EdF Energy Direct

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 49 days before its end date – either by us in accordance with these terms, or by you changing supplier.

If you don’t pay in line with your payment method or payment frequency which you have agreed to at the time of entering into this contract, your contract may end or change. This could result in a change to your payment method, payment frequency or charges, or all. You’ll get at least seven working days’ notice of this. If we make any other change which is to your disadvantage, we’ll tell you and give you the chance to change supplier. We’ll explain what you need to do and when, at the time. You are ultimately responsible for any charges incurred in accordance with these terms.

Direct Debit Payment Method

As you pay for your energy by Direct Debit, we need to agree 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 – access our online help centre anytime https://www.edfenergy.com/for-home/help-support/help-centre, get support from our advisers by either chat, WhatsApp or SMS, but not through our call centre
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• 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/r505_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 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.

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 due 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 smart 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 your change 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.
‘distributor’ – 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 14A.2 of our gas and electricity supply licence. For example, these include:
- if your previous supplier objects to transferring the supply.
- we don’t have the information needed despite taking reasonable steps to get it; 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 and any equipment used to measure energy.
‘payment method’ – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.
‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.
‘registered supplier’ – the supplier registered with the local metering 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.
‘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 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 your registered supplier, 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 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 you previous supplier notice.
(a) you tell us to do otherwise; or
(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access
2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises to provide all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or we may 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 do not own or that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.
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 is the side of the meter that 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 any 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, reposition or reprogramme it (for which we may charge you) 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 do not own or that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.

3.3 We can charge you any reasonable costs and expenses we have to pay in bringing our responsibilities to you. This includes any reasonable costs connected with distributors’ services, recovering money owed, and disconnecting, reconnecting or replacing any metering equipment.
3.4 You can ask for up-to-date information on our tariffs and charges which apply, and any other charges we might make for other services. To do this contact our live chat team by visiting edfenergy.com/myaccount or visit edfenergy.com/additionalcharges.

Signing up for this tariff means you agree to:
3.5 • Manage your account entirely online – access our online help centre anytime https://www.edfenergy.com/online-home/help-support/help-centre, get support from our advisers by either chat, WhatsApp or SMS, but not through our call centre
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• 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.

4.1 If you do not have a smart meter installed within 3 months of being supplied, then 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 tariffs 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 you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.7 Except for a change in law, regulation, tax or duty which affects us beyond our reasonable control, or the introduction of a new tax, duty, charge or levy which we have to or are allowed to recover from you (through a surcharge or bill), the prices and terms and conditions for your Energy Direct tariff will not change until the end date.

3.8 If you’re already an EDF customer and are changing your tariff, you won’t receive the benefits of your new tariff for meters that have already been processed. We’ll write to you to confirm when this happens.

3.9 The Energy Direct tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non-contractual gas meter which the energy you want to supply under this contract. If you have a different type of meter, we may need to supply you on a different tariff with different prices and fees. If we find this is the case, you agree that we may supply you on whichever of our other tariffs we believe is most suitable for you. We will write to you to let you know if this happens.

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

3.11 The Energy Direct tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we will not refuse to supply, or to supply you on, the Energy Direct tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt, you will no longer be able to use this tariff until we have settled any outstanding debt. We recommend you to keep your account that have been outstanding for 28 days or more, until you agree, an instalment plan with us to pay outstanding debt then we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme.

5. Billing

5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment method and communication preferences. We will charge you for your usage based on the rate 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 of twelve months.

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. If we estimate your usage we will tell you how we have done this, where the charges relate to circumstances where:

(a) we have previously taken steps to recover payment for charges which were incorrect, or
(b) we have not taken action to recover older charges because of any unreasonable act or omission on your part, or
(c) any other circumstance applies which our regulator considers that we may seek to recover charges relating to consumption that is older than twelve months.

Where we don’t have an up to date meter reading we will bill you based on our estimated usage using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with an up to date and accurate meter reading at least every 12 months.

5.3 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. If we estimate your usage we will tell you how we have done this, where the charges relate to circumstances where:

(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 correct 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 may change your payment method or payment frequency (we could invoice charges on your meter too). Or we may treat this as you giving us notice to end your contract under clause 7.1. In either case, if you continue to be in debt, we, or EDG, will charge you interest on your outstanding debt. If this happens, we’ll give you seven working days’ notice, explaining what charges will be made and why.

