

## TERMS & CONDITIONS

### KEY BENEFITS & FEATURES

This long term fixed tariff includes the supply and installation of one Solo Smart Home Charger by Pod Point, a home charging provider who are part of the EDF family.

### ABOUT THESE TERMS AND CONDITIONS

We've laid out the key terms and conditions of our GoElectric+Charge tariff in the next section, followed by Direct Debit rules, the full tariff terms and conditions and the Solo Smart Home Charger terms and conditions. Your Home Charger installation is governed by the Solo Smart Home Charger terms and conditions which also form part of this document. Please get in touch if you have any

## IMPORTANT INFORMATION (KEY TERMS)

### CHARGES

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. Where your chosen tariff has different prices for different times of use, the times of use are also shown in your Tariff Information Label. These won't change until the date your GoElectric+Charge tariff ends or your payment type changes. You can end this contract at any time by giving us notice. However, if this contract is ended more than 49 days before its end date – either by us in accordance with these terms, or by you leaving the tariff or changing supplier an exit fee of up to £500 will apply to cover the cost of the charger. For every full month of being supplied on the tariff, we will reduce the £500 exit fee by £20 to account for the charges that have already been paid towards the Solo Smart Home Charger. This will be applied onto your account within 60 days of leaving the tariff and will appear on your bill as "Early Termination Fee". Please note, that if you move home, we are not obligated to move your charger once it has been installed at your home as it is your property. This means that the Solo Smart Home Charger becomes your property and we have no obligation to move or remove it, for example, if you move home.

If you don't pay in line with your payment method your contract may end or change and/or you may incur a late fee. This could result in a change to your payment method or charges (or both). You'll get at least seven (7) working days' notice of this. We'll explain what you need to do and when, at the time. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

### DIRECT DEBIT AND PAYMENT METHOD

As you pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to cover your yearly energy costs. We'll then review this amount every 12 months. We might carry out more frequent reviews, but this isn't guaranteed. Unless we decide that it's necessary to do so, we won't alter your Direct Debit at the point you make any extra 'one-off' payments or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

We review your Direct Debit payments in line with our Direct Debit rules, which form part of these terms. You can find them at [edfenergy.com/directdebitrules](http://edfenergy.com/directdebitrules)

GoElectric+Charge

This tariff is powered by 100% renewable electricity. Electricity for our

## DIRECT DEBIT

Direct Debit is an easy way to pay for your energy and helps you budget for your bills. It's good value too – because you'll benefit from a lower unit rate for your energy.

### BUDGET DIRECT DEBIT

To pay using our Budget Direct Debit plan we first need to agree a fixed amount to cover your energy costs.

### REVIEWING YOUR DIRECT DEBIT PAYMENTS HOW WE CALCULATE YOUR DIRECT DEBIT

We estimate how much we think you'll spend on your energy over the coming year based on information we have in our records, such as your previous energy usage and your type of property. When it's time for your Direct Debit review, we also take into account any balance on your account. We then divide this annual cost into 12 monthly payments, which are spread equally across the year. This means that you won't end up paying more in winter or less in summer – just the same amount all year round.

### HOW BUDGET DIRECT DEBIT REVIEWS WORK

We review your Direct Debit every 12 months. We might carry out more frequent reviews, for example if we receive a meter reading, but this isn't guaranteed. Unless we decide that it's necessary to do so, we won't alter the amount you pay by Direct Debit at the time you make any extra 'one-off' payments or when you change your tariff, but at each review we will take account of one-off payments

questions. We'll send updated copies at least once every 12 months, but you can ask for a copy at any time by contacting us on 0333 200 5100 or going to [edfenergy.com/tariff-info](http://edfenergy.com/tariff-info).

Please ensure you read the Solo Smart Home Charger full terms and conditions which govern the installation of your Solo Smart Home Charger – as by signing up to this tariff you confirm you've read, understood and agreed to these.

We've tried to summarise what we believe to be the key terms, but they're all important and you may have a different view of what is most significant to you. That's why it's important you read all the terms and conditions and let us know if you have any questions.

GoElectric+Charge tariff comes from renewable sources like wind, solar, biomass, tidal, and hydroelectric.

