Deemed electricity and gas prices - notes

We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100.

Payment methods

Direct Debit: This is one of the cheapest ways to pay for your energy because your unit rate is lower in comparison to other payment methods. If, for any reason, you stop paying by Direct Debit you’ll automatically move to Cash/Cheque prices, which are higher.

Pay As You Go: Pay as you go is a quick and easy way to pay for your energy and means paying in advance through a smart meter. You can pay on the app, online via My Account, in-store with a top up card or over the phone.

Important information (Principal 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 request a copy at any time by contacting us on 0333 200 5100 or going to edfenergy.com/tariff-info.

Charges

We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

Closure

These charges are variable and can be changed at any time in accordance with Clause 3 of your deemed supply terms.

Direct Debit

If you want to pay for your electricity or gas by a fixed direct debit, we first need to agree the initial fixed amount needed to cover your annual energy costs. We’ll review this amount within 12 months of the direct debit first being set up, and then on every anniversary of that date (the ‘annual DD review date’). We may sometimes carry out a review before your annual DD review date (for example, if we receive a meter reading), but this isn’t guaranteed.

Whenever we review your direct debit, we’ll estimate the cost of the energy you will use (that is, your ‘estimated annual energy cost’) up to the date of the next annual DD review date. This estimate will be based on the amount of energy you have used in the past, energy prices at the time, and any existing debt or credit on your account.

If your direct debit needs to increase or decrease by more than a set percentage (our ‘specified percentage’) to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid changing your payments too often, we won’t adjust your direct debit payment if it would result in an increase or decrease of less than our specified percentage.

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.

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.

Supply Contract

Because you have not signed an express contract with us you are currently supplied on one of our deemed contracts. Your deemed contract will end if you subsequently enter into an express energy-supply agreement with us, on the date a new supplier starts to supply you or on the date you no longer own, rent or use the supply (provided we have received at least two working days’ notice from you of this). Further details on this are included in Clause 4 of your deemed contract terms.

Terms

Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our deemed terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full deemed terms and conditions. To ensure this is the case, and for the purposes of full transparency, your full deemed terms and conditions and our charges are made available to you at all times via www.edfenergy.com/sites/default/files/r505r883.pdf or by contacting us on 0333 200 5100. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly.

Cash/Cheque: You pay a higher unit rate for Cash/Cheque than for Direct Debit. If you pay by Debit or Credit card, you are charged Cash/Cheque prices.

Prepayment: Means paying in advance through a Prepayment meter using a prepayment key/card.

A full list of payment methods can be found on the back of your bill.

• Some of these prices have been rounded. In some instances, more decimals may be shown on your bill. Prices are shown ‘with VAT’. We will charge VAT at the rate which applies for residential energy supplies. This is currently 5%.

• The charges in this leaflet are only available for supplying electricity and gas to continuously occupied premises used only or mainly for domestic purposes.

• If you are responsible for making payments under a Green Deal Plan, we will collect those payments from you using the same payment method as you use to pay for your energy. We’ll only collect Green Deal charges that become due after we start supplying you, and we’ll pass them on to your Green Deal provider.

Prepayment:

Means paying in advance through a Prepayment meter using a prepayment key/card.

A full list of payment methods can be found on the back of your bill.

• Some of these prices have been rounded. In some instances, more decimals may be shown on your bill. Prices are shown ‘with VAT’. We will charge VAT at the rate which applies for residential energy supplies. This is currently 5%.

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Pay As You Go:

Pay as you go is a quick and easy way to pay for your energy and means paying in advance through a smart meter. You can pay on the app, online via My Account, in-store with a top up card or over the phone.

Important information (Principal Terms)

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Closure

These charges are variable and can be changed at any time in accordance with Clause 3 of your deemed supply terms.

Direct Debit

If you want to pay for your electricity or gas by a fixed direct debit, we first need to agree the initial fixed amount needed to cover your annual energy costs. We’ll review this amount within 12 months of the direct debit first being set up, and then on every anniversary of that date (the ‘annual DD review date’). We may sometimes carry out a review before your annual DD review date (for example, if we receive a meter reading), but this isn’t guaranteed.

Whenever we review your direct debit, we’ll estimate the cost of the energy you will use (that is, your ‘estimated annual energy cost’) up to the date of the next annual DD review date. This estimate will be based on the amount of energy you have used in the past, energy prices at the time, and any existing debt or credit on your account.

If your direct debit needs to increase or decrease by more than a set percentage (our ‘specified percentage’) to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid changing your payments too often, we won’t adjust your direct debit payment if it would result in an increase or decrease of less than our specified percentage.

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.

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.

