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.

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.

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 or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert.

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

MORE TOGETHER INCENTIVES
We may offer additional incentives in connection with the More Together tariff from time to time. You agree that we may use any of the contact details you provide to inform you of these. If this tariff is ended either by us or by you leaving the tariff, you will no longer benefit from these additional incentives.

BUDGET DIRECT DEBIT
To pay using our Budget Direct Debit plan we first need to agree a fixed amount to cover your yearly 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.

WHEN WEgeber REVIEW YOUR DIRECT DEBIT
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

ELIGIBILITY
The More Together tariff is available to EDF, Imtech and EDF Trading staff who use their EDF Employee Number or, where the individual does not have an EDF employee number, the dedicated offer code issued to them by EDF, when signing up to this tariff. This tariff can only be taken for one premise per member of staff. Employees of EDF Holdings Limited (reg. no. 06930266), EDF Trading Limited (reg. no. 06930266) or ESCCI Limited (reg. no. 09752439) or their subsidiaries and who are resident in Great Britain are also eligible.

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.

For more information on how these functions work please visit edfenergy.com/paygpolicy

DIRECT DEBIT RULES

MORE TOGETHER

For more information on the More Together offer visit edfenergy.com/moretogether

EDF can only be taken for one premise per member of staff. Employees of EDF Holdings Limited (reg. no. 06930266), EDF Trading Limited (reg. no. 06930266) or ESCCI Limited (reg. no. 09752439) or their subsidiaries and who are resident in Great Britain are also eligible.

ELIGIBILITY

We may offer additional incentives in connection with the More Together tariff from time to time. You agree that we may use any of the contact details you provide to inform you of these. If this tariff is ended either by us or by you leaving the tariff, you will no longer benefit from these additional incentives.

MORE TOGETHER INCENTIVES

We offer a range of incentives to support you in saving on your energy and reducing your carbon footprint.

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

WHEN WEgeber REVIEW YOUR DIRECT DEBIT

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

ELIGIBILITY

The More Together tariff is available to EDF, Imtech and EDF Trading staff who use their EDF Employee Number or, where the individual does not have an EDF employee number, the dedicated offer code issued to them by EDF, when signing up to this tariff. This tariff can only be taken for one premise per member of staff. Employees of EDF Holdings Limited (reg. no. 06930266), EDF Trading Limited (reg. no. 06930266) or ESCCI Limited (reg. no. 09752439) or their subsidiaries and who are resident in Great Britain are also eligible.

MORE TOGETHER INCENTIVES

We may offer additional incentives in connection with the More Together tariff from time to time. You agree that we may use any of the contact details you provide to inform you of these. If this tariff is ended either by us or by you leaving the tariff, you will no longer benefit from these additional incentives.

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.

FOR MORE INFORMATION ON THE MORE TOGETHER OFFER PLEASE VISIT EDFENERGY.COM/MORETOGETHER
1. Introduction

This contract is for you to supply energy to you. By entering into it you agree to keep its terms. Please read it carefully so you understand your responsibilities.

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 providing you with metered supply, 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 and electricity supply licence (known as ‘exceptions’) applies (in which case we’ll contact you to deal with the issue, as soon as possible).

1.6 The More Together tariff is only available to EDF, Intech or EDF Trading staff who have an employee number or dedicated offer code.

2. Energy

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 related devices, like key cards or in-home display devices.

2.2 You are responsible for all pipes, equipment, wires and cables connected to the metering equipment and other related devices, like key cards or in-home display devices.

3. Energy pricing

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) change the prices for your More Together tariff.

3.3 We can charge you any reasonable costs and charges we might make for other services.

4. Equipment

4.1 The ‘equipment’ means the meter and other related devices.

5. Security deposits

5.1 Any security deposit will be applied to your smart meter or reflected in a summary, showing how much energy you’ve used over the year – and how much you’ve paid.

6. Consumer rights

6.1 We’ll check that your regular payment amount is set correctly.

7. If we decide a security deposit is no longer needed, we’ll refund the deposit (in any form of security) towards the charges (a ‘security deposit’).

8. Supply transfer

8.1 You must give us all the access we need to do this.

9. Equipment for smart meter

9.1 The equipment we provide you with includes the meter and other related devices.

10. Terms and conditions

10.1 You can give us meter readings online, which may affect your prices. We will apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

10.2 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition.

10.3 We may recover money you owe, and disconnecting, reconnecting, or replacing any metering equipment.

10.4 You can ask for up-to-date information on our tariffs and charges which apply, and any other changes we might make for other services.

10.5 The charges for your More Together 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.

10.6 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 or charge which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your More Together tariff will not change until the end date.