### SOLO SMART HOME CHARGER

Solo Smart Home Charger terms and conditions govern the installation of your home charger. These form part of this document. Any customer who has signed up to be supplied by EDF on the GoElectric+Charge tariff will receive the supply and standard installation of one Solo Smart Home Charger with the option of a single phase 7kW capable universal socket or tethered model as per the specifications which can be found at <https://pod-point.com/technical/hardware>. If your installation requires additional work to that included above, this will be classed as a non-standard installation and you may be required to pay additional costs. All additional costs will be quoted in full and should be agreed and paid directly to the home charger installers to proceed. If after being quoted for your non-standard installation you decide that you do not wish to proceed then EDF will be in touch to discuss your tariff options and what exit fee will apply if you wish to leave the GoElectric+Charge tariff.

The installation of the Solo Smart Home Charger is fully managed by Pod Point. If you have any questions you can get in touch with them at [hello@pod-point.com](mailto:hello@pod-point.com). All complaints related to your home charger should be directed to [support@pod-point.com](mailto:support@pod-point.com).

### ELIGIBILITY

To be eligible for this tariff you must meet one of the qualifying criteria found at [edfenergy.com/goelec](http://edfenergy.com/goelec). You must also agree to pay by Direct Debit and have a smart meter installed. If you don't already have a smart meter installed, we will install one where possible at no additional cost. If you already have a smart meter and plug-in electric vehicle we'll assess whether it can support GoElectric+Charge's multiple charging rates. If it can't, you'll be eligible for our single rate version. In the event that a problem is discovered with your smart meter connectivity or functionality after sign-up, EDF reserves the right to transfer you to the single rate version of GoElectric+Charge and cancel your application for multi-rate. We will write to you to let you know if this happens. In order to be eligible for this tariff you need to have both your electricity and gas supplied by EDF as well as have both electricity and gas supplied on the GoElectric+Charge tariff (or electricity only if you don't have a mains gas supply to your property).

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](http://edfenergy.com/directdebit)

### HOW ANY DEBIT OR CREDIT IS BALANCED OUT

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

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

- Every month/three months you'll get a reminder from us detailing your regular payment amount.
- We'll check your regular payment amount to make sure it's set correctly and that you're paying for what you use. With smart meters, you no longer have to

send readings yourself; your smart meter will send us all the information we need to bill you accurately.

- If you change your tariff, we'll check that your regular payment amount is set correctly.

## PAY AS YOU GO RULES

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a

smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our 'Pay As You Go Explained' leaflet, which is available at [edfenergy.com/paygpolicy](http://edfenergy.com/paygpolicy) or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit [edfenergy.com/paygpolicy](http://edfenergy.com/paygpolicy)

# 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.

**'Early Termination Fee'** - the charge that is applied to your account if you leave the tariff before the end date of the plan.

**'end date'** – the date your tariff ends, which is shown in your Tariff Information Label.

**'energy'** – residential gas or electricity (or both) and all related services.

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

For example, these include:

- if your previous supplier objects to transferring the supply;
- we don't have the information needed 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'.

**'home charger'** – a unit that is installed at your home and connected to your main's electricity for the purpose of charging an electric vehicle

**'installation date'** – the date when your home charger is fitted by a qualified engineer at your property

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

**'payment frequency'** – how often you need to make payments. This will be the frequency you agreed when you entered into this contract, unless you or we change it under these terms.

**'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 point administration service or metering point registration service who is responsible for supplying energy to your premises.

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

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

**'we', 'us', 'our'** – EDF Energy Customers Ltd, registered office: 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales (Trading as EDF Energy).

**'Property'** – the house you live in and is used for domestic purposes only

## 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 us on 0333 200 5117 and we'll explain what you need to do.

1.3. Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we're the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this

contract, even if you have a contract with any other person.

