EDF’s Deemed tariff
## Deemed electricity and gas - credit prices

Electricity and gas credit prices are effective from 1 April 2021.

<table>
<thead>
<tr>
<th>Supply area and payment method</th>
<th>Electricity</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard meter electricity prices</td>
<td>Economy 7 meter electricity prices</td>
</tr>
<tr>
<td></td>
<td>Daily standing charge</td>
<td>Unit rate (kWh)</td>
</tr>
<tr>
<td>London</td>
<td>27.72p</td>
<td>17.99p</td>
</tr>
<tr>
<td>Midlands</td>
<td>24.03p</td>
<td>19.00p</td>
</tr>
<tr>
<td>North Scotland</td>
<td>27.98p</td>
<td>18.50p</td>
</tr>
<tr>
<td>North West</td>
<td>27.79p</td>
<td>19.91p</td>
</tr>
<tr>
<td>South East</td>
<td>27.26p</td>
<td>18.40p</td>
</tr>
<tr>
<td>South Scotland</td>
<td>25.10p</td>
<td>18.74p</td>
</tr>
</tbody>
</table>

1 The daily standing charges (where shown) are due each day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF.

2 Standard meter - This is the most common type of meter for electricity and gas. These meters display your consumption either using a mechanical clock, digital display or dial.

3 Economy7 meter - Also known as E7, this is a two-rate meter for electricity (day and night - providing a cheaper rate seven hours a night which can provide savings on your account). These meters are often installed in properties without a gas connection and so the heating and hot-water supplies depend on electricity (for example, storage heaters). Night kWh will be supplied for a total of seven hours, typically between 10pm and 6am (actual times set by the local network operator and can be found on your bill) and these will be charged at the night kwh rate. All other kWh will be charged at the day kwh rate.
Deemed electricity and gas - prepayment prices

Electricity and gas prepayment prices are effective from 1 April 2021

If you are (or become) a prepayment customer, and have a smart meter installed, the smart pay as you go “PAYG” prices for this tariff will apply. This is effective from 1 April 2021 (or from installation if after this date). You can find the prices for that payment method on the previous page.

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<tr>
<td></td>
<td>Daily standing charge(^4)</td>
<td>Unit rate (kWh)</td>
</tr>
<tr>
<td>Eastern</td>
<td>Prepayment</td>
<td>27.98p</td>
</tr>
<tr>
<td>South East</td>
<td>Prepayment</td>
<td>28.00p</td>
</tr>
<tr>
<td>South West</td>
<td>Prepayment</td>
<td>29.61p</td>
</tr>
</tbody>
</table>

Prices shown in both tables include VAT. They are made up of a daily standing charge and the relevant unit rate (kWh). We explain the rates in more detail in the notes section on page 4.

\(^1\) The daily standing charges (where shown) are due each day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF.

\(^2\) Standard meter - This is the most common type of meter for electricity and gas. These meters display your consumption either using a mechanical clock, digital display or dial.

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Deemed electricity and gas prices - notes

For further details on the tariff, please call us on 0333 200 5100. If you are a prepayment customer, please call us on 0333 200 5110.

To find your electricity prices, look in the left hand column to find your supply area.

The columns to the right allow you to identify the meter that applies to you (Standard or Economy 7) and find the prices relevant to you depending on your chosen payment method.

Your gas prices are shown in the blue column to the right of the electricity prices.

Different charges apply in the case of SoLR (Supplier of Last Resort) direction from Ofgem, which we will have sent to you at the time we are directed to supply. You can find these on our website at my.edfenergy.com/gas-electricity/tariff-information-labels or by calling us on 0333 200 5100 or going to edfenergy.com/tariff-info

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 we can move you onto cash/cheque or Pay As You Go prices, which may be 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.

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.

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 go to edfenergy.com/tariff-info

Charges

The charges for your energy supply are set out on pages 2 and 3. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

By being supplied by us on this deemed supply terms means: if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know.

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 schedule of charges are made available to you at all times via edfenergy.com/dt 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.
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 our electricity or gas services (or both) at your premises but have not entered into a formal agreement with us for these services.

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

If we supply to your premises we may need to enforce other terms if your premises are not directly connected to the gas network by a gas transporter.

