IMPORTANT INFORMATION (KEY TERMS)

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

CHARGES
Your 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+Smart Home 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 £45 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 leaving the tariff or changing supplier.

If you don’t pay in line with your payment method your contract may end or change. This could result in a change to your payment method or charges (or both). 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 AND 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/directdebitrules. 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.

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/paypolicy. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit edfenergy.com/paypolicy.

EASY ONLINE+SMART HOME
One Amazon Echo Dot* (3rd gen) and one Philips Hue White & Colour Ambience Mini Starter Kit will be provided to a household. We will send you a link with a unique offer code within 40 days of your start date on this tariff which will be sent to your email address that you provided at the time of sign up. If you haven’t received your email within this time-frame please contact 0333 200 5100. This will allow you to arrange the delivery of your bundled products via our online Smart Home Store. You have until 30th November 2020 to claim your products from the Smart Home Store. For your Amazon Echo Dot you’ll be required to have, or sign up to, Amazon account terms and conditions of use. To ensure you can enjoy the benefits of all your devices, you must have the following:

• Wireless broadband router and good Wi-Fi coverage across your home
• A smartphone, tablet, PC or laptop with Android or Apple iOS (Windows and Blackberry phones are not compatible) certain skills and services may require subscription or other fees.

Signing up to this tariff means you also 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
• Receive your bills, account information and updates electronically
• 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
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 payments changing too often, we’ll only alter them between annual Direct Debit 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 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.

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

IF YOU WANT TO PAY YOUR AMOUNT IN FULL DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

• Every month/three months you’ll get a reminder from us asking you to read your meter or pay your regular payment amount.
• If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
• We’ll also check your regular payment amount to make sure it’s set correctly and that you’re paying for what you use.
• If you don’t give us a reading, we’ll ask you to pay a ‘regular payment amount’ which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you’ve sent us or we’ve taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.
• If you change your tariff, we’ll check that your regular payment amount is set correctly.
• If you don’t send us a meter reading, we’ll collect the amount shown on the regular payment amount.
• You can give us meter readings online through MyAccount or the EDF app, any time you like.
1. If you're a new customer we do not currently supply, our responsibility to supply your premises (and your bayonet fitting) and a Philips Hue Bridge.

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 and equipment and all other fittings used in connection with supplying your premises for the purposes of our work. 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 your appointment. 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 where the 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.

3. **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’.

4. **metering equipment** – the energy meter and other related devices, like key cards or in-home display devices.

5. **payment method** – payment by either direct debit, cash or cheque, as you go or any other method we determine.

6. **premises** – any part of any land, building or structure

7. **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.

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

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


11. **’property’** – the house you live in and is used for domestic purposes only.

12. **Amazon Echo Dot** – A hands-free, voice-controlled device with built in speaker.

13. **Philips Hue White & Colour Ambience Mini Starter Kit** - This starter kit includes two Hue light bulbs (screw or bayonet fitting) and a Philips Hue Bridge.

14. **Easy Online+Smart Home** – The tariff that you’ve agreed to be supplied on.

---

**TERMS AND CONDITIONS**

**DEFINITIONS**

‘charges’ – our charges for supplying energy, including any and all related services.

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

‘end date’ – the date your 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 taking reasonable steps to get it; or
- the supply transfer is prevented by any other circumstances

‘Green Deal charges’ – the charges for energy-efficiency measures installed at your premises that we must collect through energy bills in line with the Government scheme known as ‘Green Deal’.

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

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

‘premises’ – any part of any land, building or structure

‘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.


‘property’ – the house you live in and is used for domestic purposes only.

Amazon Echo Dot – A hands-free, voice-controlled device with built in speaker.

Philips Hue White & Colour Ambience Mini Starter Kit - This starter kit includes two Hue light bulbs (screw or bayonet fitting) and a Philips Hue Bridge.

Easy Online+Smart Home – The tariff that you’ve agreed to be supplied on.

---

**1. Introduction**

1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the Standards of Performance booklet.