- 1.4. This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by our 'deemed terms of supply' published under the Gas Act 1986 and Electricity Act 1989.
- 1.5. If you're a new customer we do not currently supply, we'll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:
  - (a) you tell us to do otherwise; or
  - (b) one or more of the '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, 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 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, reposition or re-programme 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.
- 2.4. If you have a 'smart meter' that we can read without coming to your premises, you agree that: (a) it and the in-home display unit must not be removed from the premises without our permission; (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 the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.
- 2.5. You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the 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 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. A customer or household who has signed up to be supplied by EDF on the GoElectric+Charge tariff will receive the supply and standard installation of one Solo Smart Home Charger with the option of a single-phase 7kW capable universal socket or tethered model as per v the specifications which can be found at <https://pod-point.com/technical/hardware>. This installation of your home charger is governed by the Solo Smart Home Charger terms and conditions set out at the end of this document and you will be required to agree to them in order to have the home charger installed.
- 3.2. We will share your details with the home charger installers (Pod Point) within 2 working days of you agreeing the contact for this tariff. They will be in touch to provide a link to an online checkout and desktop site survey form which you will need to complete. They will also assess your eligibility for the government's OLEV grant.
- 3.3. Installations can take place from 21 days after you sign up to the tariff. You must book your install within 8 months of signing up to this tariff. If you have not booked an installation appointment within this timeframe, 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.
- 3.4. If at any point you decide you do not wish to remain on this tariff your tariff exit fees will be waived as long as your home charger has not been installed, or the scheduled installation date is more than 3 working days in the future. Full termination and/or exit fees will apply once your charger has been installed.
- 3.5. More details on the OLEV Home Charge Grant are set out in the Solo Smart Home Charger terms and conditions. In order to be eligible for this tariff you need to have both your electricity and gas supplied by EDF as well as have both electricity and gas supplied on the GoElectric+Charge tariff (or electricity only if you don't have a mains gas supply to your property). You can end this contract at any time by giving us notice. However, if this contract is ended more than 49 days before its end date – either by us in accordance with these terms, or by you leaving the tariff or changing supplier, an exit fee of up to £500 will apply to cover the cost of the charger. For every full month of being supplied on the tariff, we will reduce the £500 exit fee by £20 to account for the charges that have been paid towards the Solo Smart Home Charger. This will be applied onto your account within 60 days of leaving the tariff and will appear on your bill as Early Termination Fee. Please note, that if you move home, we are not obligated to move your charger once it has been installed at your home as it is your property. This means that the Solo Smart Home Charger becomes your property and EDF has no obligation to move or remove it if, for example, you move home.
- 3.6. 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.
- 3.7. 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.
- 3.8. 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. Please phone 0333 200 5100 or visit [edfenergy.com/additionalcharges](http://edfenergy.com/additionalcharges)

## Energy prices

- 3.9. The charges for your GoElectric+Charge are set out in your Tariff Information Label which you should have received as part of your contract letter. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.
- 3.10. Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our reasonable control, or the introduction of a new tax, duty or charge which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your GoElectric+Charge will not change until the end date.
- 3.11. If you're already an EDF customer and are changing your tariff, you won't receive the benefits of your new tariff (for example its prices) until we process the change. We'll write to you to confirm when this will happen.
- 3.12. To be eligible for this tariff you must meet one of the qualifying criteria found at [edfenergy.com/goelec](http://edfenergy.com/goelec). You must also agree to pay by Direct Debit and have a smart meter installed. If you don't already have a smart meter installed, we will install one where possible at no additional cost. If you already have a smart meter and plug-in electric vehicle we'll assess whether it can support GoElectric+Charge's multiple charging rates. If it can't, you'll be eligible for our single rate version. In the event that a problem is discovered with your smart meter connectivity or functionality after sign-up, EDF reserves the right to transfer you to the single rate version of GoElectric+Charge and cancel your application for multi-rate. We will write to you to let you know if this happens.

## Zero Carbon Electricity

- 3.13. This tariff is powered by 100% renewable electricity. Electricity for our GoElectric+Charge tariff comes from renewable sources like wind, solar, biomass, tidal, and hydroelectric. At the end of each fuel mix reporting year we'll make sure we've purchased enough renewable electricity from EDF owned, renewable generation to match the total volume of electricity supplied to all of our customers on the Go Electric tariff. A fuel mix reporting year begins on 1 April and ends on 31 March the following year.

UK Fuel Mix disclosure information, published by the Government (BEIS), recognises electricity from wind, solar and nuclear fuel produces zero carbon dioxide emissions at the point of generation.

