds with the arrow facing up. This shouldn’t affect any existing credit. This will activate it so it’s then ready to top up with credit.

Please return your old key/card in the freepost envelope provided with your new key/card pack so we can recycle it.

Lost or damaged key/card.

If you lose or damage your key/card, call us on 0333 200 5110, we’ll give you a new one for free the first time but you might be charged £7 for any further replacements. The credit already loaded on your meter will not be lost, but we will not be able to refund any credit that was on your key or card.

2 – Topping up

You can add credit to your key/card at any Payzone, PayPoint or Post Office. There are more than 50,000 outlets where you can top up and most are open seven days a week. To find your nearest visit edfenergy.com/ways-to-pay or call our prepayment team on 0333 200 5110.

3 – Adding credit to your meter

Once you’ve added credit to your key/card, it’s easy to transfer it to your meter. Simply insert the key/card into your meter and your new balance should appear on the screen. You’ll be able to see how much credit you’ve used across the whole year on your annual statement.

Check your receipt

Every time you add credit to your key/card you should be given a receipt. If you aren’t, please tell the staff at the outlet. If your receipt shows ‘credit failed’ or ‘cancelled’, your charging hasn’t worked. Just take it back to the outlet and the staff should be able to sort things out right there. If you weren’t given a receipt then your charging might not have worked and you’ll need to check this with the staff at the outlet.

YOUR PREPAYMENT ELECTRICITY METER

Here are some examples of the information available on your meter. Depending on your meter type you should be able to scroll through all the available screens by pressing the main button repeatedly.

<table>
<thead>
<tr>
<th>General Purpose Rate Prepayment Meter</th>
<th>Economy 7 Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outstanding credit</td>
<td>£009.50</td>
</tr>
<tr>
<td>Test display/emergency (if in use)</td>
<td>£009.08.88.88</td>
</tr>
<tr>
<td>Time and rate in use &gt;</td>
<td>15.50</td>
</tr>
<tr>
<td>Date and rate in use &gt; (written in reverse)</td>
<td>01.03.82</td>
</tr>
<tr>
<td>Total amount of credit</td>
<td>£00248</td>
</tr>
<tr>
<td>accepted by the meter to date</td>
<td>£004.28</td>
</tr>
<tr>
<td>Debt/standing charge collection amount</td>
<td>£00813 20</td>
</tr>
<tr>
<td>Price of each unit (rate 1)</td>
<td>£007.51</td>
</tr>
<tr>
<td>Total units used (rate 1)</td>
<td>£02529 95</td>
</tr>
<tr>
<td>Price of each unit (rate 2)</td>
<td>£002.76</td>
</tr>
<tr>
<td>Total units used (rate 2)</td>
<td>£0096</td>
</tr>
<tr>
<td>Price of each unit (rate 2)</td>
<td>£046.02</td>
</tr>
<tr>
<td>Price of each unit (rate 2)</td>
<td>£003.00</td>
</tr>
</tbody>
</table>

> Additional screens for Economy 7 Tariff
* Customer key required for these readings.

YOUR PREPAYMENT GAS METER

There’s a lot of useful information held on your gas prepayment meter. To get to it, press and hold the red button until you hear a ‘beep’.

To move through the screens, keep pressing the red button. You might need to insert your gas card to access more detailed information.

An example of an electricity meter

An example of a gas meter
WHAT IF I RUN OUT OF CREDIT OR CAN’T CHARGE MY KEY/CARD?
If you're running low on credit you may hear a warning beep. Your meter has an emergency credit of £6, which can be used if you can’t get to a PayPoint, Payzone or Post Office® to top up. To release it just put your key/card in the meter when your credit is running low.

HOW TO PAY FOR EMERGENCY CREDIT?
You’ll have to pay for any emergency credit you use the next time you top up. You won’t be charged interest or a fee – you just pay for what you’ve used.

WHAT SHOULD I DO IF CREDIT FROM MY KEY OR CARD DOESN’T UPLOAD ONTO THE METER AND THE METER SHOWS THE ‘NO TOKEN’ MESSAGE?
Your key or card might need cleaning. Try doing this with a dry toothbrush or cloth. If you’re still having trouble then it might be damaged. Call us and we’ll send a replacement.

WHAT HAPPENS IF MY ELECTRICITY SUPPLY HAS GONE OFF?
First, check the meter to see if the display is blank and if the red light has gone out. If it has, check with the neighbours to see if they still have a supply. If their supply is also off, it may be a power cut. Call your local network operator, who’ll give you an estimated time for the supply going back on.

WHAT HAPPENS IF MY ELECTRICITY HAS GONE OFF BUT MY NEIGHBOURS ARE NOT AFFECTED?
Firstly, visually check the consumer unit in your home to see if a switch has tripped. If so you’ll need to reset it. Under no circumstances should you carry out a physical inspection of the consumer unit or your prepayment meter. Instead call us on 0333 200 5110 to arrange for your prepayment meter to be repaired or call a qualified electrician.

WHAT SHOULD I DO IF I HAVE NO SUPPLY AND THE METER DISPLAYS A RED LIGHT?
Your meter has run out of credit. You can release the emergency credit by popping the key or card into the meter.

WHAT SHOULD I DO AFTER I’VE ACTIVATED MY EMERGENCY CREDIT?
Recharge your key or card as soon as possible. You’ll need to repay this emergency credit, as well as charging up the meter enough to cover your energy use until the next time you plan to charge your key or card.

FOR YOUR SAFETY, WE ADVISE YOU NOT TO USE UP ALL OF YOUR EMERGENCY CREDIT. IF YOUR ELECTRICITY OR GAS GOES OFF, PLEASE MAKE SURE ALL YOUR ELECTRICAL AND GAS APPLIANCES ARE SWITCHED OFF BEFORE YOU PUT YOUR RECHARGED KEY OR CARD INTO YOUR METER.

MY METER IS SHOWING ‘ERROR’. WHAT SHOULD I DO?
It may be a fault with your meter key or card. Call our customer service team.

CAN I STILL CHANGE SUPPLIER IF I HAVE A DEBT ON MY METER?
If you’re in debt up to £500 with your old supplier, your switch should usually still be able to take place, although you’ll have to stay on a prepayment meter until the debt is paid off.

IF YOU MOVE HOME
If you move home it’s important you run the balance left on the meter as close to zero as possible by timing when you put money on your meter. This is so you don’t waste credit. We also need you to give us the following information:
Before the day you move out
• Your new address
• The date you’re moving out
On the day you move out or as soon as possible after
• The meter readings on your meter
• The amount of unused credit on the meter.
You’ll get a final statement from us. If you have any questions about this, or think you’re owed a refund for unused credit, please get in touch with us on 0333 200 5110.

SOME COMMON QUESTIONS

Every two years we’ll visit you to carry out a home meter health check. In between these visits, it’s worth doing an occasional visual check yourself, paying attention to:

The wiring – Does it look secure? Are any copper parts of the wiring exposed? When making visual checks remember not to touch the wires under any circumstances.

The meter – Are there any burn marks on it or is it sparking at all? Is there any visible damage to the casing? Does the meter look secure and firmly attached to the wall?

Visibility – Has the meter been tampered with? Is it hard to see because it’s too high? Call us on 0333 200 5100 and we may be able to move it for you.

Please remember to take care and be safe when doing a visual check of your meter. Under no circumstances should you carry out a physical inspection.

edfenergy.com
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.
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STAYING SAFE