Making a complaint

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 5103. We’re here Monday to Friday from 8am to 6pm.

If you’re not satisfied with the way we’ve handled things after contacting us there are other options you can take.

- You can email us at customer_correspondence@edfenergy.com or write to Freepost EDF CUSTOMER CORRESPONDANCE
- If you’re still unhappy you can email our Customer Services Director Executive team at smdirector@edfenergy.com or write to Freepost EDF CUSTOMER CORRESPONDANCE

If, after eight weeks, you’re still not satisfied with the way we’ve handled 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 enquiry@ombudsman-services.org or visit ombudsman-services.org/energy. The Ombudsman is free, 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 you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you’re struggling to pay for the energy you use.

They’re the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk/energy or call them on 0808 223 1133. Calls are charged at your normal rate. If you prefer, you can also visit one of our business Premises. Visit edfenergy.com for more information.
What is Developer Connections?

Developer Connections is a product specifically for the property development business.

EDF is committed to meeting the energy needs of this sector and as such has a dedicated New Connections team who will support you through the new Supply Connection process, whether your requirement is a single meter fit or a multiple connection.

The New Connections team are here to advise you from the moment your new development is completed to the arrival of your first tenant or buyer.

Dedicated telephone number: 0333 200 5117*

Key Features and benefits

- **Flexibility** – with no end date or contract renewals.
- **Freedom** – with no termination fees you can leave anytime.
- **Variable prices** – so prices can go up or down (and we’ll give you 30 days’ notice ahead of any price increases).

What happens next?

If you’re new to EDF

- If you choose EDF as your supplier of choice, our New Connections team will commence the registration process as soon as we obtain your unique Gas / Electricity supply number/s from you.
- Once the registration process is completed you will receive a call from one of our dedicated New Connections team to arrange a mutually convenient time to install your meter/s.
- Your Terms and Conditions are shown from page 5. Please take some time to read this important information as it forms part of your contract with us.

New Connections Team
Dedicated telephone number: 0333 200 5117*

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

For more details on the tariff, please call us free on 0333 200 5117.

Discounts and other charges

• 7% off bills when you pay monthly by Direct Debit.
• 7% off prices when you have a smart meter and pay by Pay As You Go (PAYG).
• The Standing Charge is applied per meter.
• All unit prices are in pence per kWh and are without VAT and Climate Change Levy (CCL).
• VAT is charged at 5% if your usage is under 33 units per day for electricity and under 145 kWh per day for gas.
• VAT is charged at 20% for units used over and above 33 units per day for electricity and under 145 kWh per day for gas.
• Where there are any changes to these prices during a billing period, charges will be pro-rated for the number of days up to the price change. The new charges will apply pro-rata for the remaining bill period. Estimated data may be used in accordance with your supply terms.
• The amount of energy you use is worked out in pence per kilowatt hour. For gas, we need to convert the consumption recorded on your meter into kilowatt hours. The method of calculation we use can be found on each gas bill we send 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.

Developer Connections - Terms and Conditions of Supply

These conditions apply if you are a property developer business (which includes any small or medium enterprises (SME) and Micro Businesses), who wishes to receive energy services for gas and/or electricity to be supplied to your Premises. These terms and conditions shall apply separately in respect of each account under which you receive energy through our Developer Connections product.

You and we (EDF Energy) have each agreed that you will be placed onto our Developer Connections product. Our agreement to supply you on these terms is at our sole discretion and we reserve the right to reject any application to be placed onto our Developer Connections product before a contract is accepted by us.

Unless we have agreed otherwise in writing, these conditions do not apply to:
• the supply of electricity through meters with a Profile Class other than 3 or 4.
• unmetered Premises; or
• any Premises where the metering arrangements are not compatible with our billing system; or
• any supply, site or Premises which is deemed unsupportable (at EDF Energy’s sole discretion) due to price, process or system limitations.

If you are not sure whether your supply falls into one of the above categories, please phone our helpline on 0333 200 5933. Please read these conditions carefully so that you fully understand your and our commitments and responsibilities.

Unless you have been placed onto this contract automatically upon the expiry of another EDF Energy product (of which you would have received at least 30 days’ notice) your agreement to enter into this contract shall be deemed to have been communicated in the following ways, depending on the channel which you have used. These are as follows:

• For contracts agreed by phone - the point at which you provide verbal agreement.
• For contracts entered online, the point at which you press submit having ticked the box that you agree to the terms of the contract.
• For contracts entered into face to face, through our field sales team, the point at which you sign the contract and
• For contracts entered into by post, the point at which you sign the contract.