10.7 If you’re already an EDF customer and are changing your tariff, you won’t 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.

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 visit: 4.3 and 4.4 for details.

‘supplier’ – the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier registered with the supplier

‘metering equipment’ – the meter and other related devices.

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

‘exceptions’ – the conditions set out in Standard Licence Condition 14.A.2 of our gas and electricity supply licence.

‘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 date’ – the date from when the meter starts at the point energy leaves your premises.

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


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

1. Introduction

This contract is for us to supply energy to you. By entering into it you agree to keep its terms. Please read it carefully so you understand your responsibilities.

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 providing you with metered supply, 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 and electricity supply licence (known as ‘exceptions’) applies (in which case we’ll contact you to deal with the issue, as soon as possible).

1.6 The More Together tariff is only available to EDF, Intech or EDF Trading staff who have an employee number or dedicated offer code.

2. Energy

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 related devices.

2.2 You are responsible for all pipes, equipment, wires and cables connected to the metering equipment and other related devices.

3. Energy pricing

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) change the prices for your More Together tariff.

3.3 We can charge you any reasonable costs and charges we might make for other services.

4. Equipment

4.1 The ‘equipment’ means the meter and other related devices.

5. Security deposits

5.1 Any security deposit will be applied to your smart meter or reflected in a summary, showing how much energy you’ve used over the year – and how much you’ve paid.

6. Consumer rights

6.1 We’ll check that your regular payment amount is set correctly.

7. If we decide a security deposit is no longer needed, we’ll refund the deposit (in any form of security) towards the charges (a ‘security deposit’).

8. Supply transfer

8.1 You must give us all the access we need to do this.

9. Equipment for smart meter

9.1 The equipment we provide you with includes the meter and other related devices.

10. Terms and conditions

10.1 You can give us meter readings online, which may affect your prices. We will apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

10.2 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition.

10.3 We may recover money you owe, and disconnecting, reconnecting or replacing any metering equipment.

10.4 You can ask for up-to-date information on our tariffs and charges which apply, and any other changes we might make for other services.

10.5 The charges for your More Together 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.

10.6 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 or charge which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your More Together tariff will not change until the end date.

10.7 If you’re already an EDF customer and are changing your tariff, you won’t 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.
6.11 If you fall into debt and we agree with you to pay your energy charges in instalments, we will deduct an amount from your Direct Debit to cover any interest charges we owe you, and we’ll pass them on to your Green Deal supplier. Either of us can use any credit you have on your energy account: (a) with a registered supplier before you return to your support your existing tariff, you may change the payment method or meter type at your new home.

3.8 The More Together tariff is only available if you have a standard credit meter or Economy 7 credit meter, in electricity from wind, solar and nuclear fuel produces zero carbon dioxide emissions at the point of generation.

3.10 We may offer additional incentives in connection with the offer of your current tariff, or to encourage you to change. Additional incentives may be subject to incentive terms and conditions (for example, voucher expiry date). If you do not agree to an incentive’s terms and conditions then you are not required to take that incentive. If you are either ended by us or by you leaving the tariff, you will no longer benefit from any additional incentives. We are not obliged to offer any additional incentives.

4. Changes to terms

4.1 If, within 20 working days of your More Together tariff coming to an end, (a) you agree a new fixed term tariff with us; or (b) another supplier formally informs us that they will become your registered supplier and your switch goes ahead within a reasonable period, we’ll extend your current price period 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 reserve the right to prevent any new or transferred supplier from changing the tariffs we’ve agreed with 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.

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 limited cases, before the end of your billing period, so we can take your payment. You will be billed based on the amount of energy you use, or price changes.

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 to our site. If you do not agree to a change, you may pay a higher price, (a) the date your contract with us ends; whichever is earlier.

4.3 We are allowed to change all terms of supply at any time, (a) the date the meter is first correctly read after the next meter read date; (b) we have not taken action to recover older charges relating to consumption that is older than this; or (c) any other circumstance applies which our regulator considers to be reasonable.

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 will have a ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com. If it happens, or if we change your contract, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

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 we’ll provide you with 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 online at edfenergy.com, or by calling us.

(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 metering (for example, Economy 7 metering), and vice versa.

(c) Moving home – if you move home and the payment method and meter type at your new home support your existing tariff, you may change the payment method or meter type at your new home.

(d) Changing your payment frequency – if you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can make sure we have enough energy available for those fuels.

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

Ending a tariff

4.7 Between 42-49 days before the end date we’ll write to remind you that your More Together 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 20 working days of the end date (if you do so we’ll let you stay on your More Together tariff prices until you move on to your new tariff);

(b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we’ll let you stay on your More Together tariff prices until your switch goes through); or

(c) if you don’t do (a) or (b), we’ll arrange for your energy accounts to be automatically transferred on the end date to include 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.

