

## 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](https://www.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](https://www.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](https://www.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](https://www.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](https://www.edfenergy.com/ps)  
Call **0800 269 450**  
Minicom **0800 096 292**

# Are you struggling to pay your bill?

## Get help with debt

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.

## 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.

## EDF Customer

**£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

 Visit your home to collect payment

 Put a default on your credit report

 Switch your smart meter to Pay As You Go


 Apply for a warrant to force entry into your home to install a Pay As You Go meter

 Take legal action to get a County Court Judgement against you

## Former EDF Customer

**20%** Employ a debt collection agency to obtain your payment. If we need to do this, we'll add an extra 20% to your debt to cover the additional cost to us.

 Put a default on your credit report

 Take legal action to get a County Court Judgement against you

## Pay as You Go

Struggling to pay all your debt in one go? We can agree smaller repayments with you when you switch to Smart Pay as You Go. You'll also enjoy easier budgeting and lower unit rates.

Get in touch and we can explain how Pay as You Go can work for you. Call us on **0333 009 6992\***.

## 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 too – meaning smaller, more manageable repayments.

Select 'Payment method change' within MyAccount or call **0333 200 5100\***. You'll need to set up a new Direct Debit and provide meter readings.

**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.

Call **0333 009 6992\***

**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.

Call Citizens Advice Plymouth **0808 156 6666** from a landline **0300 330 0519** from a mobile

**EDF Customer Support Fund** awards grants to help some of our most vulnerable customers out of fuel debt, and remain debt free.

Find out more at [edfenergy.com/ps](http://edfenergy.com/ps) or call Citizens Advice Plymouth (above)

**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.

Visit [edfenergy.com/tpd](http://edfenergy.com/tpd)

**IncomeMax.** Check you're getting all the benefits and tax credits possible (even if you're working). Get money saving advice, and help with benefit claims.

Visit: [edfenergy.com/incomemax](http://edfenergy.com/incomemax)

\*Mon-Fri 8am to 6pm and Saturday 8am to 2pm. 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.