Each contract is agreed when we accept your agreement and from that point, each of our rights and responsibilities under these conditions will come into effect.

If you agreed to this contract verbally then you may request a copy of the recording or transcript by contacting 0333 200 5933 providing this is within 60 (six) years from the date of the relevant telephone call.

If we enter into a supply contract with you, but we cannot start supplying the energy to your Premises, and forms part of the charges payable under this contract.

“Climate Change Levy” means the tax referred to in Schedule 8 of the Finance Act 2000.

“Contract” means the Term Sheet, Terms and Conditions and Schedule of Charges (as may be amended from time to time).

“Cooling off period” means the 14-day period starting the next day after signing up with us during which you can cancel this contract without paying any applicable exit fee.

“Daily Standing Charge” means the fixed daily charge that you must pay from the date you enter into this contract for each meter at your premises.

“Developer” means the party indicated in the Term Sheet who EDF Energy has agreed to supply electricity or gas (or both) to property developments under this contract.

“Due Date” means the date by which you must pay the amounts specified in your Bill or other statement which you gave us. This date for payment is specified in your Bill or statement and if it is not then the 14th day of the month of the date of your Bill or statement.

“Exempt Distribution System” means a distribution system operated or controlled by a person distributing gas or electricity for the purposes of giving a supply of gas or electricity (for enabling a supply to be given) and who is authorised to do so through an exemption from the requirement to hold a distribution licence.

“Extended Supply Prices” means the price that you will pay for your Supply if you breach your contract. These prices are available at edfenergy.com/extendedsupplybusinessprices. Please note these Extended Supply Prices may be higher than your existing prices.

“Green Deal Charges” means the charges that we must collect from you as part of the Green Deal scheme for the collection of charges for energy efficiency measures or improvements through your electricity bills, in accordance with any Green Deal Plan you may have entered into.

“Green Deal Plan” means an arrangement made by the occupier or owner of a Premises for a person to make energy efficiency improvements or improvements to such Premises, to be supplied for wholly or partly in instalments, as defined in Section 13 of the Energy Act 2004.

“Green Deal Premises” means Premises at which Green Deal Charges are paid for the installation of energy efficiency measures or improvements, pursuant to a Green Deal Plan.

“Local Distributor” means, for each of the Premises to be Supplied under this contract, the companies licensed as (i) an electricity distributor and who own or operate the distribution network through which electricity is delivered to your Premises and who may own the meter and any associated metering equipment which is used to measure the Supply to your Premises; and (ii) any gas transporter who own or operates the transportation network through which gas is delivered to your Premises and who may own the meter and any associated metering equipment which is used to measure the Supply to your Premises.

“Local Metering Point Administration Service” means the service that keeps an electronic register of premises connected to your Local Distributor’s network and of the suppliers responsible for supplying these premises. They may also own the meter and any associated metering equipment which is used to measure the Supply to your Premises.

“Micro Business” means a company which meets one of the following criteria: consumes less than 259,000 kWh of gas a year or consumes less than 100,000 kWh of electricity a year; or has fewer than ten employees.

We will always apply the conditions that we consider to be the most appropriate for your situation.

Words and phrases

Unless we say otherwise, words or phrases used in this contract have the same meaning as is given in the Gas Act 1986, Electricity Act 1989 or in our gas and electricity supply licences.

“Bill” means an invoice or bill that informs you of the amount of money you owe us and which includes a breakdown of our charges.

“Charges” means any and all charges, fees, unit rates, levies and taxation that may be payable by the Developer in consideration for the supply of energy by EDF Energy under this contract, which includes the Daily Standing Charge, Green Deal Charges, Climate Change Levy and VAT.

We will always apply the conditions that we consider to be the most appropriate for your situation.

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“Charges” means any and all charges, fees, unit rates, levies and taxation that may be payable by the Developer in consideration for the supply of energy by EDF Energy under this contract, which includes the Daily Standing Charge, Green Deal Charges, Climate Change Levy and VAT.

