Debt can be stressful, but you don’t need to deal with it alone. So please let us know if you’re struggling to pay:

**EDF customers:** 0333 009 6992*

**Former EDF customers:** 0333 009 7032*

There are lots of things that we can do to help make your energy payments more manageable – and lots of ways to cut your energy bills.

**Spend less on energy**

- **Check your prices.** Give us a call and we’ll find out if we can swap you over to a cheaper tariff or payment method with us.
  - Call 0333 009 6992*

- **Get energy-saving tips.** There are lots of ways to reduce your energy use around the home – at little or no cost. You can save money easily by doing things like switching your TV off at the wall, turning your thermostat down one degree, and using the economy settings on your appliances.
  - More tips at edfenergy.com/energy-efficiency
  - Or call 0333 009 6999

- **Get a smart meter.** A smart meter will give you an up-to-date picture of your energy use so you can spot opportunities to reduce your costs – and your bills.
  - Go to edfenergy.com/smart-meters

- **Apply for ECO home improvements.** Find out if you’re eligible for the government’s ECO home improvement scheme. If you’re on certain benefits, you might qualify for a subsidised replacement boiler and free loft and cavity wall insulation.
  - Go to edfenergy.com/eco
  - Call 0333 200 5119

- **Warm Home Discount.** Find out more about this, including whether you’re eligible and when to apply.
  - Go to edfenergy.com/WHD
  - Call 0333 009 7010

**How to get extra support**

Let us know if you need additional help or you have circumstances that make it difficult for you to manage your energy account – for example, maybe you need a Braille, large-print or talking bill.

We can add you to our Priority Services Register to give you the support you need if any of the following situations – temporary or ongoing – apply to you:

- You have a hearing or visual impairment or other communication needs
- You have a disability, long-term health or mental health condition
- You use medical equipment that needs an uninterrupted electricity supply
- English isn’t your first language
- You’re elderly, or live with a child under five
- You’re a young adult living alone for the first time

No matter what your circumstances, our dedicated Priority Services Team are here to help you.

**For more information:**

- Go to edfenergy.com/ps
  - Call 0800 269 450
  - Minicom 0800 096 292

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Are you struggling to pay your bill?

Get help with debt

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Turn over to find more details.
What happens if you don’t pay

Some of our debt recovery actions will affect your credit score and future mortgage, mobile phone and credit card applications. We would also charge you debt recovery costs.

We never want to take legal action against our customers. But this can happen if you don’t pay your bill or get in touch to find a suitable payment option.

Get on top of your debt

Try Direct Debit.

Similar to Pay as You Go, Direct Debit gives lower unit rates and easier budgeting. And we may be able to agree an instalment plan with you – meaning smaller, more manageable repayments.

Try Cash/Cheque Monthly.

You might find it easier to pay a smaller bill every month, if you’re currently paying a big bill every three months.

Get independent debt advice.

We’ve teamed up with Citizens Advice Plymouth to give our UK customers access to free independent advice on debt and benefits.

EDF Customer Support Fund

awards grants to help some of our most vulnerable customers out of fuel debt, and remain debt free.

Visit edfenergy.com/ps or call Citizens Advice Plymouth 0808 156 6666 from a landline
0300 330 0519 from a mobile

Consider Third Party Deductions.

If you receive benefits, this government scheme lets you pay your energy debt and bills in small amounts over time – directly from your benefits. Your pay your energy debt and it’s debt free! The government’s Energy Redress Scheme is available to customers in England, Wales and Northern Ireland.

Take legal action to get a County Court Judgment against you

We never want to take legal action against our customers. But this can happen if you don’t pay your bill or get in touch to find a suitable way to pay. We would also charge you debt recovery costs.

Pay as You Go

Can happen if you don’t pay your bill or get in touch to find a suitable way to pay. We never want to take legal action against our customers. But this can happen if you don’t pay your bill or get in touch to find a suitable way to pay. We would also charge you debt recovery costs.

Pay your bill on time, and remain debt free.

You pay your energy debt and it’s debt free! The government’s Energy Redress Scheme is available to customers in England, Wales and Northern Ireland.

Put a default on your credit report

£10

If you don’t pay your outstanding balance when it’s due we may add a Late Payment Charge of £10 to the following bill to cover our costs.

EDF Energy