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 Simply Online 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 Simply Online 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 Simply Online 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.

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/quarterly 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 quarterly. 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.
‘distributor’ – the companies licensed to deliver energy to your premises.
‘end date’ – the date your Simply Online 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 144.2 of our gas and electricity supply licence. For example, these include:
• if your previous supplier objects to transferring the supply;
• we don’t have the information needed despite taking reasonable steps to get it;
• the supply transfer is prevented by any other circumstance outside of our control where we’ve taken reasonable steps to deal with the problem.
‘Green Deal charges’ – the charges for energy-efficiency measures installed at your premises that we must collect through energy bills in line with the Government scheme known as ‘Green Deal’.
‘metering equipment’ – the energy meter and other related devices, like key cards or in-home display devices.
‘payment method’ – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.
‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.
‘registered supplier’ – the supplier registered with the local energy regulator (known as the ‘registered supplier’
‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.
‘Simply Online 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 we find that our network is 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. If you do not have a smart meter installed within 3 months of the supply start date, we 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 you. Any supply made during any period where there is no contract between us will be governed by our ‘deemed terms of supply’ published under the Gas Act 1986 and Electricity Act 1989.
1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, (a) you tell us to do otherwise; or (b) one or more of the conditions set out in Standard Licence Condition 144.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access
2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them and pay for costs involved. We may also charge you if you don’t let us know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.
2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance and safety condition. (Your side of the meter starts at the point your meter measures energy 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, reposition or reprogramme it (for which we may charge you) or we may charge 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.
2.4 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 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;
(e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances we have 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 condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the loss or damage is caused by something we have done or failed to do.
2.6 If your contract ends, we may recover any metering equipment we have provided to you and you will give us, our contractors or any person we tell you about, all the access we need to do this.

3. Energy price, tariff features and charges
3.1 You agree to pay all the charges for 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 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 and chat with us 24/7 at 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).
• Smart meters automatically send us your meter readings. By signing up to this tariff you agree to having a smart meter 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 Simply Online 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 (in which case we will cancel you exit fee) or change supplier. Our deemed contract scheme has different prices and terms and conditions, which are available at edfenergy.com/sites/default/files/2005_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 Simply Online 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
3.7 Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our reasonable control, or the imposition of a new tax, duty, charge or levy which we have to or are allowed to recover to you through your energy bill (or bills), the prices and terms and conditions of your Simply Online 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 example its prices) until we process the change. We’ll write to confirm when this will happen.

3.9 The Simply Online tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non-STD complex credit meter for the energy you want us to supply under this contract.

3.10 If you have a different type of meter, we may need to supply you on a different tariff, which is likely to have different prices and features. If we find this is the case, you agree that we may supply you on whichever of our other tariffs we believe is most suitable for you. We will write to you to let you know if this happens.

3.11 The Simply Online tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we are permitted to refuse to offer, supply or supply you with the Simply Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while supplied on Simply Online then we may terminate the Simply Online tariff, and, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for capped/uncapped customers, which are available at edfenergy.com/sites/default/files/r505_deemed_rate_card.pdf.

3.12 If, within 20 working days of your Simply Online tariff coming to an end, either: (a) you agree a new fixed term contract with us; or (b) another supplier formally lets us know they are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we are permitted to refuse to offer, supply or supply you with the Simply Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while supplied on Simply Online then we may terminate the Simply Online tariff, and, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for capped/uncapped customers, which are available at edfenergy.com/sites/default/files/r505_deemed_rate_card.pdf.

3.13 At the end of each fuel mix reporting year, we’ll make Zero Carbon Electricity declarations to match the total volume of electricity supplied under this contract. The fuel mix reporting year will be the calendar year, unless you’re changing supplier and have charges on your account: (a) with a previous supplier; or (b) with us to a new supplier. Either of us can ask you to have accounts with us to pay off debt you owe us or our group companies.

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 agreement we have with you, we will treat this as you giving us notice to end your contract. In these circumstances, you may be responsible for the costs, which we’ll tell you about at the time. If you’re still in debt, we can change your payment method to collect your social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We’ll also let you know how you can reduce your charges by using energy more efficiently.

6.3 We have the right to use or transfer any debts or credits you have on your energy account: (a) with a previous supplier to us; or (b) with us to a new supplier. Either of us can ask you to have accounts with us to pay off debt you owe us or our group companies.

6.4 If you are supplying products at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. We’ll calculate and charge you using the same payment method as you pay for your energy. You cannot choose a different method. We’ll only collect Green Deal charges that become due after we start supplying you, and we’ll pass them on to your Green Deal provider.