We will always apply the conditions that we consider to be the most appropriate for your situation.
Our responsibilities to each other

1.1 We will ensure that our rights and responsibilities under these conditions come into effect once this contract is agreed. We will not supply your Supply Start Date unless we have received your Supply Start Date on the date that you want this supply contract to start and that the amount specified in the statement or Bill, you should contact us. For example, if your gas account is in credit, we can use that credit to pay off a debt on your electricity account and vice versa. We may supply the amount of Green Deal Charges as a separate bill.

3. Prices and changes to these conditions

3.1 When you enter into a supply contract with us we will give you written details of the current prices of electricity or gas (or both) that you have agreed to. You will pay those written details of the current prices of electricity or gas (or both) to your meter. You agree that we may take over the right to collect that money. You agree that we will be entitled to collect the amount you owe (plus our reasonable costs and expenses related to the recovery of such money). We may string together a number of debits which have been outstanding for the longest period in accordance with our obligations under the Payment Scheme and the Green Deal Arrangements Agreement, if such outstanding charges include Green Deal Charges then we will apply your payment in the reverse order. If your Premises are not equipped with metering equipment which works with our systems, we may replace your product with one that we think is appropriate for your meter. This may mean we will need to contact you to arrange to replace the meter. If you or your meter may need to replace your meter (we may charge you for this). If we cannot repair your meter we will contract as a result of which we may also charge you.

2.6 You must make sure all metering equipment (whether it belongs to us or to a third party) is working properly. We may charge you for any costs we may have to pay (either directly or indirectly) in replacing or repairing lost, stolen or damaged equipment. We may charge you for any costs we may have to pay (either directly or indirectly) in replacing or repairing lost, stolen or damaged equipment. We may charge you for any costs we may have to pay (either directly or indirectly) in replacing or repairing lost, stolen or damaged equipment.

2.7 We will not be responsible for any fault or to something that happens because of a fault in or relating to a meter or other fitting (other than one we provide as a standard service or if you cause them to run up costs because of something that we have done or failed to do.

4.2 Our Bill or statement may be based on a reasonable estimate of how much electricity or gas (or both) you use, based on information that we have about your Premises and, where the information is limited, an estimate of your expected energy consumption pattern. Your estimated use at the Premises will be calculated using the functionality currently available to you by switching to EDF Energy.

5.1 Notwithstanding Clause 72, in the event of your existing metering equipment not being able to provide as a standard service, or if you cause them to run up costs because of something that we have done or failed to do.

4.4 If you do not give us control of your meter then a contract that has been immediately before the Supply Start Date, we may estimate the amount of electricity or gas (or both) supplied to your Premises from the statement date on which the meter was metered and we will then supply stopping your meter (whichever is first) and use this as the basis for your next statement.

5.2 You have the right to offset any credits or debts you may have in connection with any goods or services we supply to you or have in the past supplied to you against any other credits or debts you have in connection with any other goods or services we may supply to you. For example, if your gas account is in credit, we can use that credit to pay off a debt on your electricity account and vice versa.

5.3 If any time you owe us any current or past due bills, we may supply the amount of Green Deal Charges as a separate bill.
4.7 If you are having difficulties paying, we will discuss your payment arrangements with you to help you, in line with our codes of practice. But we can only do this if you contact us to let us know.

4.8 If you pay us later than the Date Due, we have the right to charge you:

4.8.1 interest on certain amounts that you owe us, which will be worked out in line with the relevant rate of interest set by the base lending rate of the Bank of England. We will apply this interest rate to the amount you owe us from the time we acknowledge your payment in full;

4.8.2 an administration fee of up to £30, and

4.8.3 any reasonable expenses we incur in obtaining the money you owe us, under a charging arrangement associated with disconnecting, capping and/or replacing an electricity or gas meter (or both).

4.9 If you are being supplied with electricity at Green Deal Premises we will start to collect Green Deal Charges, accruing after the Supply Start Date, from you through your electricity Bill statement.

4.10 It is a requirement of the Green Deal Charges by the same payment method as you pay for your electricity supply and you must first choose to pay for your Green Deal Charges by a different method.

5 Security Deposit

5.1 In some circumstances, we may ask you to pay a Security Deposit either at the start of our contract with you, or at any time during it. If we ask you to pay this, we will explain the procedure when we contact you.

5.2 Unless it is reasonable for us to keep a Security Deposit for a longer period, we will give you the Security Deposit back after a year along with any interest earned at the lending rate of the Bank of England from time to time.

