STANDARD (VARIABLE)

TARIFF FEATURES AND BENEFITS

Thanks for choosing Standard (Variable) – we think you’ve made a great choice. It’s really important for us to stand out from our competitors and do the right thing for our customers. We’re the only energy company to offer this great range of benefits in a tariff:

- **Variable tariff**
- **£0** No nasty exit fees
- **Electricity from various energy sources**
- **Free to call UK-based call centres**

IMPORTANT INFORMATION (KEY 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 ask for a copy at any time by contacting us on 0800 096 9000 or going to edfenergy.com/tariff-info.

CHARGES

Your prices are set out in your Tariff Information Label. These prices can be changed at any time if we give you 30 days’ notice. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff.

DIRECT DEBIT AND PAYMENT SCHEME

If you pay by monthly Direct Debit, we’ll only review your payment amount in line with our Direct Debit rules. They’re available at edfenergy.com/directdebitrules, and form part of these terms.

We review your Direct Debit at least once every 12 months (your ‘annual review’). We might review your amount sooner if we receive a meter reading or you ask us to, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter the amount you pay by Direct Debit at the time you make any extra ‘one-off’ payments to us but these one-off payments will be taken into account at each review.

If you don’t pay in line with your payment scheme, your contract may end or change. This could result in a change to your payment method or charges (or both). You’ll get at least seven working days’ notice of this. If we make any other change which is to your disadvantage, we’ll tell you and give you the chance to change supplier. We’ll explain what you need to do and when, at the time.

DIRECT DEBIT RULES

Direct Debit is an easy way to pay for your energy and helps you budget for your bills. It’s good value too – because you’ll benefit from a lower unit rate for your energy.

BUDGET DIRECT DEBIT

To pay using our Budget Direct Debit plan we first need to agree a fixed amount to cover your energy costs.

REVIEWING YOUR DIRECT DEBIT PAYMENTS

HOW WE CALCULATE YOUR DIRECT DEBIT

We estimate how much we think you’ll spend on your energy over the coming year based on information we have in our records, such as your previous energy usage and your type of property. When it’s time for your Direct Debit review, we also take into account any balance on your account. We then divide this annual cost into 12 monthly payments, which are spread equally across the year. This means that you won’t end up paying more in winter or less in summer – just the same amount all year round.

HOW BUDGET DIRECT DEBIT REVIEWS WORK

We review your Direct Debit every 12 months. We might carry out more frequent reviews, for example if we receive a meter reading, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter the amount you pay by Direct Debit at the time you make any extra ‘one-off’ payments to us but these one-off payments will be taken into account at each review.

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we’ve completed the annual review, if your Direct Debit needs to increase or reduce to cover your estimated annual energy cost, we’ll let you know and make the necessary changes. To avoid your agreed payments changing too often, we’ll only alter them between annual Direct Debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year. Latest details can be found at edfenergy.com/directdebit

HOW ANY DEBIT OR CREDIT IS BALANCED OUT

Once we’ve completed your review, if we have an up-to-date meter reading for you and we find your account is in credit, we’ll refund you. If your account is in debit, we’ll usually update your monthly payment amount to split the amount you owe across the following 12 monthly payments. In exceptional circumstances we may collect the full amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

IF YOU WANT TO PAY YOUR AMOUNT IN FULL

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

- Every month/three months you’ll get a reminder from us asking you to read your meter or pay your regular payment amount.
- If you give a valid meter reading by the date we ask you to, we’ll use this to send you a bill for the amount we’ll collect from your account for that month or three months. So you can be sure you’re paying for your actual use.
• We’ll also check your regular payment amount to make sure it’s set correctly and that you’re paying for what you use.

• If you don’t give us a reading, we’ll ask you to pay a ‘regular payment amount’ which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you’ve sent us or we’ve taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you’re paying the right amount.

• If you change your tariff, we’ll check that your regular payment amount is set correctly.

• If you don’t send us a meter reading, we’ll collect the amount shown on the regular payment amount.

• You will receive a statement each year (known as your annual summary), showing how much energy you’ve used over the year – and how much you’ve paid.

• You can give us meter readings online or through our ‘no queue’ telephone service any time you like. Just call 0800 015 1736. You’ll also be able to pay the revised amount of the bill straightaway.

### TERMS AND CONDITIONS

#### DEFINITIONS

‘charges’ – our charges for supplying energy, including any Green Deal charges which apply.

If you don’t pay as agreed, your charges may change

Please see clauses 4.5 and 4.6 for details.

‘distributor’ – the companies licensed to deliver energy to your premises.