Supply Contract

Because you have not signed an express contract with us you are currently supplied on one of our deemed contracts. Your deemed contract will end if you subsequently enter into an express energy-supply agreement with us, on the date a new supplier starts to supply you or on the date you no longer own, rent or use the supply (provided we have received at least two working days’ notice from you of this). Further details on this are included in Clause 4 of your deemed contract terms.

Terms

Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our deemed terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full deemed terms and conditions. To ensure this is the case, and for the purposes of full transparency, your full deemed terms and conditions and our charges are made available to you at all times via www.edfenergy.com/sites/default/files/r505r883.pdf or by contacting us on 0333 200 5100. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly.
Deemed Contract Scheme

Scheme for setting out the terms and conditions that will apply to the deemed contracts made under Schedule 6 to the Electricity Act 1989 and Schedule 28 of the Gas Act 1986.”

When the scheme begins

This scheme originally came into force on 1 October 2001 and applies to electricity or gas (or both) we supply under a deemed contract to domestic customers, Micro Business and SME customers.

The scheme

We have made this scheme in line with Schedule 6 of the Electricity Act 1989 (the ‘Electricity Code’) and Schedule 28 of the Gas Act 1986 (the ‘Gas Code’). These codes allow us to make changes (known as ‘Deemed Provisions’) to this scheme from time to time. If we do make a revision, we will first send the full text of the revision to our industry regulator, after which time the revision will come into force. From that point on, it will apply to all deemed contracts we create from that point on. It will also apply to any deemed contracts that already exist, unless the revision says otherwise. If we need to provide evidence of this scheme to any court of law or legal proceedings, we will produce a copy of any document we have sent to our industry regulator as conclusive evidence.

Definitions

The following words and phrases used in this contract have the following meanings:

- ‘The Citizens Advice consumer service’: provides free, confidential and impartial advice on consumer issues, by phone and online, to individual consumers and small businesses.
- ‘deemed contract’ means a contract to supply gas or electricity (or both) under these terms. These terms apply if you are a domestic customer, micro business, or a small or medium enterprise (SME) customer, and you use your electricity or gas services (or both) at your premises, without entering into a contract with us.
- ‘gas transporter’ – the licensed energy supplier for the services
- ‘Green Deal premises’ – means premises at which Green Deal charges apply for the installation of energy efficiency measures.
- ‘industry regulator’ – the Office of Gas and Electricity Markets, set up by Parliament to protect the interests of energy customers.
- ‘local electricity distributor’ – the company licensed to deliver gas through pipes to your premises.
- ‘Micro Business’ - means a business which meets one of the following criteria: consumes less than 2,000 kWh of gas in any one year, or consumes less than 100,000 kWh of electricity a year, or has fewer than ten employees (or their full-time equivalent) and an annual turnover or annual balance sheet total not more than £1 million.
- ‘Ofgem’ is the Office of Gas and Electricity Markets, set up by Parliament to protect the interests of energy customers.
- ‘premises’ – the premises (including any part of any building or structure) we supply electricity to (or both) you under this contract.
- ‘smart meter’ – the meter and equipment we use to measure how much gas or electricity (or both) you are using, without having to visit your home. A smart meter means you can also see how much gas or electricity you are using.
- ‘SME customer’ (small or medium enterprise customer) – any customer who takes gas or electricity (or both) from us in connection with a business (including any business involving letting, managing or agent accommodation services) and who is not a large consumer (as defined by the Gas Supplier’s Information System (GSIS) or our SAP system). If you are not sure whether you are billed through GSIS or SAP, please phone our helpline on 0333 200 5100.
- ‘supply’ and ‘supplied’ – the energy services provided under this contract (but not otherwise). This may also include services provided in connection with the supply of electricity or gas to the premises.
- ‘we’, ‘us’, ‘our’ – the licensed energy supplier for the services, provided to you under this contract (that is, EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitefield Street, London, W1T 4EZ, incorporated in England and Wales, operating under the trading name of EDF Energy and using the supply Licence (SE01 and SHE01)).

Full terms and conditions for supplying electricity or gas (or both)

These terms apply to you if you are a domestic customer, micro business, or a small or medium enterprise (SME) customer, and you are using your electricity or gas services (or both) at your premises but have not entered into a formal agreement with us for those services.

Please read these terms carefully so that you fully understand your commitments and our responsibilities.

If we supply gas to your premises we may need to enforce other terms if your premises are connected to the gas pipeline network operated by National Grid Gas.

Note: In these terms and conditions, when we refer to ‘energy’ we mean gas or electricity (or both) we provide to domestic, Micro Business or SME customers.