6.3 If you end this contract and we cannot change our payment method, you will agree to a new tariff (or if you haven’t agreed a new tariff with us then you may move to our ‘deemed contract scheme’, which has different prices and terms and conditions for those supplied at edfenergy.com/sites/default/files/£505_deemed_rate_card.pdf if this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as any fixed-price period.

Your right to change terms

4.1 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 is subject to our current standard terms to the extent, for example, Economy 7 metering, and vice versa.

(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 any other (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 your meter being supplied to your new premises. 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 apply to become the registered supplier.

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 changes may change as a result, and you agree to this.

4.6 If you’re 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. If you fail 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 that we have had no payment in full after we have reminded you to pay 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 and Carry offering which may be more suitable for your current tariff. You can find the current cash and Carry price and as Pay you Go prices for your current tariff by viewing the relevant tariff information at edfenergy.com/ Bill or by calling us.

Debt

6.9 If we agree a payment method with you, you must pay charges in line with it. If not, we can withdraw it and all outstanding charges will then be due in full.

6.10 If you don’t pay your bills when agreed, and we agree, you can ask us 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, and you will agree to pay your charges in line with the 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, we can ask you to pay with this debt via an instalment 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, you may owe us an £10 late payment charge for that bill.

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 your new supplier the right to recover those charges from you (and any limits set out in our licence). Equally, in line with the same limits, when your contract begins, your previous supplier may grant us the right to recover any amounts that we are due under 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 at no cost. You can also end this contract with us at any other time by:

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

(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your regulatory supplier we may choose 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(b) 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 if...
7. Unless you use your right under clause 4.4(b), if you change premises you must give us notice so we can end this contract. If not, you’ll still be legally responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date we receive your notice until the date we become the registered supplier of your new premises. The contract will take place in your name if you do so, and you will be still responsible under it for bills relating 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 by giving you written notice except if we are acting under clause 7.6 (in which case, we do not need to give you any notice).

7.6 We are entitled to end this contract immediately in any of the following circumstances:

(a) You do not keep to any of its terms.
(b) You no longer own, rent or use the premises.
(c) You have any form of bankruptcy or insolvency proceedings brought against you.
(d) We reasonably believe that have stolen energy or deliberately interfered with any metering equipment.
(e) There is a risk of danger to you or others if we are not able to carry out our duties under this contract (for example, anything any energy supplier, distributor, or other person does or fails to do).
(g) We are no longer licensed as an energy supplier or are deliberately interfered with any metering equipment.

7.7 If we're entitled to prevent energy being supplied to you under the contract (including disconnecting your supply), you agree to let us (and our agents) into your premises to do this.

7.8 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).

8. Rights and duties under this contract only to and you cannot be transferred to any other person without our written permission.

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 We are only legally responsible to you 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).

9.3 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.

9.4 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.

9.5 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 on Tuesday to Thursday and Saturday from 8am to 5pm). Our correspondence@EDFEnergy.com or write to FREEPOST EDF ENERGY - PLYMOUTH.

9.6 Details of our complaint handling procedure can be obtained at edfenergy.com. 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 6pm on Tuesday to Thursday and Saturday from 8am to 5pm). Our email complaintsresolution@edfenergy.com or write to FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole of the contract and priority over any other contract term.

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 be unaffected.

9.11 The laws of England apply to each contract and all our disputes relating to your contract and no non-contractual disputes which relate to the services may only be heard in the English courts.

10. Making a complaint

www.connectionterms.co.uk or by contacting our live chat team at edfenergy.com/myaccount.

11. Other conditions that apply

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 queries you can contact the Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AL: phone 0207 706 5137 or visit 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 shirper in order to provide you with a gas supply. If your gas shirper 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 shirper.

11.3 Supply characteristics – electricity

As required by law, the electricity delivered to your premises through the ED Network system will be supplied (a) if you have a single-phase supply, normally at 230 volts, with an allowed range of voltage variation of plus or minus 5%, and (b) if you have a three-phase supply, normally at 400 volts, with an allowed range of voltage variation of plus or minus 5%, and (c) if you have either of the above voltages at a frequency of 50 hertz, with a permitted nominal variation of plus or minus 1%.

11.4 Information policy

We respect your privacy and are committed to providing you with a clear understanding of how we collect, use and store 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.