6. 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 giving you a ‘specified debt amount’. If you agree with us to the contract with us under clause 7.1. In either case, if you continue to take energy from us, this could result in your charges relating to consumption that is older than twelve months.

We don’t have an up to 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 our bill we provide with you 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 an meter reading. If we do we will estimate using information we have about your 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.

5.3 If your meter is not read immediately before the supply start date, or we reasonably believe that the reading we will use is not a true reflection of your usage, 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.

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.

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 treat this as giving you a ‘specified debt amount’. If you agree with us to the contract with us under clause 7.1.

6.3 We have the right to use or transfer any debts or credits you have on your energy account: (a) with a previous supplier to us; or (b) with us to a new supplier.

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

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 whatever proportions we consider appropriate.

Direct Debits

6.6 If you want to pay for your energy by Direct Debit, we need to agree the amount you need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter your Direct Debit amount until 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.

6.7 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your ‘estimated annual energy cost’) up to the date of the next annual Direct Debit review. This will be based on your past year energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change, we will change your Direct Debit amount by a maximum of 10% (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 alter your Direct Debit if it would result in a change of less than the specified set percentage.

6.8 If, on the date we review your Direct Debit account your payment charges under 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 to 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 online at edfenergy.com, or by calling us.

Debt

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

6.11 If you fall into debt and we agree with you to pay this debt via an installment plan, we may move you to our Cash Cheque prices version.

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

6.13 If your contract ends and you do not pay the

3
charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits). Equally, in line with the same limits, when your contract begins, your previous supplier may grant us the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

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

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract. 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 contract with us and your 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, we will move onto our deemed contract scheme.

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 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 the relevant 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 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 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 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 premises supplier takes responsibility.

7.5 We can end our arrangements with you under this contract by giving you written notice except if we are acting under clause 7.6 (in which case, we do not have 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 unable 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 for energy as an energy supplier or we reasonably believe that you have stolen energy or deliberately interfered with any metering equipment.
(h) You have chosen to pay by Direct Debit but fail to use it.
(i) We have not changed your payment method under clause 4.5. We have this right even if you don’t have a debt on your account.
(j) Ofgem issues a direction to another supplier telling them to take over your supply.
(k) We discover that you have signed up to this tariff for multiple premises.
(l) We no longer recognise your employee number or dedicate offer code as valid and in use, or you cease to be a member of EDF Energy Staff.

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) into your premises at 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 or continue after it. Clauses 4.5, 4.6, 6.10 and 6.14 continue to apply even after our supply licence has ended.

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

8. Limits to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions. This includes any other duty or legal responsibility to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not, 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 indirect or indirect loss (including damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently or deliberately). 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 loss or damage (however it happens).

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

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

9. Other conditions that apply

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

9.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person (unless we agree).

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 the supply of energy or 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 customerservices@edfenergy.com or by phone on 0333 200 5100 (or 0333 200 5110 if you are a prepayment meter customer).

9.6 If when you first entered into a contract with us you confirmed you were acting under clause 7.6, in which case we do not have to give you any notice.

9.7 You agree that we may use any of the contact information you provide to us, including your contact details, for marketing purposes.

9.8 We reserve the right to use any of the information we obtain relating to your account (including any information you give by giving your permission) in the following ways:
(a) We may use it to provide you with services and support in relation to your contract. These could include notices relating to: price changes, changes to terms, or any other matters affecting your contract.
(b) We may pass it on to other suppliers, distributors, or other people or organisations to do this.
(c) We may pass it on to other people or organisations as required by law.
(d) We may use it if it is reasonably required in line with any rights or carrying out any duties we have under our supply licences or any other relevant laws, including the Energy Act 2004 or other relevant laws.

9.9 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 laws.

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

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

9.12 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 5101 (Monday to Friday from 8am to 9pm). See our complaints resolution procedure at edfenergy.com/complaints. 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 5pm, Monday to Friday), email complaintsresolution@edfenergy.com or write to: FREEPOST EDF - PLYMOUTH.

Details of our complaint handling procedure can be obtained at edfenergy.com/complaints. 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 Ombudsman Services by calling 0845 908 2222 or write to: FREEPOST EDF – 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 on 0330 123 4404 or write to: FREEPOST EDF – COMPLAINTS RESOLUTION.

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 0808 223 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. An essential part of this 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 equipment is attached. The 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 clause 4.7, companies that provide 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: FREEPOST EDF – PLYMOUTH.
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.

More Together tariff can be withdrawn from sale 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.