## Other environmental benefits

- Other suppliers as part of their tariffs include in the price of their tariffs the funding of other carbon reducing initiatives such as tree planting. Whilst our GoElectric+Charge Tariff doesn't directly fund or offer any additional environmental benefits beyond being sourced from renewable generators, EDF is Britain's biggest generator of zero carbon electricity and as part of the EDF Group is the largest generator renewable electricity in Europe\* is committed to going beyond the requirements of 2°C trajectory set by COP21 by drastically reducing our CO2 emissions. \* In 2017.

## 4. Changing and ending your contract if you change supplier

- 4.1. If you choose to switch to another of our tariffs, we can extend your current GoElectric+Charge prices until your transfer to your new tariff takes place (a 'tariff extension'). If you try to change supplier but have outstanding charges on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won't change your prices during the transfer period.

## Our right to change terms

- 4.2. We are allowed to change all terms of supply at any time. Any changes will apply from the date we publish them on our website. However if the change puts you at a disadvantage, we'll give you advance written notice (a 'variation notice') unless clause 4.3 applies. **If you don't pay as you agreed, your charges may change and you may incur a late fee.**
- 4.3. 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 (which could involve changing 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 take energy from us, this could, result

in your charges changing. If this happens, we'll give you seven working days' notice, explaining what changes will be made and why

- 4.4. If you or we end this contract and we continue to be your registered supplier, you may move to our 'deemed contract scheme', which has different prices and terms and conditions. These are available at [edfenergy.com/dt](http://edfenergy.com/dt). If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

## Your right to change terms

- 4.5. You are allowed to change any of the following terms at any time:
  - (a) Type of meter – provided you have a multi-rate meter which we consider is compatible with this tariff, you may change from standard single-rate metering to multi-rate metering..
  - (b) Moving home – if you move home and we are able to support the meter type at your new home, you may change the premises 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 for those fuels and you will need to agree a new tariff with us that we have available at that time for your new premises.
- 4.6. To do any of the above you need to ask us. If you do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

## End of tariff for fixed price

- 4.7. In advance of the tariff end date we'll write to remind you that your "Tariff Name" 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 GoElectric+Charge 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 GoElectric+Charge 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 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.

## If you change your Payment Method

- 4.8. The payment method for this tariff is Direct Debit. If you change your payment method to anything other than this, we may transfer you to our deemed contract scheme under clause 7.6 of these terms.

## 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 energy usage based on the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:
  - a) we have previously taken steps to recover payment for charges which are older than this, b) we have not taken action to recover such older charges because of any act or omission on your part, or
  - c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months.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, at least once per year (provided that we may choose not to schedule visits this frequently); (b) if you have a smart meter, allowing us to use it to take regular meter readings from you; (c) tell us if you have moved into a new premises and are taking a supply from us; (d) making sure you have arranged to pay us; (e) letting us know if you are not receiving bills at least

once a year;

(f) telling us if you think there is a problem with your meter;

(g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;

(h) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then complying with those.

Where you have opted for electronic communications from us, or this is a requirement of the product you have selected, it is your responsibility to provide us with an accurate email address, and to let us know if this needs to be updated. By entering this contract you acknowledge and agree that failing to take one of the actions listed in this clause will obstruct us in trying to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. Where we don't have an up to date meter reading we will bill you based on an estimated reading using the information 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 once per year.

- 5.2. We have the right to estimate your usage if we don't have all the information we need (including the energy you have used during any period) to work out the charges you owe us. We'll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.
- 5.3. If your meter is not read immediately before the supply start date, or we reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning with the supply start date and ending with either: (a) the date the meter is first correctly read after the date we start supplying you; or (b) the date your contract with us ends; whichever is earlier.

## 6. Payment

- 6.1. You must pay your bill by the due date on the bill (or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.
- 6.2. If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we will treat this as you giving us notice to end your contract with us under clause 7.1.
- 6.3. We have the right to use or transfer any debts or credits you have on your energy account: (a) with a previous supplier to us; (b) with us to a new supplier; or (c) for any accounts you have with us to pay off any debt you owe us or our group companies.
- 6.4. If you are being supplied at premises where Green Deal charges apply, we'll collect these from you through your bill or statement. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.
- 6.5. If you owe us any outstanding charges, and you send us a payment that does not cover these charges, we'll put it towards whichever debt and in whichever proportions we consider appropriate.

