It’s good to know extra support’s on hand

Useful information

Electrical emergencies

Your electricity network operator looks after your electricity supply. If there’s an electrical emergency or power outage at your home you’ll need to ring them. To get in touch, call EDF on **0333 200 5100** and we’ll give you the number of your local network operator. Alternatively, you can find the contact details at **edfenergy.com** under ‘Emergency information’.

Customer Services

For general enquiries, call **0333 200 5100**.

Gas leaks or emergencies

If you smell gas or are worried about a gas safety issue, please call National Grid Gas on **0800 111 999**. There’s a minicom service available on **0800 371 787** and a text telephone for customers with hearing difficulties on **0800 096 2929**.

Personalised Support Service

The EDF Personalised Support Service brings together different services to help customers most in need. Visit **edfenergy.com/pss** to see how they can help you.

Citizens Advice consumer helpline

Contact the Citizens Advice consumer service on **03454 04 05 06**.

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Extra help when you need it

Your support guide if you’re without gas or electricity

EDF

Your safety's our priority

As you know, an installer visited your home recently on behalf of EDF. However, while they were there they had to disconnect your gas and/or electricty supply because of a safety issue they spotted during their visit.

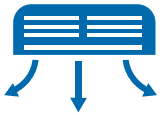
Your installer will have explained the issue and what steps will need to be taken to rectify this. They'll have also contacted your electricity network operator and/or the National Gas Grid if this was necessary.

To take care of a few basic needs, we're offering you some important items that may help you get by – an electric fan heater, hotplate and camping lantern.

We're not obliged to give you these and other suppliers may not. But we think helping customers in difficult situations is the right thing to do. There's no charge for these essentials and they're yours to keep – even when everything's fixed and you're fully up and running.

Opposite you'll find details about what's on offer and on the back of this leaflet there are some handy telephone numbers and links to useful services.

What's included in your essentials pack



Electric fan heater (mains operated)

Even in the summer months it can feel cold at night. Use this electric fan heater to help you stay warm when it's chilly. To allow heat to spread round the room efficiently, don't drape anything over the fan.



Single ring electric hotplate (mains operated)

Even with this single hob you can cook up a decent meal. Remember to make sure it's switched off when you've finished cooking to avoid any fire risk.



Camping lantern (battery operated)

Lighting candles inside when it's dark carries a fire risk. To avoid you having to do this we're offering you a camping lantern for light when you need it.