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 request a copy at any time by contacting us through our live 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 Together Online Fix 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 £35 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.

DIRECT DEBIT PAYMENT METHOD

As you 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/directdebritrules

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 payments changing too often, so 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

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/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.

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.

Signing up for this tariff means you agree to:

• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
• 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
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• 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.
• Have both your electricity and gas supplied by EDF Energy (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.

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
• 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.

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 6.4.3 and 6.4.4 for details.

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

‘end date’ – the date your Together Online Fix 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 14A.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.

• 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, 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 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.


‘your Together Online Fix tariff’ – the Together Online Fix tariff.

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 to 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 our local call team on 0800 158 5075 (for gas) or 0800 158 5097 (for electricity) or visit www.edfenergy.com/additionalcharges.

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 party.

1.4 This contract continues until it’s terminated 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 with any other person.

1.5 If you’re a new customer we do not currently supply, we’ll need to do 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 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 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 wiring). Any energy losses that happen on your side of the meter are your responsibility. If you ask for a meter inspection at your premises, we may charge you.

2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability and which is capable of providing all the information we need to provide and measure energy. You must choose. 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 will do it for free if we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment which we do not own or that has not been provided on your 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 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 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 arrangement and if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (‘security deposit’). If you don’t provide a deposit, you agree to sign 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 charge like other services.

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

3.6 The charges for your Together Online Fix 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.

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 Together Online Fix tariff will not change until the end date.

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

The Together Online Fix 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 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.

3.9 We will endeavour to provide you with 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.

The Together Online Fix tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we are permitted to refuse to offer, or supply you on, the Together Online Fix tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into arrears while supplied on Together Online Fix then 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/1505_
Changes to terms

3.12 If you choose to switch to another tariff, we can extend your current Together Online Fix tariff prices until the transfer to your new tariff takes place (a ‘tariff extension’). Your tariff extension won’t apply if you have outstanding charges of 28 days or more on your energy account. If you try to change supplier but have outstanding charges due on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of our notice deciding to transfer your supply, you will be transferred to the new supplier and we won’t apply the change during the transfer period.

Zero Carbon Electricity

3.13 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 (BES) recognises electricity from wind, solar and nuclear fuel produces zero carbon dioxide emissions at the point of generation.

4. Our right to change all terms

4.1 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 agree, your charges may change.

4.2 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 giving you notice to end your contract under clause 7.1. In either case, if you continue to consume energy from us, this could, result in your charges changing. If this happens, we’ll give you seven working days notice, explaining what changes will be applied.

4.3 If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com/sites/default/files/UK_deemed_rate_card.pdf. If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as any fixed-price period.

Your right to change terms

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

(a) 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) metering, and vice versa.

(b) Moving home – if you move home and the payment method and meter type at your new home support your existing tariff, you may move the premises being supplied to your new premises. If you decide to do this, we must tell you which fuels you want us to supply to your new premises so that we can apply to become the registered supplier for those fuels.

(c) 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 14 days notice at least one payment amount to spread the balance across the following 12 payments). If you switch from dual fuel to electricity only, you may do so if:

- you already the registered supplier for your new premises, or you are not currently the distributor’s system supplier or template 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 consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to the latestDeficit monitoring point in the two months except where the charges relate to circumstances where:

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

5.1A Because we are only permitted to bill you for energy in accordance with clause 5.1, it is very important that we receive accurate information about your energy use at least once per year, and so you must:

- (a) allow any meter reader or other EDF Energy representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits more frequently);
- (b) if you have a smart meter, allowing us to use it to take regular meter readings from you;
- (c) tell us if you have moved into a new premises and are taking a supply from us;
- (d) make sure you have arranged to pay us;
- (e) let us know if you are not receiving bills at least once a year;
- (f) tell us if you think there is a problem with your meter;
- (g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;
- (h) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable.

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 estimate your usage if we don’t have all the information regarding the energy you have used during any period) to work out your charges. We’ll estimate using information we have about the energy used at the premises. This may take into account factors to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.

5.3 If your meter is not read immediately before the supply start date, or we reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning with the supply start date and ending with either:

(a) the date the meter is first correctly read after the date we start supplying you; or
(b) the date your contract with us ends; whichever is earlier.

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 after 28 days or if you fail to keep to any payment method we agree with you, we will still be responsible for paying our charges for the energy you use. If you fall into debt and we agree with you, we can 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 will tell you about in your bill.

6.3 We have the right to charge you interest if you are late paying any debt you owe us. We will be at a yearly rate of 8% above the Bank of England bank lending rate at the relevant time. If we agree with you to pay this debt via an instalment plan, we may move you to our Cash Cheque prices version.

6.4 If your contract ends and you do not pay the charges due under the contract at the end of the fixed-price period, 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 you may transfer to your new supplier 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.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:

(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); or
(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our 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 continue to be your registered supplier.

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 this 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 grid or distributor’s system and you change for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.

 Unless you use your right under clause 4.5(c), if you change your premises or template at any time, you may 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.

7.3 If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your Direct Deficit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Deficit needs to change by more than a ‘specified limit percentage’ to cover for it estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t add in a yearly price increase in a change of less than the specified (set) percentage.

7.4 If, on the date we review your Direct Deficit 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. Your monthly payment due by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website edfenergy.com/debit.)
new premises. The contract will stay in place while it is suspended, and you will be still responsible under it for bills relating to energy used at your old premises until a new contract is put in place.

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 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.
(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do).
(g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you are entitled to let our agents into your premises at all reasonable times to do this.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or which are due to come into force under that contract or continue after the date it ended.

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

Ending a tariff

7.10 In advance of the tariff end date we’ll write to remind you that your Together Online Fix tariff is ending. You can then:

(a) switch to one of our other tariffs, as long as your new tariff is available or becomes available within 20 working days of the end date (if you do so we'll let you stay on your Together Online Fix tariff prices until you move onto a new rate).
(b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we’ll let you stay on your Easy Online Collective tariff prices until you move onto a new rate).
(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.

7.11 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £35 per fuel if this contract is ended within the first 10 working days after its end date – either by us in accordance with these terms, or by you changing supplier.

8. Limits to our legal responsibilities

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

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

8.3 We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract to be caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibilities to any other person (however this is caused).

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

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

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

9. Other conditions that apply

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

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

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 at the end of this contract, or by contacting CNBlueEnergy.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 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, and 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 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 you, and any disputes relating to your contract and all other documents we refer to make up the whole contract for the service between you and us.

10. Advice and complaints

10.1 If we’ve let you down in any way, we want to put it right quickly. You can get in touch with us first on 0333 200 5100 (Monday to Friday 8am to 8pm and Saturday 8am to 2pm) email customer_correspondence@EDF Energy.com or visit www.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 0845 464 4243 (From 8am 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 we haven’t 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 citizensadvice.org.uk/energy or call them on 0800 8 223 1133. Calls are charged at your normal rate.

11. National terms of connection – electricity

11.1 Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC sets out your 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 customers, 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 2AL phone 0207 706 5137, or see the website at ena.org.uk.

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 6% to minus 3%.
(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.

13.2 If you would like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we will post a copy to you.

Easy Online tariff can be withdrawn at short notice at any time and is available for a limited time only.

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.

Source of electricity

<table>
<thead>
<tr>
<th>Backed by Nuclear</th>
<th>CO2 g/kWh</th>
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<tbody>
<tr>
<td>Togethern Online</td>
<td>100%</td>
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