IMPORTANT INFORMATION (KEY TERMS)

We’ve summarised 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. Check our website for further information if you have any questions. We’ll send updated copies at least once every 12 months, but you can request a copy at any time by contacting us through our Chat team by visiting edfenergy.com/myaccount or going to edfenergy.com/tariff-info

CHARGES

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Easy Online tariff ends or your payment type changes. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £15 per fuel if this contract is ended more than 49 days before its end date – either by us in accordance with these terms, or by you changing supplier. 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.

DIRECT DEBIT PAYMENT METHOD

As you pay for your energy by Direct Debit, we need to agree a 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

PAY AS YOU GO

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

SIGNING UP FOR THIS TARIFF MEANS YOU AGREE TO:

• Manage your account entirely online – access our online help centre anytime https://www.edfenergy.com/for-home/help-support/help-centre; get support from our advisers by either chat, WhatsApp or SMS, but not through our call centre

• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you

• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff

• 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.

• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

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. 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.

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

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.

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.

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.
**TERMS AND CONDITIONS**

**DEFINITIONS**

- **‘charges’** – our charges for supplying energy, including any Green Deal charges which apply.
- **‘distributor’** – the companies licensed to deliver energy to your properties.
- **‘end date’** – the date your Easy Online 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 Conditions 2.7.4 for gas and electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you 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, full, free and unrestrictive 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 charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.

**2.2** You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance. If your side of the meter starts at the point energy leaves 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 is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or we may charge your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided or maintained by us. Should we find that you are not sure if your metering equipment is appropriate, we will write to you to confirm when this will happen.

**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)

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 when they get 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 loss or 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 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) to protect us from any liability for any payments we have made. If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

**3.3** We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable 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.

To do this contact our live chat team by visiting edfenergy.com/myaccount, or edfenergy.com/additionalcharges

**Signing up for this tariff means you agree to:**

- **3.5** Manage your account entirely online – access our online help centre anytime https://www.edfenergy.com/for-home/help-support-centre, get support from our advisers by either chat, WhatsApp or SMS, but not through our call centre

- **3.6** Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.

- **3.7** 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 you sign up, and to us contacting you to ask you to book an appointment for its installation. However, if you do not wish to have a Smart meter at your property, at any time, inform us that you are opting out of having a Smart meter.

- **3.8** Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

**Energy prices**

**3.6** The charges for your Easy Online tariff are set out in your Tariff Information Label which you should have received as part of your welcome pack. 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 of a new tax, duty, 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 Easy Online tariff will not change until the end date.

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

**3.9** The Easy Online tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non STD complex credit meter for the energy you want us to supply under this contract. If you have a different type of meter, we may need to supply you on a different tariff, which is likely to have different prices and fees. 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.

**3.10** Whilst we endeavour to provide you access to our online channels 24/7, from time to time we may have to carry out scheduled maintenance. During these times, MyAccount may not be available.

**3.11** The Easy Online tariff is only available for customers who are not in debt to us. If you have, or at any time agree, a payment plan with us, we may stop providing credit or debt then we are permitted to refuse to offer, or supply you on, the Easy Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while supplied on Easy Online tariff we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for cash/cheque customers, which are available at www.edfenergy.com/sites/default/files/505_deemed_rate_card.pdf

**3.12** If, within 20 working days of your Easy Online tariff
coming to an end, either: (a) you agree a new fixed term tariff with us; or (b) another supplier formally lets us know that they will become your registered supplier and your switch goes ahead within a reasonable period, we’ll extend your current prices and terms until the transfer happens (a ‘tariff extension’). We’ll do this unless you tell us you or 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 of the changes, and ask you to make any changes in your charges by using the energy more efficiently. We’ll also let you know how you can reduce your charges by using energy more efficiently.

If you fail into debt and we decide to pay this debt via an installment plan, we may move to your Cash Cheque prices version.

If you are in late paying any of our bills and fail to pay it in full we will have reminded you to pay, we may charge you a £10 late payment charge for this, and we will then apply the tariff extension.

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.

The fuel mix information that we have available about your property, will be made and why.

If your meter is not ready 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 either: (a) the date the bill was first correctly read after the date we start supplying you; or (b) the date your contract with us ends; whichever is earlier.

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’ll send you a corrected final bill as soon as reasonably practicable.

The fuel mix information that we have available about your property, will be made and why.

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 and meter type at your new home support your changes to your tariff rate.

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 and meter type at your new home support your changes to your tariff rate.

If you fail into debt and we decide to pay this debt via an installment plan, we may move to your Cash Cheque prices version.