## Direct Debits

- 6.6. As you pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to cover your yearly energy costs. We'll then review this amount every 12 months. We might carry out more frequent reviews, 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.
- 6.7. Whenever we review your Direct Debit, we'll estimate the cost of the energy you will use (your 'estimated annual energy cost') up to the date of the next annual Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a 'specified (set) percentage' to cover your estimated yearly energy cost, we'll let you know and make the changes. To avoid changing your payments too often, we won't adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.
- 6.8. 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 our 'specified debt amount' we'll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/directdebit).

- 6.9. Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, if you choose to pay by Direct Debit, you must continue to use that payment method to pay the charges. If you fail to do so, we will write to you, explaining what has happened and giving you a date when you need to re-start your Direct Debit. If you don't do so by this time, we can move you onto the cash/cheque prices for your current tariff. You can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/til, or by calling us.

## Debt

- 6.10. If we agree a payment method with you, you must pay charges in line with it. If not, we can withdraw it and all outstanding charges will then be due in full.
- 6.11. If you don't pay our bills in the way we've agreed you may incur a late fee and/or, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 3.3). If this means we fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we'll tell you about at the time.
- 6.12. We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England bank lending rate at the relevant time.
- 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, your previous supplier may grant us the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

## 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. If you agree to waive your cooling-off period, you will be responsible for the charges relating to your energy supply, including exit fees which will include the cost of the charger, from the date agreed. 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 registered supplier); or (b) giving us notice as set out in clause 7.3. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.
- 7.2. If you use your right under clause 4.5(c) and want to stop taking one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so 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 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 4.5(c), if you change premises you must give us notice so we can end this contract. If not, you'll still be legally responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.
- 7.4. If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for bills relating to energy used at your old premises up until a new 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. (f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do). (g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator. (h) You cancel your Direct Debit. (i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence; and has decided to do so.
- 7.7. If we'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 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 up to £500 to cover the cost of the charger and the costs incurred by us as a result of your termination of the contract. However, for every full month of being supplied on the tariff, we will reduce the £500 exit fee by £20 to account for the charges that have been paid towards the Solo Smart Home Charger. This will be applied onto your account within 60 days of leaving the tariff and will appear on your bill as Early Termination Fee.

## 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, and all responsibilities, 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 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 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 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 legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.
- 8.6. This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.

## 9. Other conditions that apply

- 9.1. We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7.6, in which case we do not need to give you any notice).
- 9.2. Your rights and duties under this contract apply only to you and cannot be transferred to any other person

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 quality, we may monitor and record calls that you or we make in relation to customer services and telemarketing.
- 9.5. If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by phone on 0333 200 5100 (or 0333 200 5110 if you are a prepayment meter customer).
- 9.6. If when you first entered into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you under our supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills and initial reminders about any outstanding debt on your account. We may still send you any of these things by post if we decide it is appropriate to do so. If at any time after your account is set up on this basis you no longer want to receive this communication electronically, and instead receive them by post, you can contact our Customer Services team on 0333 200 5100 to do so or change your account settings through our MyAccount service.

- 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 us and any disputes relating to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

## 10. Making a complaint

- 10.1. If we've let you down in any way, we want to put it right quickly. It's always best to get in touch with us first on 0333 200 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 Details of our complaint handling procedure can be obtained at edfenergy.com/makingacomplaint. If you're not satisfied with the way we've handled things after contacting us there are other options you can take. You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 5pm, Monday to Friday), email complaintsresolution@edfenergy.com or write to: FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION
- 10.2. If, after eight weeks, you're still not satisfied with the way we've handled your complaint, you can phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org or visit ombudsman-services.org/energy. The Ombudsman is free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include: (a) an apology or explanation; (b) compensation; or (c) any other relevant action. They may investigate your complaint if you are a residential or microbusiness customer and if you have received a deadlock letter from us or if you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.
- 10.3. Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to

[citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call them on 0808 223 1133. Calls are charged at your normal rate.

