IMPORTANT INFORMATION (KEY TERMS)

We’ve summarised what we believe to be the key terms, but they’re all important and you may have a different view of what is most significant to you. That’s why it’s important you read our full terms and conditions. Check our website for further information if you have any questions. We’ll send updated copies at least once every 12 months, but you can request a copy at any time by contacting us through our Chat team by visiting edfenergy.com/myaccount or going to edfenergy.com/tariff-info

CHARGES

Your energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Flex Online tariff ends or your payment type changes. You can end this contract at any time by giving us notice.

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

DIRECT DEBIT PAYMENT METHOD

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

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

PAY AS YOU GO

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our ‘Pay As You Go Explained’ leaflet, which is available at edfenergy.com/paygpolicy. Pay as you go contains additional functionality including auto top up and low balance alert. For more information on how these functions work please visit edfenergy.com/paygpolicy

SIGNING UP FOR THIS TARIFF MEANS YOU AGREE TO:

• Manage your account entirely online – access our online help centre anytime https://www.edfenergy.com/for-home/help-support/help-centre, get support from our advisers by either chat, WhatsApp or SMS, but not through our call centre
• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

That if you do not have a smart meter you agree to have one fitted. You can arrange to have a smart meter installed by visiting edfenergy.com/getsmart or by calling us on 0333 200 5104.

If you do not have a smart meter installed within 3 months of being supplied on the Flex Online tariff your contract will come to an end. We will then continue to supply you on our deemed contract scheme until:-
• you enter into a new contract with us or
• you change supplier.

Our deemed contract scheme has a different price to our Flex Online tariff. You can find details at edfenergy.com/sites/default/files/505_deemed_rate_card.pdf

If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.

DIRECT DEBIT RULES

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

BUDGET DIRECT DEBIT

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

HOW WE CALCULATE YOUR DIRECT DEBIT

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

HOW BUDGET DIRECT DEBIT REVIEWS WORK

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

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we’ve completed the annual review, if your Direct Debit needs to increase or reduce to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid your agreed payments changing too often, we’ll only alter them between annual Direct Debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year. Latest details can be found at edfenergy.com/directdebit
HOW ANY DEBT 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 debt, 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 debt amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

• Every month/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, you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.

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

• If you don’t send us a meter reading, we’ll collect the amount shown on the regular payment amount.

• You can give us meter readings online through MyAccount or the EDF app, any time you like.

TERMS AND CONDITIONS

DEFINITIONS

‘charges’ – our charges for supplying energy, including any Green Deal charges which apply.

If you don’t pay as agreed, your charges may change

Please see clauses 4.3 and 4.4 for details.

‘distributor’ – the companies licensed to deliver energy to your premises.

‘end date’ – the date your Flex Online tariff ends, which is shown in your Tariff Information Label.

‘energy’ – residential gas or electricity (or both) and all related services.

‘exceptions’ – the conditions set out in Standard Licence Condition 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 at your premises, which we must collect through energy bills in line with the Government scheme known as ‘Green Deal’.

‘metering equipment’ – the meter and other related devices, like key cards or in-home display devices.

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

‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.

‘registered supplier’ – the supplier registered with the local management point with which we’ll metering registration service who is responsible for supplying energy to your premises.

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

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


‘Flex Online tariff’ – the tariff that you’ve agreed to be supplied on.

1. Introduction

1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep it. Please read 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 your live chat team by visiting edfenergy.com/myaccount

1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply) begins on the supply start date. From this date and for as long as we’ve registered the 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 ended line in 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 once we’ve got on with what we’ve been given 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 and electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access

2.1 You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises.

2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on the side of the meter and their maintenance and safe condition. (Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes your home wiring). Any energy reading taken by us on your side of the meter is your responsibility. If you ask for a meter inspection at your premises, we may charge you.

2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability and which is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reprogramme or reconfigure it (for which we may charge you) or we may charge you an additional amount 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 for our behalf. You should tell 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 cannot be removed from the premises without our permission;

(b) we may use it to remotely monitor the energy you use;

(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both);

(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information policy; and

(e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the loss or damage is caused by something we have done or failed to do.

2.6 If your contract ends, we may recover any metering equipment we have provided to you and you will give us, our contractors or a person we tell you about, all the access we need to do this.

3. Energy price, tariff features and charges

3.1 You agree to pay all 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 or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (a ‘security deposit’). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

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

3.4 You can ask for up-to-date information on our tariffs and charges, and apply, and any other charges we might make for other services. To do this contact our live chat team by visiting edfenergy.com/myaccount

3.5 • Manage your account entirely online – access our online help centre anytime https://www.edfenergy.com/for-home/help-support/help-centre,

• get support from our emails by either chat, WhatsApp or SMS, but not through our call centre

• Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you.

• Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff

• Have both your electricity and gas supplied by EDF (or electricity only if you have a non-standard meter supplied to your property).

• Smart meters automatically send us your meter readings. By signing up to this tariff you agree to having a smart meter fitted. You can arrange to have a smart meter installed by visiting edfenergy.com/ getsmart or by calling us on 0333 200 5104. If you do not have a smart meter installed within 3 months of being supplied on the Flex Online tariff your contract will come to an end. We will then continue to supply you on our deemed contract scheme until you enter into a new contract with us or change supplier. Our deemed contract scheme has different prices and terms and conditions, which are available at edfenergy.com/sites/default/files/205_deemed_rate_card.pdf.

* If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.

Energy prices

3.6 The charges for your Flex Online tariff are set out in your Tariff Information Label which you should have received
as part of your welcome pack. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.7 Except for a change in law, regulation, or tax which affects the cost of the energy you buy, the terms which apply to you depend on your supply area, your choice of meter, payment method and the type of your tariff.

3.8 If you’re already an EDF customer and are changing your tariff, we will give you a bill statement at any time, or in line with your agreed payment method and communication preferences. We will charge you for the charges from the date of your switch until the end date.

3.9 If, within 20 working days of your Flex Online tariff with us then you may move to our ‘deemed contract’ scheme. Any changes will apply from the date we publish them online.

3.10 Whilst we endeavour to provide the information you require on our online channel, from time to time, we may have to carry out scheduled maintenance. During these times, MyAccount may not be available.

3.11 The Flex Online tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt then we may only offer you a different tariff, offer, or supply you with the Flex Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while supplied on the Flex Online tariff we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for cash/cheque or Pay As You Go alternatives available.

Edfenergy.com/sites/default/files/505_deemed_rate_card.pdf

3.12 If, within 20 working days of your Flex Online 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 current supplier will switch to a reasonable period, we’ll extend your current prices and terms until the transfer happens (a ‘transfer 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 the other supplier that we’re preventing the transfer until you’ve paid. We’ll tell you the latest date by which you need to pay all charges, and the latest date by which your contract will end. If you don’t pay all your charges within the transfer extension period, we’ll take all reasonable steps, including legal action, to recover all the charges due.

3.13 At the end of each fuel mix reporting year, we’ll make sure we have allocated enough nuclear generation declarations and the total volume of electricity supplied under this contract. The fuel mix reporting year begins on 1 April and ends on 31 March the following year.

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

4. Our right to change terms

4.1 We have the right to change all terms of supply at any time, as long as the change is not to your disadvantage.

4.2 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 may change your payment method or payment frequency, if needed, without you having to agree changes (or vote on the matter). We may treat this as giving you notice to end your contract under clause 7.1. In either case, if you continue to supply us, this could, result in your charges changing. If this happens, we will give you seven working days’ notice, explaining what changes will be made and why, and how, explaining what changes will apply. If you do not accept the changes here, we will provide you with an alternative contract.

4.3 If we end this contract and we continue to be your registered supplier, if you have not agreed a new tariff with us then you move to our ‘deemed contract’ scheme. We may supply you on different prices, and terms and conditions. These are available at edfenergy.com/sites/default/files/505_deemed_rate_card.pdf.

Your right to change terms

4.4 You are allowed to change any of the following terms at any time.

(a) the payment method for this tariff is Direct Debit. If you change your payment method to anything other than this, we will transfer you to our deemed contract scheme prices for cash/cheque or Pay As You Go rates.
(b) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to rate (for example, Economy 7 metering, and vice versa.
(c) Mover home – if you move home and the payment method and meter type at your new home support your existing tariff, we will transfer all charges being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can apply to become the registered supplier. If you fail to do this in a reasonable period, we may transfer to your new supplier.
(d) 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. We may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

5. Billing

5.1 We will give you a bill or statement at least once a year, but we may send you a bill statement at any time, or in line with your agreed payment method and communication preferences. We will charge you for the charges from the date of your switch until the end date.

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. We will make sure we do this only where you have agreed to us doing so, or where we reasonably consider that you have consumed (or we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, to the total meter reading at least once per year.

5.3 If your meter is not read immediately before the supply start date, or if you have not given us any reading at all (or we have not read the meter before the supply start date), we may take into account adjustments to reflect seasonal changes in your energy use and any changes to your tariff rate. We will let you know any changes to your energy use and any changes to your tariff rate.

5.4 Where we don’t have an up to date meter reading we will bill you using information gathered from the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with an up to date and accurate meter reading at least once per year.

5.5 We will write to you to confirm when this will happen.

5.6 If, for any reason, you are not able to pay your bill on time, we may give you an instalment plan with us to pay outstanding debt then we may give you an instalment plan with us to pay outstanding debt then we will take all reasonable steps including legal action to recover all the charges due.

