GoElectric+Charge

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 questions.

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 based 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. 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 changes 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 edenergy.com/directdebtrules.

GoElectric+Charge
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.

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. All complaints related to your home charger should be directed to support@pod-point.com.

ELIGIBILITY
To be eligible for this tariff you must meet one of the qualifying criteria found at edenergy.com/golectric. 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).

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.

REVISING 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 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 edenergy.com/directdebt.

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...
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 ensuring 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 that, you have the option to take a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by the ‘Deed 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, 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 24 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 related devices, like key cards or in-home display devices.

2.3. ‘payment frequency’—how often you need to make payments—will be the frequency you agreed when you entered into this contract, unless you or we change it under these terms.

2.4. ‘payment method’—payment by either direct debit, cash or cheque, pay as you go or any other method we decide.

2.5. ‘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.

2.6. ‘supply start date’—for each fuel, the date from when we become the registered supplier for your premises.

2.7. ‘supply transfer’—transferring responsibility for supplying energy to your premises from another supplier to us, so we can begin the registered supplier.


2.9. ‘Property’—the house you live in and is used for domestic purposes only.

3. Energy price, tariff features and changes

3.1. You agree to pay all charges due under this contract which are not genuinely disputed, even if the charges are based on an estimate of your energy use.

3.2. 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 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.

3.3. We will share your details with the home charger installer (Pod Point) within 2 working days of you agreeing the contract 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.

3.4. If at any point you decide you do not wish to remain on this tariff you have the option to change to any tariff 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 agreement is active.

3.5. More details on the OLEV Home Charger 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 having installed 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 charging 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, for example, you move house.

3.6. We may at any time (except if you are supplied through a pay-as-you-go 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 outstanding charges.

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’ sensors, recovering money owed, you, 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
3.9. If you choose to switch to another of our tariffs, we can drastically reducing our CO2 emissions. * In 2017.

EDF is Britain's biggest generator of zero carbon electricity benefits beyond being sourced from renewable generators, doesn't directly fund or offer any additional environmental Other environmental benefits

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 conditions for your GoElectric+Charge will not change until the end date.

11. If you’re already an EDF customer and are changing customers, you won’t receive the benefits of your new tariff (for example, a price cut) until we make the change. We’ll write to you to confirm when this will happen.

12. To be eligible for this tariff you must meet one of the qualifying criteria set out at edfenergy.com/goleclect.

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 multiple charging rates. If it can’t, you’ll be eligible for our single rate version.

Without your agreement to a new meter, we will charge you for your energy usage based on the amount of energy we estimate using information about your property, however to help us improve the accuracy of your bills please provide us with an up to date and accurate reading at least every 12 months.

5.1. We will give you a bill or statement at least once a year, and will let you know if this changes.

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 use 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.

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 debit which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we will treat this as giving 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 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 and in accordance with the terms of the Green Deal application for multi-rate. We will write to you to let you know if this changes.

6.5. We will bill you based on an estimated reading using the estimated yearly cost, we’ll let you know and you will have 12 weeks from bill date to pay us.

6.6. If, on the date we review your Direct Debit your account is in debit or credit, 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...
7.5. We can end our arrangements with you under this 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 requirement as to the way in which you pay 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 damaged any of our 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 on 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 by any energy 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 respect of Green Deal charges; or the new supplier tells them that there has been an event, or a situation has arisen, which means it is allowed to take over 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 supply), we agree to let you (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 under 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 for these will continue until the 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 we 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 a 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, fault or damage caused by circumstances 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 foreseen at the time we entered into this contract, other than those 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 losses (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, if you are a business, gross negligence); or failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.  
8.6. This clause applies once this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any related clause in this contract.  
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, 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.
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 accepted by 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 determined by the NTC, the NTC provides 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 any of the provision of the NTC, the NTC terms or conditions 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 (ENA) 1 More London Riverside, London, SE1 2AU, phone: 0207 706 5137, or see the website at www.connectionterms.co.uk
11.2. You accept that if we also provide you with gas under this contract, we have entered into an arrangement with your gas supplier 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 we are entitled to, for the period during which you were unable to receive the gas supply, 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 grid will comply with the grid code in force at the time of supply. 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, nominal voltage is declared alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and at either of the above voltages at a frequency of 50 hertz, with a permitted normal 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 read our Privacy Notice and Policy at edfenergy.com/yourprivacy. If you 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 Collective negotiations 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, nominal voltage is declared alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and at either of the above voltages at a frequency of 50 hertz, with a permitted normal variation of plus or minus 1%.

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 connection of meters 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 RCDBO enclosure.
• Up to 3 metres (10 feet) of plastic conduit to conceal the 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 be seen or reached at any time of day or night. 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 cannot be used through the cable, or if the floorboards have not been lifted. We can’t take responsibility for reinstating floor or other building material after the cable has been installed.

Additional works:
• If required, your installation manager or Pod Point expert will carry out an assessment and will contact you to get a brief description of the fault. The Pod Point technical team will carry out an assessment and if the problem is due to a hardware or software issue the Pod Point technical team will work on the day.

Additional works:
• If required, your installation project manager or Pod Point expert will carry out an assessment and if the problem is due to a hardware or software issue the Pod Point technical team will work on the day.

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 EVHis grant to your order but do not 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 18 months of the date of connection we may have to pause the job until your main fuse is upgraded by your electricity supplier.

Timing:
We allocate 2 hours for standard installations. If we can’t complete the installation for any reason related to problems or unexpected extra works then we will reschedule the installation date once the additional works are complete or our quotation for the work has been accepted.

Additional works:
• If required, your installation manager or Pod Point expert will carry out an assessment and will contact you to get a brief description of the fault. The Pod Point technical team will carry out an assessment and if the problem is due to a hardware or software issue the Pod Point technical team will work on the day.

Additional works:
• If required, your installation manager or Pod Point expert will carry out an assessment and will contact you to get a brief description of the fault. The Pod Point technical team will carry out an assessment and if the problem is due to a hardware or software issue the Pod Point technical team will work on the day.

Carbon Sync:
All our chargers 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, we agree that Carbon Sync may lead to pauses in charging.
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).

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.

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

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.

Complaints or Queries

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<table>
<thead>
<tr>
<th>EDF Energy fuel mix per tariff or product</th>
<th>Coal</th>
<th>Gas</th>
<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO2 g/kWh</th>
<th>Radioactive Waste g/kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go Electric+Charge</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0</td>
<td>0.0070</td>
</tr>
</tbody>
</table>

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Calls to UK-wide numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure.

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 who’s Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.

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