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 services under our 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 is the trading name we use for providing the services. In line with these terms, we agree to supply services to the premises for the length of this contract.

1c. You agree to pay for the gas or the electricity you use in your premises, in the manner shown on your meter and in accordance with these terms and our Deemed Contract Schedule of Charges. If we need to provide evidence of this, any revisions to it, or the Deemed Contract Schedule of Charges (or any changes to it) in any courts of justice or any 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 – a contract to supply gas or electricity (or both), under these terms. These terms only apply if you are a domestic customer, micro business, or a small or medium enterprise (SME) customer, and using our electricity or gas services (or both) at your premises, without entering into a formal agreement with us for these services.

• gas transporter – the company licensed to deliver gas through pipes to your premises.

• Green Deal charges – means the charges that we must collect from you as part of the Government scheme for the collection of charges for energy efficiency measures through energy bills and ‘Green Deal premises’ means premises at which Green Deal charges are owed 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 which owns or operates the distribution network used to deliver electricity to your premises.

• Micro Business - means a company which owns one of the following criteria: consumes less than 293,000 kWh of gas per year, or consumes less than 100,000 kWh of electricity per year, or has fewer than ten employees (or their full-time equivalent) and an annual turnover or annual balance sheet total not exceeding 2m.

• Ofgem is the Office of Gas and Electricity Markets, set up by Parliament to regulate our industry.

• Ombudsman Services: Energy is an independent body appointed by government to investigate complaints. Visit ombudsman-services.org.uk or call 0300 140 1622.

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

• premises – the premises (including any part of any land or building or structure) we supply electricity or gas (or both) to under this contract.

• smart meter – a meter and equipment we can use to measure how much gas or electricity (or both) you are using, without having to visit your home. A smart meter means you have a device which enables you to use energy efficiently, where: electricity is metered in real-time, and gas is metered by radio signal. Visit smartmeter-uk.info.

• SME customer (small or medium enterprise customer) – any customer who takes a supply of electricity or gas (or both) from us in connection with a business (including any business involved in the supply of energy services provided to you under this contract that is, EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02282837 whose Registered Office is at 90 Whitfield Street, London, W1T 4EL, incorporated in England and Wales, operating under the trading name of EDF Energy and using the supply IDs LOND, SEEB and SWEB).

• 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.

• ‘vee’, ‘us’, ‘our’ – the licensed energy supplier for services provided to you under this contract that is, EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02282837 whose Registered Office is at 90 Whitfield Street, London, W1T 4EL, incorporated in England and Wales, operating under the trading name of EDF Energy and using the supply IDs LOND, SEEB and SWEB).

3 Prices and changes to terms

3a. The prices we charge you, and the ways you can make your payment, are set out in the Deemed Contract Schedule of Charges (see appendix B). The Deemed Contract Schedule of Charges forms 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 you after we have made this revision, in line with the revised terms.

3d. We may also make changes to the circumstances in the Deemed Contract Schedule of Charges (including the prices we charge you at) at any time. Unless you have a prepayment meter, any change will apply to energy we supply to you from the date we made the change. If you have a prepayment meter, your new charges may not apply until the next time you charge credit onto your meter or, if you have a taken prepayment meter, your meter has been reconfigured with the new prices. It is your responsibility to arrange an appointment to make sure your prepayment meter is correctly configured. Changes we make to the Deemed Contract Schedule of Charges are not classed as revisions, but any changes to the prices we charge you will be shown in the next bill we send to you after making the change.

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 be reasonably sure that we have any other person for supplying energy to your premises.

2. You confirm that the premises have, and that you are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with delivering or measuring energy.

2c. You agree to give your gas transporter, your local electricity distributor and any other person for supplying energy to your premises, including Ombudsman Services: Energy, access to your premises, and all equipment, wires and cables, and all other fittings used in connection with supplying energy to your premises, you agree to allow us to do this, and to let us (or anyone we appoint) into the premises to install the meter and any associated metering equipment. We will try to give you reasonable notice before we visit your premises.

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changed, we may make a charge to you to cover these costs.

