Fix Total Service

IMPORTANT INFORMATION (KEY TERMS)

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 our full terms and conditions and let us know if you have any 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.

CHARGES

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Fix Total Service tariff ends or your payment type changes. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £35 per fuel if this contract is ended more than 49 days before its end date – either by us in accordance with these terms, or by you changing supplier.

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

Signing up to this tariff means: that if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know.

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 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.

DIRECT DEBIT PAYMENT METHOD

If you want to 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.

DIRECT DEBIT RULES

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

BUDGET DIRECT DEBIT

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

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 you have made and changes to your tariff rate.

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we’ve completed the annual review, if your Direct Debit needs to increase or reduce to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid your agreed payments changing too often, we’ll only alter them between annual Direct Debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year. Latest details can be found at edfenergy.com/directdebit.

HOW ANY DEBIT OR CREDIT IS BALANCED OUT

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

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 asking you to read your meter or pay your regular payment amount.
• If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
• We’ll also check your regular payment amount to make sure it’s set correctly and that you’re paying for what you use.
• If you don’t give us a reading, we’ll ask you to pay a ‘regular payment amount’ which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you’ve sent us or we’ve taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.
**TERMS AND CONDITIONS**

**DEFINITIONS**

- 'charges' – our charges for supplying energy, including any Green Deal charges which apply.
- If you don’t pay as agreed, your charges may change. Please see clauses 4.3 and 4.4 for details.
- 'distributor' – the companies licensed to deliver energy to your premises.
- 'end date' – the date your Fix Total Service 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;  
  - 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 or commissioned that we collected through energy bills in line with the Government scheme known as ‘Green Deal’.

- 'metering equipment' – the energy meter and other related devices and in-home display devices.
- 'payment method' – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.
- ‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.
- 'registered supplier' – the supplier registered with the local metering body or metering point registration service who is responsible for supplying energy to your premises.

You will receive a statement each year (known as your annual Performance booklet).

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 for paying 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 of us receiving your previous supplier notice, unless:  
  - (a) you tell us to do otherwise; or  
  - (b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. **Access**

2.1 You agree to give us, 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 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 housing and includes your home wiring). Any energy losses that happen on your side of the meter are your responsibility. If you ask us 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 a meter’s 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 the meter equipment (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 for 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.

3.2 We may at any time (except if you are supplied through a prepayment meter) and 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 your contract under clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

3.4 You can ask for up-to-date information on our tariffs and charges which apply, and any other charges we might charge for other services. Please phone 0333 200 5100 or visit edfenergy.com/valldditionalcharges.

4. **Energy prices**

4.1 If, within 20 working days of your Fix Total Service tariff coming to an end, either:  
  - (a) you agree a new fixed term tariff with us; or  
  - (b) another supplier formally lets us know that they will become your registered supplier and your switch goes ahead within a reasonable period, we’ll extend your current prices and terms until the transfer happens (a ‘tariff extension’). We’ll do this unless you’re changing supplier and have charges on your account that have been outstanding for 28 days or more. In those cases we may tell you the other supplier that we’re preventing the transfer until you’ve paid. We’ll tell you if this happens. Once the transfer happens, we will apply the charges within 30 working days your transfer will be able to go ahead and we’ll apply the tariff extension provided you have a Smart meter installed or have a contract with any other supplier.

Our right to change terms

4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. If you don’t pay as agreed, your charges may change.

4.3 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 may change your payment method or payment frequency (which could involve changing your meter type). 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 lead to a change in your charges. 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 supplier, we will not consider that you have a new tariff with us unless we move to ‘our deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com/t.

4.5 If you or we end this contract and you have not taken action to recover older charges because we haven’t agreed a new tariff with you (see paragraph 4.4 above), we may not recover any other older charges which our regulator has said apply.

5.1 We will give you a bill or statement at least once a year, (a) for any charges due for energy and your tariff supports your chosen new meter, (b) any other circumstance applies which our regulator has said apply, (c) you move home – if you move home and the new premises is not already the registered supplier for your new premises; (d) you move home and the meter type at your new home supports your existing tariff, you may change the tariffs before you move 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 become your new registered supplier for those fuels.

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 have to agree 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.

Ending a tariff

4.7 In advance of the tariff end date we’ll write to remind you that your Fix Total Service 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 (so if you do we’ll let you stay on your Fix Total Service tariff prices until you move onto your new tariff);
(b) switch to another supplier (as long as they formally let you know this 30 days before the end date); or
(c) if you don’t (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 previous payments for the metered tariff we’ll include the prices for this tariff when we write to you.

5. Billing

5.1 We will give you a bill or statement at least once a year, or in the case of your new premises, at least once a month, or in line with your new premises’ communication preferences. We will charge you for your energy usage based on the amount of energy we reasonably consider you have consumed (or which we estimate you have consumed in accordance with subparagraph 5.2 below) for the period covered by your bill, so if you have 12 months or more 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 older charges because of your own fault, part, or part, or

c) any other circumstance applies which our regulator considers may recover charges relating to consumption that is older than 12 months.

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 supply us with an up to date and accurate meter reading once per year.

5.2 We have the right to estimate your usage if we don’t have all the information you 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 seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or previous payments or when you change your tariff, but at each review we will review Green Deal payments you have made and any 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 yearly energy cost’) up to the date of the next annual meter reading. You can find the current specified (set) percentage and the cost of the energy you will use (your ‘estimated yearly energy cost’), we’ll let you know and make the charges. 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 account, your estimated yearly energy cost, or the percentage we use to calculate that cost, changes, we’ll let you know and take the amount of the debit from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current Direct Debit terms at edfenergy.com/tand specify the amount and specified debit amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/t). 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 back to a monthly payment or Pay As You Go prices for your current tariff. You can find the current cash/check/cheque and Pay As You Go prices for your current tariff at edfenergy.com/t, or by calling us.

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. 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 back to a monthly payment or Pay As You Go prices for your current tariff. You can find the current cash/check/cheque and Pay As You Go prices for your current tariff at edfenergy.com/t, 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, we could 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 pay for costs, which we’ll tell you about at the time. If you’re struggling, you can pay through deductions to social security you receive, by regular instalments or by using a payment plan, whichever you think is safe and practical. We’ll also let you know how you can reduce your charges by using energy more efficiently.

6.12 If you fail into debt and we agree with you to pay this debt via an installation plan we may move you to our Cash Cheque prices version.

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

6.14 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 at the time.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:

(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier);
(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying charges for the period we are your registered supplier. If we continue to be your registered supplier, we’ll end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(c) and want to stop using one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so if:

(a) another supplier becomes your registered supplier for use of that fuel (for example, your new premises is not connected to the distributor’s system) and you do not arrange for it to start receiving one. In these circumstances, our contract will no longer apply to you.

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 5.2 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 to supply.
(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this
contract (for example, anything other energy supplier, distributor, or other person does or fails to do).

9. 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. 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 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 your new supplier will collect your Green Deal charges. 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. 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 to check our service.

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 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: prices, 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, annual statements, 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 – CUSTOMER SERVICE.

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 (Energy Services) 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. The Ombudsman is free to everyone. Ombudsman’s decisions 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 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 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 5157, 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 payment due to you as soon as possible after we receive the payments from the gas shipper.

12. Supply characteristics – electricity

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

13. Information policy

13.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/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. Fix Total Service tariff may not be available at all times and is available for a limited time only. EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.