## 11. National Terms of Connection

11.1. Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provide for the continuing application of site-specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU: phone 0207 706 5137, or see the website at [www.connectionterms.co.uk](http://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 supplier in order to provide you with a gas supply. If your gas supplier 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 supplier.

## 12. Supply characteristics – electricity

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

## 13. Information policy

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

## Solo Smart Home Charger Terms and Conditions

Any customer who has signed up to be supplied by EDF on the GoElectric+Charge tariff will receive the supply and standard installation of one Solo Smart Home Charger from Pod Point with the option of a single-phase 7kW capable universal socket or tethered model as per the specifications which can be found at <https://pod-point.com/technical/> hardware.

## What's included in a standard installation?

One Solo Smart Home Charger standard installation package which covers the majority of homes in the UK and includes the following:

- Fitting of a Solo Smart Home Charger by Pod Point on a brick or plaster wall, or to another suitable permanent structure.
- Up to 15 metres (50 feet) of cable, run and neatly clipped to the wall between the electricity supply meter / distribution board and the Solo Smart Home Charger.
- Routing of the cable through a drilled hole in a wall up to 500mm (20 inches) thick, if this is needed.
- The fitting and testing of electrical connections and protections required for the Solo Smart Home Charger.
- An additional three way consumer unit, if required.
- Installation of a Type C MCB and a Type A RCD in an RCBO enclosure.
- Up to 3 metres (10 feet) of plastic conduit to conceal interior wiring.
- An earth rod in soft ground, if required.

## Some conditions and limitations that you need to know:

The Home Charger must be located in your designated off-street parking area and be fixed at a height where it can't be hit by a vehicle.

We can't fix the cable higher than 1.8 metres (6 feet) above the ground. If fixing higher than this is unavoidable then the

installation may need to be paused - in that case we will quote for any extra work needed.

We can't, as part of the standard package, trench the cable underground or suspend it above ground - if something like this is required please talk to us so that we can give you a quote in advance. If we find out on the day that we have to cross a garden or a pathway we may need to pause the job and quote for the extra work needed to trench the cable. When you are using your charger the EV charging lead must remain on your property and must not create a trip hazard for you or anyone else.

We can't run cable under floorboards or through ducting / ceiling voids / wall voids without a draw cord (to pull the cable through), or if the floorboards have not been lifted. We can't take responsibility for reinstating flooring or other building materials after the cable has been laid.

Our experts are not able to work in crawl spaces, on roofs or in lofts if it is deemed unsafe by them.

Our experts are not able to work in extreme weather (i.e. flooding or intense rain). If it is not safe to carry on, our expert will do as much as they can and we will return at a later date.

If you have purchased a freestanding mount for the Pod Point to be fitted on please be aware that there may be an additional cost for installing this.

## What happens if your electrical supply is inadequate:

We can only complete the job if the electrical capacity (i.e. main fuse) can support the additional electrical demands of the Pod Point. If the capacity is not sufficient, we might be able to de-rate the Pod Point or we may have to pause the job until your main fuse is upgraded by your electricity supplier.

## Timing:

We allocate two hours for standard installations. If we can't complete on the day because of supply related problems or unexpected extra works then we will reschedule an installation date once the additional works are complete or our quotation for the work has been accepted.

## Additional works:

- If required, your installation project manager or Pod Point Expert will detail required works and provide a no obligation quotation for these services. Quotations are valid for a period of 90 days once issued.
- If the additional works are minor (less than 2 hours additional works) and can be completed on the day, you will be eligible for a £50 discount if you decide to pay and proceed on the day.
- If it is determined that an installation cannot be completed on the day, Pod Point will quote for additional works, and a new installation date will be given once payment has been made. Please allow up to 10 working days for a new installation date.
- If your Pod Point expert suspects that the installation will not comply with the OLEV grant requirements (see OLEV terms and conditions below), your installation will be paused. Should you disagree with that assessment, you will be given an opportunity to contest this by providing Pod Point with information to state your case to the government, which we can then pass on to the DVLA/OLEV for pre-approval. Should Pod Point receive approval to proceed, a new installation date will be given, please allow up to 10 working days for a new installation date.
- The owner/customer or a responsible adult of the age of 18 years or over needs to be present on site for the entire duration of the install.