3i Any taxes, duty or levies on energy (including VAT) will apply before we were appointed. We may need to get in touch to

3j You agree to pay for other charges which apply under this contract and under any extra conditions we have agreed with you from time to time in connection with your 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.

3k Smart meters automatically send us your reading. It is your choice whether or not you would like to have a Smart meter installed at your property. By signing up to this tariff you agree to having a Smart meter fitted when we’re installing them in your area, and to us contacting you to ask you to book an appointment for its installation. However, if you have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter.

Zero Carbon Electricity

3l At the end of each fuel mix reporting year, we’ll make sure we have allocated enough national generation declarations to match 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. The fuel mix report, published by BEIS, acknowledges electricity from wind, solar and nuclear fuel produces zero carbon dioxide emissions at the point of generation.

4 When this contract starts, your rights to end this contract and your rights to be supplied

4a This contract comes into force either:

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

4a2 on the date we supply you.

4b This contract will end in the following circumstances:

4b1 If you enter into a formal energy-supply agreement with us or with another energy supplier (a ‘new supplier’), the contract will:

a on the date the new supplier starts to supply energy to you, as long as you are registered with the local metering point administrator, or

b on the date you and we agree that your formal supply agreement has come to an end, as long as you enter into a formal energy-supply agreement with us.

4b2 If you no longer own or occupy the premises, the contract will:

a 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

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

or

c on the date we 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.

4b3 In addition, and for the avoidance of doubt, where you, as an individual, are the owner of the premises and we have evidence that you no longer intend to be present, or operating from the premises, then you shall be treated as remaining in occupation of the premises, irrespective of whether other individuals, businesses or companies are also in occupation during the same period. In accordance with Schedule 6 of the Electricity Act 1989 and Schedule 28 of the Gas Act 1986, all occupiers shall at times be fully liable for all charges associated with the supply of energy to the premises on a joint and several basis.

4b4 If this contract ends validly under any other term of this contract, or if you or we end this contract and we disconnect the supply to your premises or end this contract:

4b5 If the industry regulator makes a ‘Supplier of Last Resort’ directive when (the regulator appoints another supplier to take over responsibility for your customer) or any other valid directive for your premises, and this direction appoints a supplier other than us to provide the services.

You will still be liable for paying our charges for providing the services – even if you no longer own, rent or use the premises – until this contract ends under this clause (if we are more than one service, ending one service will not automatically end the contract for the other service (or services)).

4b6 If this contract is in place because we’ve been appointed as your supplier or a ‘Supplier of Last Resort’ and you had a credit balance with them, we’ll honour it if we committed to do so before we were appointed. We may need to get in touch to check certain information before we do.

4c When this contract ends, we will take all reasonable steps to send you a final bill or statement within 6 weeks. Where new information becomes available, we’ll send you a corresponding additional bill or statement. We may need to get a final energy meter reading before we can do this otherwise we may need to bill you based on an estimated reading.

4d Unless this contract ends under clause 4b, this contract will continue to apply and you will still be legally responsible for paying all charges made up until the contract ends, including any charges relating to power used by somebody else if you have failed to notify us that you no longer own or occupy the premises.

4e By taking over responsibility under this contract, you are authorising us to suspend or stop the supply of energy to your premises in the following circumstances:

4e1 You do not pay for a security deposit when we ask you to, or all or any part of our charges that are not part of a genuine dispute) when they become due under these terms or otherwise.

4f You are not guilty of any of your other responsibilities under this contract.

4g You break any of the terms of this contract in a serious way or more than once (for example, if we reasonably believe that you have stolen energy or deliberately interfered with an energy meter or with any part of the energy metering equipment).

4h We need to cut off your supply of energy in line with any of the energy industry arrangements we work to.

4i There is a risk of danger to you or other members of the public if we can’t.

4j You are declared bankrupt, an organisation or individual takes formal steps to have you declared bankrupt, or an organisation or individual begins or threatens any other form of insolvency proceedings against you. If, for any reason, we continue to supply to you in these circumstances, we may need to fit a prepayment meter, which you will pay the cost of installing which we may collect through the prepayment meter. This action will not affect any other rights we may have.