If you are in late paying any of our bills and fail to pay it in full we will have reminded you to pay, we may charge you a £10 late payment charge for this, and we will then apply the tariff extension.

Your right to change terms

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

(a) the payment method for this tariff is Direct Debit. If you change the payment method to anything other than this, we will transfer you to our deemed contract scheme under clause 7.6 of these terms.

(b) Type of meter – as long as you have paid all charges due under your current tariff support in full. When new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7 metering), and vice versa.

(c) Changing supplier – 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 in writing and ask us if you want to supply at your new premises so that we can apply to become the registered supplier for those fuels.

(d) We reasonably believe that you have stolen energy or part, or

(e) There is a risk of danger to you or others if we

(f) Circumstances beyond our reasonable control mean

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

(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier),

(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your supplier after this you cannot end this contract, unless you agree a different contract, you will move on our deemed contract scheme.

7.2 If you use your right under clause 4.5(b) and want to stop taking one of the fuels from us, you must give us a statement that you will pay us from dual fuel to electricity only), you may do so by:

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

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

7.3 Unless you use your right under clause 4.4(b), 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 cancel the contract.

7.4 If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our response to your request may be delayed until your charges are suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. Thereafter, if we do not suspend it, and you will still be responsible under it to bills relating to energy used at your old premises until a new person takes over that responsibility.

7.5 We can end 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) with us

(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 otherwise interfered with any metering equipment.

(e) There is a risk of danger to 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).

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 any method and communication preferences we have. We will charge you for your energy usage based on the amount of energy you reasonably consider that you have consumed (or which we have estimated in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum of twelve months except where the charges where;

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

(b) we have not taken action to recover older charges because of any unreasonable act or omission on your part,

(c) any other circumstance applies which our regulator confirms that we may seek to recover charging expenses to consumption that is older than twelve months. Where we don’t have an up to date meter reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to 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 alter 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. Where such 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 ready 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 either: (a) the date the bill was 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, we’ll send you a corrected final bill as soon as reasonably practicable.

Payment

6.1 You must pay your bill by the due date on the bill (or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.

6.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we 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, if you do not use this meter, 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.

6.3 If you or we end 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 to all other edfenergy.com/sites/default/files/505_deemed_rate_card.pdf. If this happens, or if we change your contract under clause 4.3, you will still benefit from features such as any fixed-price period.

Your right to change terms

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

(a) the payment method for this tariff is Direct Debit. If you change the payment method to anything other than this, we will transfer you to our deemed contract scheme under clause 7.6 of these terms.

(b) Type of meter – as long as you have paid all charges due under your current tariff support in full. When new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7 metering), and vice versa.

(c) Changing supplier – 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 in writing and ask us if you want to supply at your new premises so that we can apply to become the registered supplier for those fuels.

5. To do any of the above you need to ask us. If you do, the changes take effect from the next meter reading 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’ll explain any changes 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 any method and communication preferences we have. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed (or which we have estimated in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum of twelve months except where the charges where:

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

(b) we have not taken action to recover older charges because of any unreasonable act or omission on your part,

(c) any other circumstance applies which our regulator confirms that we may seek to recover charging
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 other 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 liability for is £10,000 for all incidents that lead to loss or damage (however it happens).

8.5 Nothing in these terms will include 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 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 contract, by email to CPN@edfenergy.com or by contacting our live chat team at edfenergy.com/myaccount.

9.6 As part of this contract, you confirmed to receive bills, notices and communications from us online or by email. We have set up your account so that all bills, notices and other communications we send you under our supply licence are provided to you electronically through our MyAccount site or by email 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.

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

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

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

9.10 If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will be applied 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 we provide 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 1pm) email customer.correspondence@EDFenergy.com or write to FREEPOST: EDF ENERGY - PLYMOUTH

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

You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 8pm, Monday to Friday), email complaintsresolution@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 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 free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include: (a) an apology or explanation; (b) compensation; or (c) any other relevant action.

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

10.3 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 the official source of free and independent energy advice and support. Go to cittizensadvice.org.uk or call them on 0800 222 1133. Calls are charged at your normal rate.

11. National Terms of Connection

11.1 Your supplier is acting on behalf of your network operator to make an agreement with you. 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: phone 0207 706 5137, or see the website at energy-networks.org.

11.2 You accept that if we also provide you with gas under this contract, we have entered into an arrangement with your gas 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 declared alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%, and at either of the above voltages at a frequency of 50 hertz, with a permitted nominal variation of plus or minus 1%.

13. Information policy

13.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we 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.