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 month based on your usage that is billed on the fixed price rate, 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 contract your payment may end or change. This could result in a change to your payment method or charges (or both). You’ll get at least seven 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

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 edfenergy.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 wherever 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 you 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 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 time, if you require 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 a contract 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 any 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 related devices, like key cards or in-home display devices.

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 charge you a ‘meter deposit’ to cover the cost of doing so. We will tell you 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 and 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 may only reject it 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. 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 connected to any one 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.

3.2. 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 on 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 (or 8 months from the date 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 complete).

3.4. 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 having a home charger (charging a ‘security deposit’ 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.

3.5. We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you, including the installation and delivery of any equipment.

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 outstanding charges.

3.7. We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you, including the installation and delivery of any equipment.

3.8. You can ask for up-to-date information on our tariffs and charges which apply, and any other charges we need to bill you accurately.

• If you change your tariff, we’ll check that your regular payment amount is set correctly.
4.3. If you have a debt which is still not paid after 28 days or
4.2. We are allowed to change all terms of supply at any
4.1. If you choose to switch to another of our tariffs, we can
beyond the requirements of 2°C trajectory set by COP21 by
renewable electricity in Europe* is committed to going
and as part of the EDF Group is the largest generator
of your current type of
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:
(a) switch to one of our other tariffs, as long as your new tariff name 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 you 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 tariff (for example its prices) until we process 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 switching. We’ll explain any changes to your charges and any extra costs to you at the time.

4.6. To do any of the above you need to ask us. If you do, the charges 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 switching. We’ll explain any changes to your charges and any extra costs to you at the time.

5. Billing
5.1. We will send 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 you 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 stated otherwise circumstances:
(a) you have previously taken steps to recover payment for charges which are older than this, or we have not taken action to recover such older charges because of any error on our part;
(b) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is more than twelve months old.
Because we are only permitted to bill you for energy in accordance with paragraph 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 your premises for the purpose of reading 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) make sure you have arranged to pay us; (e) let us know if you are receiving bills at least once;
(f) tell us if you think there is a problem with your

5.3. If your meter is not read immediately before the supply start date, or we reasonably believe that the reading you have is not accurate, we may estimate the amount of energy supplied during the supply start date and ending with: (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.
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 currency 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 for us 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 is increased 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 increase 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 debit amount’ we’ll let

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Ordering the Goway Group includes the purchase 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 the renewable generation for EDF is Britain’s biggest generator of zero carbon electricity and as part of the EDF Group is the largest generator

Electricity 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

Other environmental benefits
Owning a Goway Group contract includes the purchase of their tariffs 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 the renewable generation for EDF is Britain’s biggest generator of zero carbon electricity and as part of the EDF Group is the largest generator

Environmental benefits
Zero Carbon Electricity
3.12. To be eligible for this tariff you must meet one of the qualifying criteria found at edfenergy.com/goelec. You
happen.

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

Other environmental benefits
Owning a Goway Group contract includes the purchase 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 the renewable generation for EDF is Britain’s biggest generator of zero carbon electricity and as part of the EDF Group is the largest generator

Environmental benefits
Zero Carbon Electricity
3.12. To be eligible for this tariff you must meet one of the qualifying criteria found at edfenergy.com/goelec. You
happen.
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 your current specified (set) percentage and specified debt amount, together with any additional 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 4.5, 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 any agreed 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/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 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 have to pay a penalty 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 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 outstanding for 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 old supplier ends, your new supplier may grant 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 giving your new supplier this contract 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) failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

7.2. If you end your contract by giving notice however you may need to pay an exit fee of up to £200 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 any 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 this is allowed by law.

8.2. We will not be legally responsible to you for any event or occurrence caused by your act or failure to act.

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 be 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 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 legal responsibility resulting from us acting fraudulently. Also, we will not be legally responsible to you for any act or failure to act caused by circumstances beyond our reasonable control.

8.6. If you or any other person you authorise to act on your behalf enter into this contract, the terms which we’ll tell you about at the time.

9.1. We can transfer all or any of our rights and legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us acting fraudulently. Also, we will not be legally responsible to you for any act or failure to act caused by circumstances beyond our reasonable control.

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 local 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 EDFenergy.com/contact/cancellation@333 200 5100 or for 333 200 5110 if you are a prepayment meter customer.

9.6. If you have concerns about our complaints handling, please 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. 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_complaints@edfenergy.com or write to: FREEPOST EDF ENERGY – PLOYMDT 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 the first time, you can take your complaint to the Ombudsman. The Ombudsman is free, independent and will make recommendations which we are not acting correctly, 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 end your contract with us in writing.

10.2. If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman direct on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org.uk or visit ombudsman-services.org.uk. The Ombudsman is free, independent and will make recommendations which we are not acting correctly, 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 end your contract with us in writing.

10.3. Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if your MyDirectDebit login or energy 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 called party (NC)) will agree to some legal 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 below, the network operator (NC), the ntc agree to 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, 12 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 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 cable installation 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 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’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 Green Switch® plan will receive the supply of standard installation of one Solo Smart Home Charger from Pod Point with the option of a single-phase 7kW capable unit, wall or free-standing mount 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 installation will comply with all local safety regulations and protections 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 RCBD enclosure.

• Up to 3 metres (10 feet) of plastic conduit to conceal meter 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 used safely.

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 our cable through crawlspaces 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 to 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 deviate from the original plans and 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 the installation 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 considers 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 evidence of an assessment and write to us to contest the government, which we can then pass on to the DVLV/ 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.

If required, your installation project manager or Pod Point consumer service will provide a brief description of the fault. The Pod Point technical team will carry out an assessment and write to 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 technician. 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 any Duo Electric 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 charger 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 installation. You (the customer) are held harmless from any liability 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 for managing 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 (howsoever 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 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 EHVS 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 3 months of the date of your order then we will be unable 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 the order was cancelled.

If you wish to amend or cancel 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 presented below:

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/government/publications/electric-vehicle-home-chargers-eligible-vehicles.

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 owner or management company 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 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/collections/government-grants-for-low-emission-vehicles.

Customers who require additional information, or have any queries on the grant process should contact OLEV directly on chargepoint.grants@olev.gov.uk.

Read about the OLEV grant and check if you are eligible to claim here: https://www.gov.uk/government/publications/customer-guidance-electric-vehicle-homecharge-scheme.

If further help is required contact your local office, your home charger 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 if this happens 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 accept that Carbon Sync may affect the charging.
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 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.

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 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.

(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.