5.3 When we a Security Deposit clause 4.6 apply and we will write to you informing you of this when you may owe us.

6 Your rights to end this supply contract and our rights to stop your supply

6.1 In this clause, ‘cooling off period ending’ means the date that is:

(a) 15 working days from the date that we acknowledge your request for a change in your electricity supply arrangements which we have to keep to; or

(b) there is a risk of danger to the public if the supply is continued;

(c) you are no longer an electricity or gas customer (or both) meter or with any part of the associated metering equipment; or

(d) Definit nouns are not supplied to your Premises.

6.2 We are required to cut off your electricity and/or gas supply under any of the electricity and/or gas supply industry arrangements which we have to keep to:

6.3 If we have the right to stop supplying your Premises with electricity or gas for any of the reasons we described in 6.1, we may ask some else to take action on our behalf.

6.4 We end your supply contract, this will not affect any rights and responsibilities which either you or we have agreed to after the date the contract ended or which are stated in your contract to start from, or to apply after that date.

6.5 Switching

6.5.1 Unless you confirm to us that you are happy to switch during your cooling off period, we will not look to transfer your supplies to us until after the cooling off period has ended.

6.5.2 Provided we have provided you with sufficient information to complete your transfer to us, and unless one of the exemptions in Standard Licence Conditions 14A.1 applies, we will arrange for your supply to start with us within 5 Working Days after telling you we want to take over your supply or your disconnection order is completed for the new supplier.

6.6 Where we have asked you to start your supply with us prior to the expiry of the cooling off period, and you then cancel your contract with us during the cooling off period, we will continue to supply you on the terms of this until you cease to:

(a) agree to another energy tariff with us;

(b) switch to a customer with a different electricity or gas (or both) supplier; or

(c) 15 working days from the date that we acknowledge your request to cancel your contract with us.

7 Our legal responsibility

7.1 We are only legally responsible to you as set out in these conditions. We have no other duty or legal responsibility to you. All other legal responsibilities on our part (including conditions implied by law, or otherwise, will not apply as this is allowed by law).

7.2 If we cannot make sure that you are supplied with electricity or gas (or both) at your Premises for some reason that is beyond our reasonable control (for example, because of something another supplier distributor, transporter or disposer has done), you will not be able to claim that we have broken our arrangements with you.

7.3 We are not legally responsible to you in any way for direct or indirect loss of income, business or profits, or for any other loss or damage caused to you (including loss of or damage to your property or your personal possessions) or any loss or injury caused by our negligence to any other person.

7.4 The quota overrides all other provisions of your supply contract and our rights and responsibilities to you under the Gas Act 1986 and all our supply licences or regulations that apply to our industry.

7.5 Each of the subclauses 7.1 to 7.8 can be enforced separately. If, for any reason, any clause or subclause or part of a clause or subclause cannot be made to work or is found to be not to be valid or to be unenforceable, we still may enforce the remainder.

8 National terms of connection – electricity

We are acting on behalf of your local electricity network operator to make an agreement with you. The agreement is that you and your local electricity network operator both accept the National Terms of Connection (NTC) and agree to keep to the conditions of the NTC. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement between us and your network operator which defines our rights and responsibilities in relation to the connection at which your local electricity network operator delivers electricity to your business. If you want a copy of the NTC or any of these questions, please talk to Energy Networks Association A 4 More London Riverside, London, SE1 2AL. You can also phone 020 7766 1000 or visit:

9 Objections

9.1 you can continue to our other rights, if we receive notice that another supplier has applied to supply any of the Premises, and if any of the provisions of clause 9.2 apply, you agree that we can object and prevent your transfer to the other supplier, and you must help us to object to the transfer.

9.2 In accordance with clause 9.1 we have a right at any time to object to a new supplier taking over the energy supply at your Premises in the event that any of the following circumstances apply:

9.2.1 you have outstanding charges, or debts on your electricity or gas account;

9.2.2 your new supplier has contacted us, and we have agreed that the new supplier’s application was made by mistake;

9.2.3 the supply is for electricity, where the new supplier’s application relates to a metering point which is a Related Meter and the new supplier has not been allowed to start the Related Meter on the same working day for the same start date; or

9.2.4 you have told us to object to the new supplier’s application.