1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks. If they’re not currently connected, please contact our live chat team by visiting edfenergy.com/myaccount.

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 person.

1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, 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 the 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 14A.2 of our gas and 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 and equipment and all other fittings used in connection with supplying your premises for the purposes of our work. 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 your appointment. 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 where the 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.

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 where the 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.

2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety and reliability and which 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 suitable meter installed, you can opt out of having a meter. If the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or we may change your tariff to one that we consider appropriate (for which you may pay). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided on our behalf. You should call us if you are not sure if your 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; or
(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) you 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 provided; or

(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 or damage caused as a result of the damage being caused by someone we have failed to do a proper job of.

2.6 If your contract ends, we may recover any metering expenses we have to pay in carrying out our 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.

2.7 You must provide us with a unique offer code within 40 days of your start date to claim your products. If you don’t provide us with a unique offer code within 40 days of your start date, we may contact you to deal with the issue as soon as possible.

2.8 You can end this contract at any time by giving us notice to end this contract in line with clause 7. If we decide a meter is no longer needed, we may use it to pay off any debt you owe us.

2.9 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.

2.10 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.

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 Any customer who has signed up to be supplied by EDF on the Easy Online+Smart Home will be provided with one Amazon Echo Dot and one Philips Hue White & Colour Ambience Mini Starter Kit, this will be issued to that household in the event of agreeing a further contract on Easy Online+Smart Home tariff after cancelling or being supplied on another tariff from EDF or another supplier.

3.3 You agree to have both your gas and electricity on this tariff, and pay for your energy by Direct Debit. You can end this contract at any time by giving us notice. However you may need to pay an exit fee of £45 per fuel if this contract ended more than 49 days before its end date – either by us in accordance with these terms, or by you leaving the tariff or changing supplier.

---

**Energy prices**

3.3 The charges for your Easy Online+Smart Home 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
4.1 If you choose to switch to another tariff, we can 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

4.5 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 your payment method to anything other than this, we will transfer you to our deemed contract scheme, which has different prices and terms.

(b) Type of meter – as long as you have paid all charges due for your energy and tariffs support your chosen new meter, you may change your current meter to a multi-rate (for example, Economy 7) metering, and vice versa.

(c) Moving home – if you move home and the metering and payment method 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, we must tell us which fuels you want us to supply to your new premises so that we can apply to become the registered supplier 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 agree 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 In advance of the tariff end date we will write to you to remind you that your Easy Online+Smart Home 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 Easy Online+Smart Home prices until you move onto 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 Easy Online+Smart Home prices until your switch goes through);

(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 electricity tariff that has the cost of the energy you will use (your ‘estimated annual energy cost’) up to the date of the next report.

5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment method and communication preferences. We will charge you a fixed-rate 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 a maximum period of twelve months except where the charges relate to circumstances where:

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

(b) we have allowed you to continue paying such older charges because of any act or omission on your part, or

(c) 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 up to date information about your energy use at least once per year, and so you must:

(a) allow any meter reader or other EDF employee to have access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits this frequently);

(b) if you have a smart meter, allowing us to use it to take regular, accurate and valid readings;

(c) tell us if you have moved into a new premises and are taking a supply from us;

(d) making sure you have arranged to pay us;

(e) letting us know if you are not receiving bills at least once a year.

(f) telling 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 complying with those.

We have chosen for any债务, you have to pay us a payment that does not cover these charges, we’ll put it towards whichever debt and in whichever proportions we consider appropriate.

Direct Debits

6.6 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, however, if circumstances change. 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’ll check if these ‘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 date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to be updated. By entering this contract you acknowledge and agree that failing to take one of the actions listed in this clause will obstruct us in trying to 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 we have about your use of energy from your meter. If you are not happy with the charge in your bill, you agree to pay the charge in your bill and agree to pay any difference that is then found later when we have more information about your use of energy from your meter. Where you are not happy with the amount of energy we have estimated we may ask you to supply 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 we need (including the energy you have used during any period) to work out the charges you owe us. We’ll estimate using information we have about 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 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 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 debit 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 notice to end your contract with us under clause 7.1.

