IMPORTANT INFORMATION (KEY TERMS)

We’ve summarised what we believe to be the key terms, but they’re all important and you may have a different view of what is most significant to you. That’s why it’s important you read our full terms and conditions. Check our website for further information if you have any questions. We’ll send updated copies at least once every 12 months, but you can request a copy at any time by contacting us through our Chat team by visiting edfenergy.com/myaccount or going to edfenergy.com/tariff-info

CHARGES

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Energy Direct 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 three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.

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 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

PAY AS YOU GO

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

SIGNING UP FOR THIS TARIFF MEANS YOU AGREE TO:

• Manage your account entirely online – you won’t have access to our call centre, but our online Chat advisers and Help Centre are available 24/7
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).
• That if you do not have a smart meter you agree to have one fitted.
• You can arrange to have a smart meter installed by visiting edfenergy.com/getsmart or by calling us on 0333 200 5104. If you do not have a smart meter installed within 3 months of being supplied on the Energy Direct tariff your contract will come to an end and you will be charged an early exit fee of £35 per fuel. We will then continue to supply you on our deemed contract scheme until:-
  • you enter into a new contract with us (in which case we will cancel your exit fee) or
  • you change supplier.

Our deemed contract scheme has a different price to our Energy Direct tariff. You can find details at edfenergy.com/sites/default/files/s05_deemed_rate_card.pdf If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.

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 evenly 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.

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MTHS – 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.

TERMS AND CONDITIONS

DEFINITIONS
‘charges’ – our charges for supplying energy, including any Green Deal charges which apply.
If you don’t pay as agreed, your charges may change
Please see clauses 4.3 and 4.4 for details.
‘distribution’ – the companies licensed to deliver energy to your premises.
‘end date’ – the date your Energy Direct 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 144A.2 of our gas and electricity supply licence. For example, these include:
• if your previous supplier objects to transferring the supply;
• we don’t have the information needed despite taking reasonable steps to get it; or
• the supply transfer is prevented by any other circumstance outside of our control where we’ve taken reasonable steps to deal with the problem.
‘Green Deal charges’ – the charges for energy-efficiency measures installed 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 malaria point administrator 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.
‘Energy Direct tariff’ – 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 the networks are not 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 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 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 14 working days from when 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 144A.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).
1.6 If you want to end your contract (either because you’ve moved or you want to change suppliers), you must give us at least 12 working days’ notice to end the contract.

2. Access
2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unobstructed access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstruction or interference occures, you should 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 safe 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 in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reprogram or reconfigure it (for which we may charge), or we may change your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment we have provided to you and you will give us the meter we request and keep it in safe condition. 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 you 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 how much 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 and any person we have told you about, all the access we need to do this.

3. Energy price, tariff features and charges
3.1 You agree to pay all charges due under this contract which are not genuinely disputed, even if the charges are based on an estimate of your energy use.
3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (a ‘security deposit’). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.
3.3 We can charge you any reasonable costs and expenses we have to pay in 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 changes we might make for other services. To do this contact our live chat team by visiting edfenergy.com/myaccount.

Signing up for this tariff means you agree to:
3.5 • Manage your account entirely online – you won’t have access to our call centre, but our online Chat advisers and Help Centre are available 24/7.
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff.
• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).
• That if you do not have a smart meter you agree to have one fitted. You can arrange to have a smart meter installed by visiting edfenergy.com/getsmart or by calling us on 0333 200 5104.
• If you do not have a smart meter installed within 3 months of being supplied on the Energy Direct tariff your contract will come to an end and you will be charged an early exit fee of £35 per fuel. We will then continue to supply you on our deemed contract scheme until:
- you enter into a new contract with us (in which case we will charge you your exit fee) or
- you change supplier.

Our deemed contract scheme has a different price to our Energy Direct tariff. You can find details at edfenergy.com/sites/default/files/505_deemed_rate_card.pdf.
• If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.
Energy prices

3.6 The charges for your Energy Direct tariff are set out in your Tariff Information Label which you should have received as part of your welcome pack. The charges which apply to supply to you will be the price per unit of your type of meter, payment method and the structure of your tariff.

3.7 Except for a change in law, regulation, tax or duty which affects the calculation of your energy tariff, we will not change the terms and conditions of your Energy Direct tariff.

3.9 The Energy Direct tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non standard credit meter, or a standard domestic gas meter. You must agree to pay us by Direct Debit and we will not change the type of meter you have to carry out scheduled maintenance. During these times, your meter will not be able to be read.

