IMPORTANT INFORMATION (KEY TERMS)

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

CHARGES

Your prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Total Service tariff ends. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff.

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 payments for any charges incurred in accordance with these terms.

Signing up to this tariff means: that if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know.

PAY AS YOU GO RULES

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our ‘Pay As You Go Explained’ leaflet, which is available at edfenergy.com/paypolicy or to request a copy contact us on 0333 099 7000. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit edfenergy.com/paypolicy

DIRECT DEBIT PAYMENT METHOD

If you want to pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter your Direct Debit at the point you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

We review your Direct Debit payments in line with our Direct Debit rules, which form part of these terms. You can find them at edfenergy.com/directdebitrules

DIRECT DEBIT RULES

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

BUDGET DIRECT DEBIT

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

REVIEWING YOUR DIRECT DEBIT PAYMENTS

HOW WE CALCULATE YOUR DIRECT DEBIT

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

HOW BUDGET DIRECT DEBIT REVIEWS WORK

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

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we’ve completed the annual review, if your Direct Debit needs to increase or reduce to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid your agreed payments changing too often, we’ll only alter them between annual Direct Debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year. Latest details can be found at edfenergy.com/directdebit

HOW ANY DEBIT OR CREDIT IS BALANCED OUT

Once we’ve completed your review, if we have an up to date meter reading and we find your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. In exceptional circumstances we may collect the full debit amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

IF YOU WANT TO PAY YOUR AMOUNT IN FULL

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

• Every month/three months you’ll get a reminder from us asking you to read your meter or pay your regular payment amount.
• If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
• We’ll also check your regular payment amount to make sure it’s set correctly and that you’re paying for what you use.
• If you don’t give us a reading, we’ll ask you to pay a ‘regular payment amount’ which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you’ve sent us or we’ve taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.
If you change your tariff, we’ll check that your regular payment amount is set correctly.

If you don’t send us a meter reading, we’ll collect the amount shown on the regular payment amount.

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.

TERMS AND CONDITIONS

DEFINITIONS

‘charges’ – our charges for supplying energy, including any Green Deal charges which apply.

If you don’t pay as agreed, your charges may change. Please see Clauses 4.3 and 4.4 for details.

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

‘end date’ – the date your Total Service tariff ends, which is shown in your Tariff Information Label.

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

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

• if your previous supplier objects to transferring the supply;
• we don’t have the information needed despite taking reasonable steps to get it; or
• 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 that we collect through energy bills in line with the Government scheme known as ‘Green Deal’.

‘metering equipment’ – the energy meter and other related equipment, like keyless in-home display devices.

‘payment method’ – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.

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

‘registered supplier’ – the supplier registered with the local measuring authorities that will not change unless there is no contract between us and metering point registration service who is responsible for supplying energy to your premises.

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

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


‘Total Service’ - The tariff that you’ve agreed to be supplied on.

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 Standards of Performance booklet.

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 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 supplier.

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 our ‘deemed terms of supply’ published under the Gas Act 1986 and Electricity Act 1989.

1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:

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

2. Access

2.1 You agree to give us, or any person we tell you about, safe, full 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 and pay any costs involved. We may also change 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 safety condition. (Your side of the meter starts at the point the energy crosses your 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 and measuring 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 change your tariff to one that we consider appropriate (which may affect your price). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided on our behalf. You should call us if you are not sure if 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) it and the in-home display unit must not be removed from the premises without our permission;
(b) we may use it to remotely monitor the energy you use;
(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both);
(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information 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 will apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the damage is caused by something we have done or failed to do.

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

3. Energy price, tariff features and charges

3.1 You agree to pay all charges due under this contract which are not exceptions, even if the charges are based on an estimate of your energy use.

3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (a ‘security deposit’). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

3.3 We can charge you any reasonable costs and expenses we have to pay in coming out to your premises. This includes any elapsed time by our distributor’s 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 5117 or visit edfenergy.com for valid charges.

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, we 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.

Energy prices

3.6 The charges for your Total Service 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.

3.7 Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our reasonable control, or the introduction, dubbing or levying of any tax, taxation law or duty not in force at the time of the contract, and which we are not responsible for, we may change the rate of any charge or levy which we have to or are allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your Total Service tariff (or both).

3.8 If you’re already an EDF Energy customer and are changing your tariff, you won’t receive the benefits of your new tariff (for example its price) until we process the change. We’ll write to you to confirm when this will happen.

3.9 The Total Service tariff is only available if you have a standard credit meter. Economy 7 credit meter or any non STD complex energy meter means you want us to supply under this contract. If you have a different type of meter, we may need to supply you on a different tariff, which is likely to have different prices and features. If we find this is the case, you agree that we may supply you on whichever of our other tariffs we believe is most suitable for you. We will write to you to let you know if this happens.

Zero Carbon Electricity

3.10 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 If, within 20 working days of your Total Service 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 you wish to switch 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 for 28 days or more. In those cases we may tell the other supplier that we’re preventing the transfer until you’ve paid. We’ll tell you if this is the case, and at that point when pay the charges within 30 working days your transfer will be able to go ahead and we’ll apply the tariff extension provided by your new supplier within a reasonable period.