4k There are circumstances beyond our reasonable control which mean we are not able to perform our duties under this contract. These circumstances include anything any other energy supplier, distributor, shipper, or transporter has done or failed to do.

4l 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 metering services.

4m If you no longer own or occupy your premises, we will:

a stop supplying energy to your premises; or

b stop providing other services (including any chargeable Green Deal charges) to your premises.

4n Both you and we can end this contract immediately if we are no longer licensed to supply energy at your premises.

4o If this contract ends, or if we become entitled to suspend or stop supply of energy to your premises under this clause (4), we’ll be entitled to take action (or appoint someone else to take action on our behalf) to prevent energy from being supplied to your premises under the contract or to disconnect the meter (or both). You agree to let us into your premises at all reasonable times to do this.

4p Ending your contract will not affect any rights and responsibilities you or an individual begins or threatens any other form of insolvency proceedings against you. If, for any reason, we continue to supply to you in these circumstances, we may need to fit a prepayment meter, which you will pay the cost of installing which we may collect through the prepayment meter. This action will not affect any other rights we may have.

5 Billing and payment

5.1 We will give you a bill or statement at least once a year, but

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 you owe us. We’ll estimate supplies which are not reasonably available or bills for the supply of energy provided at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the estimated volume of energy you use, or price changes.

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 work out 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;

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

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

5.5 We have the right to use or transfer any debts or credits you have on your energy account: (a) with a previous supplier to us; or (b) with us to a new supplier. Either of us can use credit you have on an account with us to pay off debt you owe us or our group companies.

5.6 If you’re struggling, you can pay through deductions to social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We’ll also let you know how you can reduce your charges by using energy efficiently.

5.7 We’ll only take debt recovery actions which we consider to be proportionate.

6 Making a complaint

6.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best if you talk to your new supplier from 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) or email customer_correspondence@EDFEnergy.com or write to FREEPOST EDF ENERGY - PLYMOUTH.

Details of our complaint handling procedure can be obtained at edfenergy.com/making-a-complaint. If you’re not satisfied with the way we’ve handled things after contacting us there are other options you can take.

You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 8pm, Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org.uk. 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;

(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. If you have not received a final energy meter reading before the handling of your complaint and eight weeks have passed since you first made the complaint to us.

6.2 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 or phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday) or, you can email them at complaintresolution@edfenergy.com or write to: FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

6.3 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, please phone the Ombudsman Services: Energy on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) or email customer_correspondence@EDFEnergy.com or write to FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

6.4 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, please phone the Ombudsman Services: Energy on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) or email customer_correspondence@EDFEnergy.com or write to FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.
8 Limits of our liability
8a We are only liable (legally responsible) to you as set out in these terms and conditions. We have no other duty or liability 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.
8b We will not be liable to you for any event or circumstance beyond our reasonable control (including an event or circumstance for which we are legally liable), and we will be liable only to you for up to a maximum of £10,000 for all incidents that lead to damages we are liable for or which involves breaking a term of your contract (or both).
8c Nothing in these terms and conditions excludes liability for death or personal injury caused by our negligence or our liability to you resulting from us failing to carry out our legal duty under Sections 3(1) of the Consumer Protection Act 1987.
8d This clause (7) will apply even after this contract has ended. As far as this clause (7) it excludes or limits liability, it will take priority to any other term of your contract (or contracts) for any services.
8e Each of the subclauses (7a) to (7i) of this clause is a separate limit to our liability and will apply if, for any reason, one or more of these subclauses is found invalid, unenforceable or unreasonable. Also, each subclause will continue to apply after the contract has ended.
8f If you are a Micro Business you can also contact Citizens Advice consumer service (a free, confidential and impartial advice service for consumers) for doorstep and unbiased advice on all kinds of questions relating to Micro Businesses. You can visit their website adviceguide.org.uk or call them on 0808 223 1133.

9 National Terms of Connection
Your supplier is acting on behalf of your network operator to make an agreement with you. The agreement is that you and your supplier 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 any site-specific connection terms exist. If you want to know the identity of your network operator, you will need to contact the National Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU. phone 0207 706 5137, or see the website at www.connectionterms.co.uk.