## 3 year warranty:

Pod Point home chargepoints are covered by a comprehensive 36-month warranty. Any hardware failure should be promptly reported to us at: [hello@pod-point.com](mailto:hello@pod-point.com). Please quote the serial number, the date of installation and a brief description of the fault. The Pod Point technical team will carry out an assessment and will contact you to get further details and if necessary arrange a service visit.

The warranty will be void if the Pod Point unit is opened, modified, tampered with or repair is attempted by anyone other than a Pod Point appointed electrician.

A 24 month extended warranty can be purchased in the checkout, all of the same terms & conditions apply.

## Limitation of liability:

In no event will Pod Point accept any liability for any loss, costs or consequential damage due to the use and/or misuse of our hardware or software products except where this is caused by our negligence.

In no event will Pod Point accept any liability for any loss, costs or consequential damage due to the aborted installation of a home chargepoint where it is not safe or practical to install.

This includes, but isn't limited to, issues related to land ownership or power which can't be assessed prior to install. In these circumstances we will provide a full refund of all money paid to us (Pod Point) in respect of the planned installation, unless you (the customer) withheld any key information from us. Our liability for any other losses won't exceed the amount we charge you for your install.

You (the customer) are liable for any costs incurred due to the supply of false, inaccurate or incomplete information to us (Pod Point) in relation to the OLEV and EST home charge grants or any other of the services we offer.

If we are legally responsible to you under these terms or in any other way whatsoever, except as set out below, the maximum amount we will accept responsibility for is £50,000 for all incidents that lead to loss or damage (however it happens).

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.

## Home Charge Grant for Electric Car Charging:

The Office for Low Emission Vehicles (OLEV) provides a grant for EV drivers to have a Pod Point installed at their home. Pod Point will process and manage the application in order to claim the grant for you.

If you have applied the OLEV EVHS grant to your order but don't provide completed documentation to Pod Point then we will pause your installation until you've provided this.

If we haven't received your completed documentation within 3 months of the date of payment then we will be permitted to cancel your installation. If we do this then we'll be entitled to charge you a £50 administration charge plus any additional costs we've incurred in dealing with your order up to the time it's cancelled. Where we can, we'll take this from the payment you've already made for your order, and then give you a refund for any excess amount.

The grant is subject to a number of terms and conditions, a summary of which is provided here.

## Summary of OLEV terms and conditions:

Residents must provide evidence of being the registered keeper or lessee, or be named as the primary user of an eligible EV or plug-in vehicle in order to be able to claim the grant.

Only one claim per vehicle can be made, even if you own more than one home. However, a single customer can claim one charging point per vehicle, for up to two vehicles.

A list of qualifying electric vehicles is maintained at: <https://www.gov.uk/plug-in-car...>

The grant is only applicable for residential addresses with designated private off-street parking.

If you are not the property owner and freeholder of the building, signed written permission and a proof of address from the appropriate owner or management company must be obtained prior to installation of the Pod Point.

Any area where the installation of a Pod Point may affect another property owner, written permission and a proof of address from the appropriate owners must be obtained prior to installation of the Pod Point.

If you are the property owner and freeholder of a listed building, Pod Point requires listed consent from the local planning authority before an installation can take place. Full details of the grant terms and conditions are available here: <https://www.gov.uk/government/...>

Customers who require additional information, or have any queries on the grant process should contact OLEV directly on: [chargepoint.grants@olev.gsi.gov.uk](mailto:chargepoint.grants@olev.gsi.gov.uk)

Read about the OLEV grant [here](#) and check if you're eligible to claim. If the OLEV grant changes prior to installation of your home charger you may be required to pay the difference between the current grant allowance and the future allowance set. You will have the option to cancel the tariff with no exit fees should this happen and you do not wish to proceed.

## Carbon Sync:

All our chargepoints are supplied with Carbon Sync capability.