Our right to change terms

4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date
We publish them on our website. If you don’t pay as you agreed, your charges may change.

4.3 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we may change your payment method or payment frequency (which could involve changing your meter too). Or we may treat this as you giving us notice to end clause 7.1. In either case, if you continue to take energy from us, this could result in your charges increasing. If this happens, we'll give you 20 working days' notice, explaining what changes will be made and why.

4.4 If you or we end this contract and we continue to be your registered supplier, 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/ dt. If this happens, or if we change your contract under clause 4.3, you’ll benefit from features such as any fixed-price period.

Your right to change terms

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

(a) Payment method – if your meter is not a prepayment meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.

(b) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7).

(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 wish to use at your new premises so that we can arrange for us to supply those fuels too.

4.6 To do any of the above you need to ask us. If you do, the changes will apply once we've processed your request. Your charges may change as a result, and you agree to paying us associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

Ending a tariff

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

(a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available within 10 working days of the end date (if you do so we’ll let you stay on your Total Service tariff prices until you move onto your new tariff);

(b) switch to another supplier (as long as they formally let us know within 10 working days of the end date that they will become your registered supplier within a reasonable period, we’ll let you stay on your Total Service tariff prices until you move onto your new supplier); 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 we may give you a bill or statement at any time or in line with your agreed payment method and communication preferences. We will charge you for your energy usage based on the amount of energy we reasonably believe you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of two months except where the charges relate to circumstances where:

a) we have previously taken steps to recover payment for charges which are older than this,

b) we have taken or must take to recover older charges because of any unreasonable act or omission on your part, or

c) any other circumstance applies which our regulator considers to be unreasonable.

5.2 We have the right to estimate your usage if we don’t have all the information we need (including the energy you have used during any period) to work out the charges you owe us. We'll estimate using information we have about your past energy use and past tariffs. 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 will estimate the amount of energy supplied during the period beginning with the supply start date and ending with either:

(a) the date the meter is first correctly read after the date we start supplying you;

(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 your final bill within seven working days. Where new information becomes available, we’ll send you a corrected final bill as soon as reasonably practicable.

6. Payment

6.1 You must pay your bill due by the date on the bill (or by a due date specified on the bill date) using the payment method we have agreed with you.

6.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we will treat this as you giving us notice to end your contract with us under clause 7.1.

6.3 We have the right to use or transfer any debts 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 accounts with us to pay off debt you owe us or our group companies.

6.4 If you are being supplied 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 bills to be sure of receiving those Green Deal charges. We will 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 does not cover these charges, we’ll put it towards whichever debt and in whichever order we consider appropriate.

Direct Debits

6.6 If you want to pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to 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 (such as topping up your meter) or 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 use (your ‘estimated annual energy cost’) up to the date of the next annual Direct Debit review. This will be based on 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 results in a change of less than the specified (set) percentage.

6.8 If, on the date we review your Direct Debit your account is in credit or in debt, we’ll usually update your monthly payment by a specified (set) percentage to spread the balance across the following 12 payments. If your account with us is in debt by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debt from your next payment. If you’re paying by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount on our website or by calling us on information on paying by Direct Debit, on our website at edfenergy.com/directdebit.)

6.9 Apart from where you or we change the way we pay your charges (see clause 4.3 or 4.5), 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, or by calling us.

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. We can also end this contract with us at any other time by:

(a) another supplier becomes your registered supplier for that fuel

(b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to that fuel.

7.2 If you use your right under clause 4.5(c) and want to stop taking one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so if:

(a) another supplier becomes your registered supplier for that fuel;

(b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to that fuel.

7.3 Unless you use your right under clause 4.5(c), if you change premises you must give us notice so we can end this contract. If not, you’ll still be legally responsible for the changes at the original premises. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.5(c) and are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date that a new supplier becomes the registered supplier for 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 under clause 7.10, in which case we do not need to give you any notice.

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

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

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

(c) You have 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.
9.1   We can transfer all or any of our rights and legal responsibilities to you and cannot be transferred to any other person without our written permission.

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

9.3   If we don’t enforce any part of this contract at any time, this will not stop us from doing so in the future.

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

9.5   If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your bill, by email to CP@edfenergy.com or by phone on 0333 200 5100 (or 0333 200 5110 if you are a prepayment meter customer).

9.6   If 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 to 8pm and Saturday 8am to 2pm email customer_resolutions@edfenergy.com.

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 energy-supply licences or other relevant laws.

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

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

10. Making a complaint

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

10.2   If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman Service 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 free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include:

(a) an apology or explanation;

(b) compensation;

(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.

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

11. National Terms of Connection

11.1   Your supplier is acting on behalf of your network operator to make an agreement with you. The Agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provide for the continuing application of site-specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU.

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

12. Supply characteristics – electricity

As required by law, the electricity delivered to your premises through the distribution system will be supplied: (a) if you have a single-phase supply, normally at 230 volts declared alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; (b) if you have a three-phase supply, normally at 400 volts nominal alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and at either of the above voltages at a frequency of 50 hertz, with a permitted nominal variation of plus or minus 1%.

13. Information policy

13.1   We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/yourprivacy. If you’d like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we’ll post it to you.