10 Information policy
We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out more about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/privacy.
If you have 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 our rights (including the right to recover unpaid charges) and liabilities under your contract, or apportion any of our obligations 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 written 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 will break a term of your contract as a result of the limits 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 give you written notice 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 or fax it to the address shown on this contract in your contract terms and conditions.
11h If we need to give you notice under this contract, we will send it to the address you have given us or the address of the premises we are supplying with energy under this contract.
11i You and we should try any notice sent by post to have been received two working days after it was sent, and any notice delivered by hand or fax to be given had been immediately when it was delivered.
11j These terms and conditions, the Deemed Contract Schedule of Charges, 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 other relevant industry arrangement or laws.
11l Nothing in these terms will affect our rights or powers under our energy-supply licences or other relevant laws.
11m 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 be binding.
11n The laws of England will apply to each contract you have with us and the English courts will have full jurisdiction (legal authority) to try any disputes relating to your contract and all non-contractual disputes which relate to the services.

12 Summary of Key Terms
12a Our full name is EDF Energy Customers Ltd, registered office: 90 Whitelife Street, London, W1T 4EZ, incorporated in England and Wales.
12b The services to be provided under this contract are the provision of gas and electricity supply, and all associated 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 against these standards will be sent to you at least once a year. Other services are available from EDF (e.g. a service which includes supplying the display unit and installation of energy efficiency measures) and, unless otherwise agreed with us, these will be provided under the terms of a separate contract.
12c In order for us to supply you your premises need to be connected to relevant local electricity distributor’s and/or gas transporter’s network. If your premises are not currently connected to the relevant local electricity distributor’s and/or gas transporter’s network please contact us on 0333 200 5117 and we will explain the process for connecting your premises and carry out the connection. Up to date information on all our applicable tariffs, and any other charges we might apply in relation to ancillary services, are available on request if you contact us on 0333 200 5100. You can see a copy of other charges we might apply in relation to ancillary services by visiting a page on our website at edfenergy.com/conditionsandcharges.
12d This supply contract is evergreen, which means it will continue until such time as one of our customer services advisers on 0333 200 5100. If they have not been able to resolve your complaint or dispute please ask to speak to a manager. If you are still not happy after speaking to a manager, please send an email to the Director of Customer Services at customerservicesdirector@edfenergy.com or alternatively write to the Freepost address: FREEPOST EDF ENERGY – CUSTOMER SERVICES DIRECTOR. The Director of Customer Services will endeavour to get back to you within 10 working days. If you are not satisfied, please visit the Energy Ombudsman website: ombudsman.org.uk or phone them on 0845 055 0760.

13 Extra conditions if you have an EDF supplied smart meter
You may use an EDF supplied smart meter in your home. As far as this is allowed by law.
13a Unless otherwise agreed by us, we or our agents will own the smart meter and display unit provided by us or on your behalf at all times. If you move house, you must leave the meter, display unit and any display data cards with the meter.
13b You agree that we may use the smart meter to manage your gas and electricity supply without needing to visit your home.
13c This includes delivering gas and electricity to your home, exchanging energy you are using, repairing and updating the smart meter, switching the smart meter from credit to prepayment and disconnecting your supply in the circumstances set out in Section 9.
13d 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 for guidance only and should not be relied upon for the definitive position.
13e We can 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. We will let you collect this information while we supply your electricity or gas (or both).
13f 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 your premises and any work that we or they carry out to the display unit or other equipment.
13g If you 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 removed, we will then replace the display unit which may stop it from getting information from the smart meter (for example, if you carry out building work which may impact on communication between the two devices and/or)

Appendix 1 – Deemed Contract Schedule of Charges
To see our Deemed Contract Schedule of Charges (as amended from time to time), phone us on 0333 200 5100 (see the note below) or visit edfenergy.com.

Note: We may 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 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 bills or meter, and check if you get discounts, grants or a cheaper tariff. Visit citizensadvice.org.uk/energy or contact the consumer helpline on 0808 223 1133 to find out more.

EDF fuel mix per tariff or product
Coal
Gas
Nuclear
Renewable
Other
CO2 g/kWh
Radioactive Waste g/kWh
Deemed
0.0%
100.0%
0.0%
0.0%
0.0%
0.0%
0.0%
0.0070