1 Your and our responsibilities

1a This contract sets out our standard terms and conditions for supplying energy to your premises as per the deemed contract scheme. These terms and conditions apply to you only if you have not entered into a current energy supply-agreement with us (which can be enforced by law), but we are providing you with services.

1b EDF Energy is the trading name we use for providing the services. In line with these terms, we agree to supply services at the premises for the length of this contract.

1c You agree that you own or use the premises (or will own or use them at the date that the services start) and that the premises are currently connected to a mains gas network or your local electricity distributor’s distribution network, or both (as appropriate).

1d You agree to supply all of your premises that are not currently part of a genuine dispute.

1e You agree that, for as long as we are the supplier registered to your premises, we will be responsible for all gas and meter reference number or meter pointer reference number (as applicable) as the supplier responsible for supplying energy to your premises, all energy that passes through your meter (or meters) or is supplied to the premises (or both) will be billed under the deemed contract scheme, even if you have a contract with any other person for supplying energy to your premises.

1f You understand if you have a smart meter you will lose the functionality currently available to you by switching to EDF Energy.

2 Access to premises and meters

2a You confirm that you are legally able to, and have permission to, allow us (or anyone acting by our authority) into the premises and have full access to your meter (or meters), including agreeing to us gaining remote access to your metering equipment, whenever we need to in line with these terms.

2b You agree that you are responsible for all pipes, equipment, wires and cable, and all other fittings used in connection with supplying energy to your premises (your side of the meter at the point energy leaves your meter after the meter has measured it), and that you will make sure that they are kept in good working order and in safe condition at all times. Any losses that happen on your side of the meter are your responsibility.

2c If you supply your gas transporter, your local electricity distributor, we will endeavour to provide you with either a direct debit, cash or cheque, pay as you go or any other method we determine. ’

2d Ombudsman Services: Energy’ is an independent body approved by Ofgem to investigate complaints. Visit: ombudsman-services.org/energy or call 0330 440 1624.

2e ‘payment method’ – means a method of payment you (and/or any pricing arrangements which may affect how much you are charged or how you pay for energy) at any time. Unless you have a prepayment meter, any changes made to the payment method you use to pay energy to us will make that change which will be applied to your smart meter or reflected in a separate agreement.

3 Prices and changes to terms

3a We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find this price at our website at myEDFenergy.com/tariff-information-labels or by calling us on 0333 200 5100. These prices form a part of these terms and conditions.

3b To work out the charges for energy we supply to you, we will apply the tariff we consider most appropriate to your type of meter.

3c We may change any of these terms at any time. If we make a change to the terms of this contract, we will do so by making a revision. We will continue to supply after we have made this revision, in line with the revised terms.

3d We may also make changes to your payment method (and/or any pricing arrangements which may affect how much you are charged or how you pay for energy) at any time, unless you have a prepayment meter, any changes made to the payment method you use to pay energy to us will make that change which will be applied to your smart meter or reflected in a separate agreement.

3e There may be times when we need to change these terms other than in the circumstances described in clause 3c above. We would need to do so if we have to act in line with any relevant matter that changes our business costs in a way that is beyond our reasonable control. For example, this could be a relevant change in the law, government instruction or regulation, or any tax or duty that affects our businesses.

3f We will publish any change we make to our prices for any of the reasons given in clause 3e above.

3g If you take any service other than the service we or your gas transporter or local electricity distributor provides as standard, or if you cause us or them to have to pay costs beyond those they would normally be charged to carry out our responsibilities to you, we have the right to charge you any reasonable costs we have to pay as a result.

3h If the price of gas has changed, we may charge you to make a change to this. Also, if we need to change any energy meter or associated equipment because the gas has changed, we may make a change to you.

3i Any taxes, duty or levies on energy (including VAT) will apply to your meter, otherwise your meter may not be updated with the correct information. These terms and conditions will result in you paying a higher price for your energy supply, or for your energy supply prices changing.

3j You can apply for other charges which apply under this contract and under any extra conditions we have agreed with you from time to time. If you wish, you can opt out of any changes you do not agree with on your energy bills and ‘Green Deal premises’ means premises at which Green Deal charges apply for the installation of energy efficiency measures.

3k Markets set up by Parliament to protect the interests of energy customers. Their purpose is to ensure that energy customers are charged a fair price for their energy supply, and that energy suppliers are required to supply sufficient energy to meet customers’ needs. We are a member of these schemes and you are entitled to use them. If you wish, you can apply for any changes you do not agree with on your energy bills and ‘Green Deal premises’ means premises at which Green Deal charges apply for the installation of energy efficiency measures.

3l Energy bills and ‘Green Deal premises’ means premises at which Green Deal charges apply for the installation of energy efficiency measures.