Debt

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 give you notice to end your contract under clause 7.1. In either case, if you continue to supply us, this could, result in your charges changing. If this happens, we will give you seven working days’ notice, explaining what changes will be made and why, and how, explaining what changes will apply. If you do not accept the changes here, we will provide you with an alternative contract.

6.3 If you’re already an EDF customer and are changing your tariff, we will give you a bill statement at any time, or in line with your agreed payment method and communication preferences. We will charge you for the charges from the date of your switch until the end date.

6.4 If, within 30 working days your transfer will be made and why, and we’ll treat this as you giving us notice to end your contract under clause 7.1. If we do this, we will give you notice as set out in clause 6.2. If we do this, we will tell you about the amount you owe, plus the interest we will charge you for this debt. We will inform you of how we will recover the amount you owe, plus the interest we will charge you for this debt.

6.5 As you pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews, but this is only reasonable provided that it is 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 any changes you have made and changes to your tariff rate.

6.6 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your ‘estimated annual energy cost’) using the existing Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If you’ve used more or less, we will charge you more or less than your ‘specified (set) percentage’ to cover your estimated yearly energy cost, we’ll let you know and make the changes to your Direct Debit accordingly. If you’ve used too little, we may adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

6.7 If we review your Direct Debit your account is in credit or in debit, we’ll 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 (set) percentage’ at this point you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to these payment terms. (You can find our current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/debdirectdebit.)
(a) another supplier becomes your registered supplier for that fuel; or
(b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor's system) and we do not arrange for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.

7.3 Unless you use your right under clause 4.4(b), if you change premises you must give us notice so we can end this contract. If 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’re acting under clause 7.6 (in which case, we do not need to give you any notice).

7.6 We are entitled to end this contract immediately in any of the following circumstances:
(a) You do not keep to any of its terms.
(b) You no longer own, rent or use the premises.
(c) You have any form of bankruptcy or insolvency proceedings brought against you.
(d) We reasonably believe that you have stolen energy or deliberately interfered with any metering equipment.
(e) There is a risk of danger to you or others if we continue the supply.
(f) Circumstances beyond our reasonable control mean we are not able to carry out your duties under this contract (for example, anything any other energy suppliers, distributors or other person does or fails to do).
(g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.
(h) You cancel your Direct Debit.
(i) Ofgem issues a direction to another supplier telling them to take over your supply to your premises, including in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence; and has decided to do so.

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) into your premises at any times to do this.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or which are due to come into force or continue after the date it ended. For example, we’re allowed to recover any outstanding debt on your account. We may still send you annual statements, and initial reminders about any complaints or questions, and other information about tariffs coming to an end, responses to complaints or questions, and other information about our 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.

7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends. If you arrange for it to be administered, 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. There are no exit fees for leaving the tariff.

Ending a tariff

7.11 In advance of the tariff end date we’ll write to remind you that your Flex Online tariff is ending. You can then:
(a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available within 20 working days of the end date if you do so; we’ll let you stay on your Flex Online tariff prices until you move onto your new tariff;
(b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we’ll let you stay on your Flex Online tariff prices until your switch goes through); or
(c) if you don’t do (a) or (b), we’ll arrange for your energy to be supplied to you at your old premises for the same tariffs and conditions as were in place on your current type of meter and payment method.

8. Limits to our legal responsibilities

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

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

8.3 We are not legally responsible to you in any way for any indirect or consequential loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract or was greater 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 breach of any contract or other person (however this is caused).

8.4 If we are legally responsible to you under these terms, except as set out in clause 8.5 below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).

8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

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

9. Other conditions that apply

9.1 We can transfer all or any of your rights and legal responsibilities under your contract without your permission but only if we reasonably believe it is in your interests (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 make in relation to customer services and telemarketing.

9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by contacting our live chat team at edfenergy.com/myaccount.

9.6 As part of this contract, you confirmed to receive bills, notices and communications from us online or by email. We have set up your account so that all bills, notices and other communications under your supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include information about tariffs coming to an end, responses to complaints or questions, and other information about our 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.

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 between you and 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 – POTTERY.

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 these escalation 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 from the date we’ve taken your complaint, you can phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiries@ombudsman-services.org.uk. The Ombudsman Services: Energy is independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include:
(a) an apology or explanation;
(b) compensation; or
(c) any other relevant action.

They may investigate your complaint if you are a residential or microbusiness customer and if you have received a deadlock letter from us or if we 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 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 or energy or call them on 0800 223 1133. Calls are charged at your normal rate.

11. National Terms of Connection

11.1 Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provide for the continuing application of site-specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London SE10 9SA, or visit www.connectionterms.co.uk 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 shipper in order to supply gas. 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 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 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 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 how we use your data and protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/myprivacy.

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.
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 whose Registered Office is at 90 Whitfield Street, London, W1T 4DZ, incorporated in England and Wales.

Correct at time of print: January 2021