9.3 If we,

9.3.1 object to the new supplier’s application to begin supplying your premises because you owe money to us; and

9.3.2 within five days of objections, refuse to make payment to the new supplier you owe us under your contract;

9.3.3 we have received the new supplier’s application to supply the Premises within 10 days of our letter confirming we have considered it. If they do, we will not object to them reapplying. If your new supplier has not reapplied within this time, your contract will remain in force and this clause 9.3 will once again apply to any new supplier you wish to have.

10 Other conditions which apply

10.1 We may assign (transfer) all or any of our rights (including your right to demand that you pay charges you owe us and take you to court if you refuse to pay them) and legal responsibility under your supply contract without your consent (pass to a third party) any of our obligations under the supply contract without your permission.

10.2 Your rights and responsibilities under this contract are personal to you, and you are not entitled to transfer any part of the contract (including your rights and responsibilities) to another person.

10.3 We may, stop, suspend or restrict the supply of electricity or gas to your business for any reason beyond our control, or any regulation made under it. While that law is in force (and as necessary for compliance with the law or regulation) you must not use electricity or gas in any way or for any purpose which creates any risk. If you do, any limits set on the amount of electricity or gas (or both) you can use (we will give you more information if we need you to do this).

10.4 If you are a gas customer your Local Distributor can ask us to stop the supply of gas at your Premises if there is a danger to persons or property and any gas you have used does not fall within the safety criteria that the safety regulations have been dealt with. If you become aware of a gas leak you must immediately report it to the National Gas Emergency Service on 0800 111 999.

10.5 We may also have to suspend or stop supplying your premises with electricity or gas (or both) for reasons beyond our control, your Local Distributor or our suppliers have done something they should not have done or have failed to do something they should have done.

10.6 We may sometimes monitor and record calls that you or we make. This is to improve the quality of the service we give you and to train our staff.

10.7 If you have a complaint about any of our services, you may contact our Customer Services Team. Details of our complaint handling procedure can be found at www.energydialogue.com or you can contact our customer service. If you are not satisfied with our response, you can refer a complaint to the Ombudsman Services: Energy to investigate. Alternatively, you can contact Citizens Advice England or any local Citizens Advice Bureau for confidential and impartial advice on consumer issues. You can visit their website at www.adviceuk.org.uk or call the Citizens Advice consumer helpline on 08454 04 05 06.

10.8 If you are a Micro Business you can also refer your complaint to Citizens Advice Services: Energy to investigate. Alternatively, you can contact Citizens Advice England or any local Citizens Advice Bureau for confidential and impartial advice on consumer issues. You can visit their website at www.adviceuk.org.uk or call the Citizens Advice consumer helpline on 08454 04 05 06.

10.9 These conditions, the pricing information and any other documents referred to in this contract are not contractual. If we do not comply with them, we otherwise tell you about, set out the whole contract between you and us.

10.10 You agree that you have read and understood our information policy (case clause 11 below) and you agree:

(a) to consent to us sharing this information with other companies in the group or external organisations;

(b) that the information you have given yourself is correct; and

(c) that we may use your personal information as described within the policy.

10.11 This contract and any issues or disputes arising out of it (whether they are contractual or not) will be governed by and construed under the law of England and Wales, and neither you nor we will have the right to have any such dispute.

10.12 If we do not immediately enforce any rights we have under this contract, this will not affect our right to enforce those rights at a later date.

10.13 Climate Change Levy

All amounts you must pay in line with clauses 3 and 4 of this contract do not include the CCL. Where the CCL applies, we will add the CCL to your bills at the relevant rate from time to time. If you are not on a renewable product and you do not have to pay the CCL, it is your supplier or disposer’s responsibility of this by sending us your supplier certificate (form PP1) to the following address, Freepost EDF COMPLAINTS,:

Hampshire 1071999.
Climate Change Levy Exemption
If you take one of our renewable products, which are designed to help support the environment, EDF Energy declare that in each averaging period (as defined in Schedule 6 of the Finance Act 2000) of the amount of energy we supply from exempt renewable sources (such as wind farms and hydro power plants) will not be more than the difference between:

(a) The total amount of energy from renewable sources that we acquire in each averaging period and

(b) So much of that total amount of renewable source energy as is allocated by EDF Energy otherwise than to exempt renewable supplies made by EDF Energy in that averaging period.