3m Green Deal charges’ means a charge made by EDF Energy to customers of EDF Energy who have signed up to the Green Deal when they agree to pay for the installation of energy saving measures in their home. This charge will be included in the energy prices shown on your bill.

3n ‘SME customer’ means a customer – the licensed energy supplier for the services
energy bill. You also agree to pay for other charges which arise in connection with Green Deal premises (such as Green Deal charges) and which we are obliged to collect from you.

4 When this contract starts, your rights to end this contract and our rights to stop your supply

4a This contract will end:

4a1 on the date we began to supply you (for any reason); or

4a2 on the date you began to take a supply from us.

4b If you have stopped owning or occupy the premises, the contract will end:

4b1 on the date you stop owning or occupying the premises, as long as you have given us at least two working days’ notice of this, in writing (in your notice, you should specify the date you will no longer own, rent or use the premises); or

4b2 two working days after we receive your notice, in writing, that you have stopped owning, renting or using the premises; or

4c one person next read the meter at the premises or on the date a new supplier begins to supply the premises, if you do not give us notice that you have stopped, or will soon stop, owning or occupying the premises.

4d In addition, and for the avoidance of doubt, where you, as an individual, are the owner of the premises and we have evidence to reasonably conclude that you continue to be present, own, rent or occupy the premises, then you shall be treated as remaining in occupation of the premises, irrespective of whether other individuals, businesses or companies are registered as owners or occupiers of the same premises.

4e We are no longer involved in any of the industry agreements we work to, or the relevant industry agents used to collect and process meter information or to provide and maintain your meter, no longer appointed for each supply point at your premises.

4f Both you and we can end this contract immediately if we are no longer entitled to use your premises under our duties under this contract. These circumstances include anything any other energy supplier, distributor, shipper, or transporter has a right to do, or a right which we have brought into being.

4g If this contract ends, or we become entitled to suspend or stop the supply of energy to your premises under this clause (4f), we will be entitled to take action (or appoint someone else to take action) to take action to remove the energy from being supplied to your premises under the contract or to disconnect your premises (or both). You agree to let us into your premises at all reasonable times to do this.

4h Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or any rights which we have come into force before the date it ended. Clauses 4.5, 5, 6, 7 and 5.7 continue to apply even after our supply licence has ended.

5 Billing and payment

5a You will pay us for the energy you or your occupiers use from the date you started using our energy (or the date of the first meter reading) at least once a year (or at an interval if you agreed to this when you started using our energy). Where we do not have an up to date meter reading we will bill you on an estimated basis using the information we have about the consumption of energy at your premises; however to help us to improve the accuracy of your bills please provide us with an up to date meter and accurate meter reading at least once per year.

5.1 We can charge you for any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributions’ services, recovering money owed you, and disconnecting and reconnecting your accounts.

5.3 If your meter is not read immediately before the supply start date, or we reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning with the supply start date and ending with either:

(a) the date the meter is first correctly read after the date we start supplying you; or

(b) the date your contract with us ends; whichever is earlier.

6 Making a complaint

6.1 If we’ve let you down in any way, you 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 from 8am to 2pm) email customer_correspondence@EDFenergy.com or write to FREEPOST EDF ENERGY - PLYMOUTH

Details of our complaint handling procedure can be obtained at edfenergy.com/makingacomplaint. If you’re not satisfied with the way we’ve handled your complaint, you can phone the Ombudsmans Services: Energy on 0300 440 1426 (9am to 5pm Monday to Friday). Or, you can email them at energy@ombudsman.org.uk, or if you are having problems with your meter, please contact: energy@energy-ombudsman.org.uk. The Ombudsmans is independent, free and if the Ombudsmans 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;

(c) any other relevant action.

7 Security

7a We may, at any time (except in certain circumstances if you are supplied through a prepayment meter or if it is otherwise not reasonable to do so), without giving you a reason, alter your supply (without notice) if we think it is necessary to do so. As a result, we may need to stop the supply of energy to your premises; or

7b within 14 days if, during the previous full year, you have paid all your bills or statements within 28 days of the date of each bill or statement; or

7c When we repay a deposit, we may take from it any money you owe us or our group companies.

7d We may, at any time (except in certain circumstances if you are supplied through a prepayment meter or if it is otherwise not reasonable to do so), without giving you a reason, alter your supply (without notice) if we think it is necessary to do so. As a result, we may need to stop the supply of energy to your premises; or

7e We will not be liable to you for any event or circumstance beyond our reasonable control, including anything any other energy supplier, distributor, transporter or shipper does or fails to do.