4.1 We are allowed to change all terms of supply at any time. Any changes will apply from the date we publish them online, or by telephone to you or your agent.

4.2 If you have a debt which is not paid after 28 days or if you fail to keep to the payment plan we request, you agree to pay us the amount of the debt then we are permitted to refuse to offer, or supply you with, the new contract under clause 4.3, you will no longer benefit from features such as estimated charges of 28 days or more on your energy account. If you think the changes will apply once we have processed your request. Your charges may change as a result, and you agree to the new terms.

4.3 If you or we end this contract and we continue to be supplied under this contract. The fuel mix reporting year begins on 1 April and ends on 31 March the following year.

4.4 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 under clause 7.6 of these terms.
   (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 credit meter to a different one (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 and your account is in credit or in debit, we will supply to your new premises.

4.5 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 the new terms.

5.1 We will give you a bill or statement at least once a year, 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 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 where your Account may not be available.

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 and 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 representative (free and unimpeded access to read your electricity and/ or gas meter);
   (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 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 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.

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 the previous 12 months) 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 account of seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.

6.7 If, on the date we review your Direct Debit 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. If your account with us is in debt by more than the ‘specified debt amount’ we’ll let you know and make the changes. To avoid changing your payments to offer you a ‘specified debt amount’ we’ll let you and 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).

6.10 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 include increasing your monthly payment amount (see clause 3.3). 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 and what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer and we won’t change the amount you have to pay during the transfer period.

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...

7.1E If you receive a bill which is still not paid after 28 days or if you fail to keep to the payment plan we request, you agree to pay us the amount of the debt then we are permitted to refuse to offer, or supply you with, the new contract under clause 7.1. We have the right to use or transfer any debts or credits you have on your energy account.
(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); (b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to supply energy to your premises after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(c) and want to stop using one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so if (a) another supplier becomes your registered supplier for that fuel; or (b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distribution system) and you do not arrange for it to start receiving one. If these cases, this contract will no longer apply to the relevant fuel.

7.3 Unless you use your right under clause 4.4(b), if you change premises, we will still arrange for you to enter into this contract. If not, you will 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 the already the registered supplier for your new premises, our contract (for example, if the new premises is not connected to the distribution system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to the relevant premises.

7.5 We can end our arrangements with you under this contract in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which means it is unable to keep on supplying you with your current supply contract (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 damage to you or others if we continue its supply. (f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, any other energy supplier's duties or responsibilities under this contract does or fail to do so). (g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.

(h) You can cancel your Direct Debit. (i) Ofgem is issues a direction to another supplier telling them to take over the supply of one of your premises, including in circumstances where Ofgem has decided that there has been an event, or an event that has arisen, which means it is unable to keep on supplying you with your current supply contract (in which case, we do not need to give you any notice).

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 under that contract or to 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 from you.

7.10 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 three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier, or moving home without taking the tariff with you.

Ending a tariff

7.11 In advance of the tariff end date we’ll write to remind you that your Energy Direct 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 Energy Direct tariff 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 Energy Direct 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 one of our fixed tariffs (or your fixed variably 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. 8. Limits to our legal responsibilities

8.1 We are clear that this contract is set out as in 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 to us

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 that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. In these circumstances, we will 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 lead to 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 duties 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 terms and conditions.

9. Other conditions that apply

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

9.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person without our written 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 shown on your contract, by email to 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 our account so that all bills, notices and other communications we send you under our supply licence are provided to you electronically through MyAccount service, or by appropriate email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or queries from you, new information about our legal responsibilities to you. It will also include bills, annual statements, and initial reminders about any outstanding payments on your account. We may still send you any of these things if by law 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 non-contractual disputes which relate to the services may only be heard in the English courts.

10. Making a complaint

10.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best to get in touch with us first on 0333 200 5100 (Monday to Friday from 8am to 6pm and Saturday 8am to 1pm) or see the website at www.connectionterms.co.uk. 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 (Monday to Friday from 8am to 6pm, Monday to Friday), email complaintsresolution@EDFenergy.com or write to FREEPOST EDF ENERGY – 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.

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 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 your rights and duties in connection 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 and any successor to that owner or occupier who 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 how any question to: EDF Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU. phone 0207 706 5137, or see the website at www.energynetworks.org/energy. The Ombudsman is free, and any other conditions implied by law or otherwise 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.

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

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

13. Information policy

13.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/myaccount.

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.
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<th>EDF fuel mix per tariff or product</th>
<th>Coal</th>
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<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO2 g/kWh</th>
<th>Radioactive Waste g/kWh</th>
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