Carbon Sync allows us to briefly pause charging on instruction from official bodies (for example the national grid) for the purpose of balancing or maintaining stability of the local or national electrical generation or distribution grid. Under normal circumstances, we don't expect Carbon Sync to have any material effect on charging, however, you agree that Carbon Sync may lead to pauses in charging. Waste of electronic and electrical equipment:

Pod Point Ltd are compliant with the WEEE (Waste of electronic and electrical equipment) regulations and the PRN is WEE/CH5416WQ

## Partner Installers

We work with a network of 3rd party installers ("Partner Installers") alongside our own in-house installation team. In certain circumstances we may send your order to a Partner Installer so that they can carry out your installation, for example if your installation is non-standard and extra works are required, or if no installation slots are available with our in-house installers.

### If we do this before you have made payment:

The installer who receives your order will contact you and give you a quote. The cost of your charger, accessories and installation may vary but you can choose not to proceed if you are not happy with the price quoted.

If you accept the quote, your contract for the installation will be with the Partner Installer. They will arrange an installation date with you, visit you to carry out the work and deliver your accessories (if they haven't been sent via post).

The installer will also ask you to complete documentation needed to claim the OLEV EVHS grant on your behalf if you have applied it to your order.

They will then invoice you directly for your charger and accessories.

In these cases your contract for the installation is with the Partner Installer but you'll get the same product features, and we require them to give you the same warranty cover as you would if you purchased directly from Pod Point.

### If we do this after you have placed an order with us:

The installer who receives your order will make contact to arrange an installation date with you, visit you to carry out the work and deliver your accessories (if they haven't been sent via post).

The installer will also ask you to complete documentation

needed to claim the OLEV EVHS grant on your behalf (if you have applied it to your order).

In these cases your contract for the installation is with Pod Point (not the Partner Installer).

### Energy clamp & Smart Charging:

Every new Pod Point home charge unit purchased in the checkout offers 'Smart Charging'. Once connected to Wi-Fi, the home charge unit will automatically receive over-the-air updates, meaning it continually benefits from the latest software updates available. Connecting your home charge unit to Wi-Fi will also allow you to see the energy used to charge your electric vehicle, via the Pod Point App.

Whilst the above functionality comes as standard with every unit, the energy clamp will help to unlock even more Smart Charging functionality. The energy clamp is installed free of charge with every new home charge unit purchased via Pod Point's online checkout. During your installation, the Pod Point Expert will simply attach the clamp around the electricity meter tails and wire it into the home charge unit.

The energy clamp potentially unlocks several different features depending on your property's compatibility. Customers with solar power, detached garage installations and three phase power supply may experience limited energy clamp functionality which will be assessed on the day of installation.

All Customers will benefit from the "Auto Power Balancing" feature of the energy clamp. This safety feature adjusts the charge rate and prevents overloading your property's allocated electricity supply.

Please note, any alterations post installation may impact the home charge unit's functionality. Please call our support team if you have any questions.

If your home charge unit is installed from a secondary distribution board, your cut out fuse is not protected from overload.

## Charging stats report & business miles

A report can be generated from the Stats section in the app, which presents all home, public and workplace charges. Customers have the opportunity to include their total mileage and their business miles in the report if desired.

Total miles(1) and total business mile(2) costs are calculated using a blended rate of all charges based on the selected date range.

In order to calculate home charge costs, mobile app users should enter their day and night energy tariff(s) during sign up, or in the account section of the app. By failing to input the exact tariff(s), Pod Point will use a default rate, which may not accurately reflect your home charging costs.

Public charges are calculated based on the electricity tariff charged by the owner of the charger. Workplace charges are set by the company. Please be aware, if the company does not provide their exact energy cost, a standard default rate will be used.

The stats report is intended as a guideline only and Pod Point shall not be responsible under any circumstance for any loss, corruption, discrepancies of data or your use of content and use of the data. Please speak to your tax advisor before using any data from this report in any tax return.

(1) Total miles: the total number of miles the EV driver has completed over a period of time selected by the user.

(2) Total business miles: the total number of miles the EV driver is looking to have reimbursed by their company.

## Complaints or Queries

Your installation is fully managed by Pod Point. If you have any questions you can get in touch with us at hello@pod-point.com. All complaints related to your home charger should be directed to support@pod-point.com.

EDF Energy fuel mix per tariff or product	Coal	Gas	Nuclear	Renewable	Other	CO2 g/kWh	Radioactive Waste g/kWh
Go Electric+Charge	0.0%	0.0%	0.0%	100.0%	0.0%	0	0.0070