8 Limits of our liability

8a We only use the liability (legally responsible) to you set out in these terms and conditions. We do not accept any liability to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply, as far as we’re concerned.

8b We will not be liable to you for any event or circumstance beyond our reasonable control, including anything any other energy supplier, distributor, transporter or shipper does or fails to do.

8c We are not liable to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be liable to you for any loss or damage (whether or not loss of income, business or profits) caused by us acting fraudulently.

8d We are not liable to you in any way for any loss or damage (whether or not loss of income, business or profits) caused by us acting fraudulently.

8e If you are a Micro Business you can also contact Citizens Advice consumer service (a free, confidential and impartial advice service for consumers) for clear, practical and unbiased advice on all kinds of questions relating to Micro Business.

You can visit their website adviceone.org.uk or call them on 03454 04 05 06.
Call 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.

edfenergy.com

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.

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edenenergy.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.

11 Other conditions that apply
11a We can transfer all or any of your rights (including the right to recover unpaid charges) and liabilities under your contract, or appoint a subcontractor to carry out any of your responsibilities under the contract (or both), without your permission.
11b Your rights and duties under this contract are personal to you. You cannot transfer them to another person without our permission.
11c We may have to stop, suspend or limit the supply of services to your premises as a result of an Act of Parliament or any regulation or direction made under it. While that law, regulation or direction is in force, you must not use these services, or you must keep to the limits set on these services, in line with our instructions.
11d You agree to any change we need to make to the terms of your contract as a result of a change in a licence or an order or decision made by the relevant authority.
11e If we do not enforce any part of this contract at any time, this will not stop us from doing so in the future.
11f We may sometimes monitor and record calls that you or we make in relation to our customer services and telemarketing.

This is to improve the quality of our customer services and for training purposes.
11g If you need to give us notice under this contract, you must deliver it by hand or post it to us at the address shown on this contract or on your last bill.
11h If we need to give you notice under this contract, we will send it to the address given to us or the address of the premises we are supplying with energy under this contract (or both).
11i You and we should treat any notice sent by post to have been received two working days after it was sent, and any notice delivered by hand to have been given immediately when it was delivered.
11j These terms and conditions, the price we have sent to you, the information policy and any other documents we refer to make up the whole contract for the service between you and us.
11k We will not be breaking any term of this contract when we act in line with any rights or perform the duties under our energy-supply licences or any other relevant industry arrangement or laws.
11l Nothing in this contract will affect our rights or powers to revoke our supply licence; and has revoked our supply licence.

12 Summary of Key Terms
12a Our full name is EDF Energy Customers Ltd, registered office: 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales (Trading as EDF Energy).
12b The services to be provided under this contract are the provision of gas and/or electric energy to your premises and any other services required in the course of providing such supply (e.g. metering, customer services, billing etc). The service levels we are obliged to meet, and the compensation arrangements that apply if we fail to do so, are set out in the Standards of Performance booklet, details of which and our performance are available on request if you contact us on 0333 200 5100 and 0845 055 0760 or phone them on 0845 055 0760.
12c Given that your energy charges will vary depending on your chosen product from time to time, and changes in energy charges over time, the information displayed on any display unit linked to your meter may not always be fully up to date and therefore is for guidance only and should not be relied upon as the definitive position.
12d You must use the information from the smart meter so that we can send you a bill, offer you the most appropriate tariffs and energy-saving products and for the other purposes set out in the Information policy below. You will let us collect this information while we supply your electricity or gas
12e You must take reasonable care to make sure you do not damage or interfere with the display unit. If you do not, you will have to pay our agents’ reasonable costs for visiting you and any work that we or they carry out to the display unit or other equipment.
12f You must tell us straight away if there is any damage, a fault or other problem with your display unit, or if you think it has been tampered with or if there are any changes to the display unit which may stop it from getting information from the smart meter.
12g This information will be used to help us improve our services, to monitor and record calls to improve our service. 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.

Appendix 1 - Your prices
We will have sent your prices to you after being directed to supply you by Ofgem (the energy industry regulator) as a Supplier of Last Resort. You can also find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100.

Appendix 2 - Energy Consumer Guidance
It’s important to know your rights when it comes to energy. You can get free, independent advice from Citizens Advice if you need any help. For example, they can help answer questions about your bill or meter, and check if you can get discounts, grants or a cheaper tariff. Visit citizensadvice.org.uk/energy or contact the consumer helpline on 03454 04 05 06 to find out more.

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Welcome

EDF Energy fuel mix per tariff or product

Coal Gas Nuclear Renewable Other CO2/kWh Radioactive Waste kWh

0.0% 0.0% 0.0% 100.0% 0.0% 0.0% 0.0%