6.3 We have the right to use or transfer any debts or credits you have on your energy account.

(a) with a prepayment supplier;

(b) with us to a new supplier; or

(c) for any accounts you have with us to pay off any debt you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.

6.5 If you owe us any outstanding charges, and you send us a payment that does not cover these charges, we’ll put it towards whichever debt and in whichever proportions we consider appropriate.
to change by more than a ‘specified (set) percentage’ to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it is a change of less than the specified (set) percentage.

6.18 If, on the date we review your Direct Debit account is in credit or in debit, we’ll usually update your Direct Debit to spread the balance across the following 12 payments. If your account with us is in debt by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debt from your 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 at edfenergy.com/directdebit).

6.9 Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, as this tariff is a Direct Debit tariff only, you must continue to use that payment method to pay the charges. If you fail to do so, we will contact you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque prices for your current tariff. We’ll send you the prices before we do this and you can find these by viewing the Direct Debit tariff information label at edfenergy.com/toll.

Debt

6.10 If we agree a payment method with you, you must pay charges in line with it. If not, we can withdraw it and give you a new one that will be due in full. We need to let you know if we do this.

6.11 If you don’t pay our bills in the way we’ve agreed, for reasons other than them not being due, you’ll be responsible for any interest we charge if you are late paying any debt you owe us. This will be at a rate of the Bank of England base lending rate at the relevant time. If you fall into debt and we agree with you to pay this debt via an instalment plan, we may move you to our Cash Plus service instead.

6.12 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of half the Bank of England base lending rate at the relevant time. If you fall into debt and we agree with you to pay this debt via an instalment plan, we may move you to our Cash Plus service instead.

6.13 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to collect from you any amounts due under it for supply charges or other amounts. In either of these circumstances, you agree that we can collect from you the amount you owe, plus any costs we have.

7. Ending your contract

7.1 From the date 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); we will end when they become your registered supplier; or

(b) giving us notice as set out in clause 7.3. If you do this, you will still be responsible for paying our charges from the date of your request to have your registered supplier. If we continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract terms.

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 to start receiving one. 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 end on 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 for paying all bills related to energy used at your old premises up until a new person takes over that responsibility.

7.5 We can end our arrangements with you under this contract (even if this is not set out in another 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 acting under your behalf by Ofgem or another industry regulator.

(h) You cancel your Direct Debit.

(i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including any Direct Debit (if any) Ofgem has decided that there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence, and has decided to do so.

7.7 If we have an energy supplier supplied to you under the contract (including reconnecting 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 under that contract or to continue after the date it ended. 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.

7.9 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £45 per fuel for all incidents that lead to loss or damage (however it happens).

7.10 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.

7.11 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes relating to it, and 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 (8am to 8pm and Saturday 8am to 2pm) email customer@edfenergy.com or by writing to the address shown on your contract, by email to CP@edfenergy.com or by contacting our live chat team at edfenergy.com/myaccount.

10.2 You can make a complaint to us by receiving a deadlock letter from us or if you are unhappy with the handling of your complaint and

9. Other conditions that apply

9.1 We can transfer all 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 enforcing it 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 CP@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 communications you receive under your supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices regarding to price changes or changes in the tariff, 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 information 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 all 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 rules or carrying out any duties under our supply licence or any other relevant industry agreements or laws.

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

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

9.11 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes relating to it, and 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 (8am to 8pm and Saturday 8am to 2pm) email customer@edfenergy.com or by writing to FREEPOST: EDF ENERGY – PLYMOUTH.

Details of our complaint handling procedure can be obtained at edfenergy.com/makingcomplaint. 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 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). Alternatively, 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 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 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 www.connectionterms.co.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 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.

Source of electricity | Backed by Nuclear | CO2 g/kWh
---|---|---
Easy Online+Smart Home | 100% | 0