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) giving us notice as set out in clause 6.2. If you do this, we’ll give you a full and final bill. If you fail to keep to any payment method agreement we have with you, we will treat this as you giving us notice to end your contract. In these circumstances, you may be responsible for the costs, which we’ll tell you about at the time. If you’re still in debt, we can change your payment method to collect your social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We’ll also let you know how you can reduce your charges by using energy more efficiently.

6.5 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. If 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 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.

6.6 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 year energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a specified (set) percentage to cover your estimated yearly energy costs, we may need to make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

6.7 If, on the date we review your Direct Debit your account is in credit or in debt, 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 our ‘specified debt amount’ we’ll let you know and take the amount of the debt from your bank account. By choosing to agree to these payment terms, 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.)

6.8 Apart from where you or we change the way you pay our charges under clause 4.2 or 4.4, if you choose to pay by Direct Debit, you must continue to use that payment method to pay the charges. If you fail to do so, we will write to you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you continue to pay by Direct Debit after the date stated, we may move you onto the cash/cheque or Pay As You Go prices for your current tariff. You can find the current cash/ cheque and Pay As You Go prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/tariff, or by calling us.

6.9 If we agree a payment method with you, you must pay charges in full using that method. If you fail to do so, we can add any outstanding charges and they will be due in full.

6.10 If you don’t pay our bills in the way we’ve agreed, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 3.1). This means we may ask you to change to a prepayment meter, clause 5, and apply, and you may be responsible for the costs, which we’ll tell you about at the time. If you’re still in debt, you can use any suitable social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We’ll also let you know how you can reduce your charges by using energy more efficiently.

6.11 If you fall into debt and we agree with you to pay this debt via an instalment plan, we may move you to our cheque or debit card payment method.

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

6.13 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same limits, when your contract begins we may give your previous supplier the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

6.14 We’ll only take debt recovery actions which we consider to be proportionate.
(b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In 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 you must give us notice so we can end this contract. If we will not become the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for bills relating to energy used at your old premises up until a new 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 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.

7.7 Circumstances beyond our reasonable control mean we are not able to discharge our obligations under this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do).

7.8 If we are entitled to prevent energy being supplied to you under the contract (including disconnecting your supply) you must agree to let us (and our agents) into your premises at all reasonable times to do this.

7.9 If you are not responsible for paying Green Deal charges, your responsibilities cease after this contract ends and your new supplier will be responsible for paying Green Deal charges when they take over your supply.

7.10 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £5 per fuel if this contract is ended more than 49 days before the end date – either by us in accordance with these terms, or by someone else in accordance with the terms of your old contract. If this contract is ended more than 49 days before the end date, you will be responsible for paying an exit fee of £35 per fuel (for example, if your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.

7.11 In advance of the tariff end date we’ll write to remind you that your Simply Online 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 Simply Online 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 be your new supplier within a reasonable period, we’ll let you stay on your Simply Online tariff prices until your switch goes through; or)
(c) if you don’t do (a) or (b), we’ll arrange for your energy account to be automatically transferred on the end date to the most appropriate standard variable or fixed tariff that we have on offer at the time based on your current type of meter and payment method. We’ll include the prices for this tariff when we write to you.

8. Limits to our legal responsibilities

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

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

8.3 We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible 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 legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

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

9. Other conditions that apply

9.1 We can transfer all or any of our rights and legal responsibilities under this contract 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 from doing so in the future.

9.4 To help us improve, 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 CPB 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 out in this contract all the bills, notices and other communications we send you under our supply licence are provided to you electronically through our MyAccount service. In addition, we may send you notices by post if we consider it necessary. You confirm that you have provided us with a valid email address and telephone number at which you can receive communications from us. In addition, you confirm that you have provided us with a valid email address and telephone number at which you can receive communications from us. You agree to keep these up to date to ensure we can contact you in a timely manner.

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 breach any of our duties 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 licence issued by Ofgem.

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 dispute 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 8pm and Saturday 8am to 2pm) email customer_correspondence@EDFEnergy.com or write to FREEPOST: EDF ENERGY – PLYMOUTH.

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;
(c) any other relevant action.

10.3 Contact Citizens Advice if you need help with an energy problem - for example with your bills or rates, 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.

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 conditions 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 any 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, 10th Floor, 1000 Northfield Avenue, Riverside, London, SE1 2AU phone 0207 706 5137, or see the website at www.connectorterms.co.uk.

11.2 You accept that if we also provide you with gas under this contract, we have entered into an agreement 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 supply normally at 110/230 volts, unless otherwise stated, at 110/230 volts, and at either of the above voltages at a frequency of 50 or 60Hz; (b) if you have a supply normally at 400 volts nominal alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; (c) if you have a supply normally at 400 volts nominal alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and (d) if you have a 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 or 60Hz.

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 your data 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 0808 223 1133. Calls are charged at your normal rate.