The above declaration is set out as a requirement of the Finance Act 2000 as confirmation that the amount of energy supplied in any relevant averaging period will not exceed the amount of renewable source energy obtained for the purpose of calculating the Climate Change Levy exemption.

An averaging period is an extended period of up to two years for the purpose of balancing sales against purchases of renewable energy. The averaging period may end sooner if at the end of the relevant 3 month balancing period the number of relevant purchases are equal to or exceed the number of relevant purchases (taking into account any credits that have been carried forward), or if we stop making supplies that are exempt from the levy because they come from a renewable source.

Taxes applying to relevant meters:

• Standard tariff - the day unit applies at all other times.

• Evening and weekend tariff – your Local Network Operator decides the actual time evening units apply.

• Off-peak tariff – your Local Network Operator decides the times at which off-peak units apply.

11 Information policy

11.1 So we can:

(a) set up, monitor and manage your energy account;
(b) work out and manage any Security Deposit we need from you;
(c) enter into all agreements and registrations necessary to supply you;
(d) carry out any credit checking to work a suitable tariff type and method of payment for you;
(e) Supply you in line with your contract and the industry arrangements under which we work;
(f) take action in line with our rights and responsibilities under your contract;
(g) keep to relevant laws;
(h) transfer your account to another supplier when your energy account with us ends;
(i) collect Green Deal Charges from your bills if you are supplied at Green Deal Promises; You agree to give us, free of charge, any information we reasonably ask for so we can do the things mentioned above.

11.2 You agree that we may share your information with other organisations in line with the requirements set out in clause 11.1 above. This may include sharing your information with a joint energy account holder, or with the bank account holder of any Direct Debit instruction we are given in relation to your account with us. We may also share information between any of your accounts with us or any of our group companies.

Before we can transfer your energy supply to us we may also need to contact your current supplier to find out the details of any outstanding debt you may owe them. If we need to charge appointed agents (such as meter readers), we may need to give the new agents details about you and the supply to your Promise. If you talk part in one of our loyalty schemes, we may also give your information to the loyalty scheme provider so the provider can run that loyalty programme in line with the agreed rules of that programme. If you gave us information to carry out a credit check, we will use your information to do the following:

• To check your details with a fraud protection agency or agencies. If you give us false or inaccurate information and we suspect fraud, we will record this;
• To help make decisions about credit and credit-related services, for you and your business;
• To help make decisions on loan, mortgage, household, credit, life and other insurance you have asked us to provide or that you have claimed under;
• To trace people who owe us money, get back money we’ve owed, prevent fraud, and to manage your accounts or insurance policies;
• To check your identity to prevent money laundering, unless you give us other proof of your identity and we are happy with this proof.

By signing your energy contract, you agree to your information being used and shared in line with this policy. When you enter into your energy contract, you can choose whether or not the information we collect about you, in connection with your account can be used for marketing purposes. Please remember that other companies may collect information about you from other places, for example from an account with them. If you have concerns about how these other companies are using your information, please contact them directly. If you have any questions about the information we are holding about you and how we are using it, or if you believe that the information we have about you is not correct or needs to be updated, please call 0333 200 5103.

We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/yourprivacy. If you would like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we will post a copy to you.

12 For Green Deal Customers Only

We are committed to respecting your rights to privacy and these clauses explain how we will use your data in order to process your personal data in connection with Green Deal if you are supplied at a Green Deal Premises.

12.1 You agree to promptly give us, free of charge, any information we reasonably need to collect Green Deal Charges from your bills and you agree to allow us to share this information (which may include contact details, billing information, or other activity relating to your energy account with EDF Energy) with other people or organisations for the purposes of administering your Green Deal Plan and discharging any obligations imposed on us under the Secretary of State, Ofgem or any other legal or regulatory authority.

12.2 We will process your personal data in connection with Green Deal. This may include collecting details of your Green Deal Charges and payments collected from your bills, using your personal data for the purpose of collecting your Green Deal Charges and sharing your data with third parties in order to meet the requirements under your Green Deal Plan. We may be required to disclose your personal data to the participants in the Green Deal Plan and other third parties including the Secretary of State, regulators and other law enforcement bodies. Where data transfers take place we will ensure that all third party processors apply adequate safeguards. A full list of the parties who may process personal data in relation to your Green Deal Plan is available from the Panel Secretary.