‘energy’ – residential gas or electricity (or both) and all related services.

‘exceptions’ – the conditions set out in Standard Licence Condition 14A.2 of our gas and electricity supply licence. For example, these include:

• If your previous supplier objects to transferring the supply.

• If we don’t have the information needed despite taking reasonable steps to get it.

• If the supply transfer is prevented by any other circumstance outside of our control where we’ve taken reasonable steps to deal with the problem.

‘Green Deal charges’ – the charges for energy-efficiency measures installed at your premises that we must collect through energy bills in line with the Government scheme known as ‘Green Deal’.

‘metering equipment’ – the energy meter and other related devices, like key cards or in-home display devices.

‘premises’ – any part of any land, building or structure you’ve asked us to supply energy to.

‘registered supplier’ – the supplier registered with the local metering point administration service or metering point registration service who is responsible for supplying energy to your premises.

‘supply start date’ – for each fuel, the date from when we become the registered supplier for your premises.

‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.


### 1. Introduction

#### 1.1 This is a contract for us to supply energy to you. By entering into this you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standard terms we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these, are set out in the Standards of Performance booklet.

#### 1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks. If they’re not currently connected, please contact us on 0800 068 8257 and we’ll explain what you need to do.

#### 1.3 Our responsibility to supply your premises (and your responsibility to pay for the supply begins on the supply start date. From this date and for as long as we’re the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.

#### 1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by our ‘deemed terms of supply’ published under the Gas Act 1986 and Electricity Act 1989.

#### 1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed within 21 days after we have given your previous supplier notice, unless:

(a) you tell us to do otherwise; or

(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

### 2. Access

#### 2.1 You agree to give us, our contractors or any person we tell you to do otherwise; or

(a) you tell us to do otherwise; or

(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence. Our right to change terms

#### 4.3 If you don’t accept a change to your terms, to prevent us changing your energy account, we can ask you to pay a ‘variation notice’ unless clause 4.5 applies. If you don’t accept a change to your terms, to prevent us changing your energy account, we can ask you to pay a ‘variation notice’ unless clause 4.5 applies.

#### 4.4 If you try to change supplier, as set out in 4.3(b) above, but owe us charges on your account, we may ask you to pay a ‘variation notice’ unless clause 4.5 applies. If you don’t accept a change to your terms, to prevent us changing your energy account, we can ask you to pay a ‘variation notice’ unless clause 4.5 applies.

#### 4.5 If you have a debt which is still not paid for 28 days or if you fail to keep to any payment scheme we agree with you, we may change your payment method (which could involve changing your meter too). Or we may treat this as giving us notice to end your contract under clause 7.1. In either case, if you continue to take energy from us, this could result in your charges changing. If this
happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.6 If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed contract’, which has different prices and terms and conditions. These are available at edfenergy.com. If this happens, or if we change your contract under clause 4.5, you will no longer benefit from features such as any fixed price period. To ensure that your energy comes from a particular type of generation.

Your right to change terms

4.7 You are allowed to change any of the following terms at any time.

(a) Payment method – if your meter is not a prepayment meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.
(b) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to multi-rate (for example, economy 7) metering, and vice versa.
(c) Moving home – if you move home and the payment method is Direct Debit, you may change your new home support about existing tariff, you may change the premises being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can become the registered supplier for those fuels.

d) To do any of the above you need to ask us. If you do so, the changes will apply once we have processed your request. Your changes may change as a result, and you agree to this. You also may have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

Ending a tariff

4.9 Standard (Variable) is an ‘evergreen’ tariff, which means it will continue until we end it. If we do decide not to continue with the Standard (Variable) tariff, we will write to you between 42 and 49 days before the end date to tell you, and you can then:
(a) switch to our other tariffs, as long as you can apply for or become available within 20 working days of the end date (if you do so we’ll let you stay on your Standard (Variable) tariff prices until you move onto your new tariff).
(b) switch to another supplier, (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable time) and pay your Standard (Variable) tariff prices until your switch goes through;
(c) if you don’t do (a) or (b), we’ll arrange for your energy accounts to be automatically transferred on the end date to the cheapest available evergreen tariff we offer based on your current type of payment method. We’ll include the prices for that tariff when we write to you.

5. Billing

5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment scheme.

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 for your energy. We’ll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and your energy 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 right, we estimate 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; or
(b) the date your contract with us ends; whichever is the earlier.

6. Payment

6.1 You must pay your bill by the due date on the bill (or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.

6.2 If you have a debt which is still not paid for 28 days or if you fail to keep to any payment scheme we agree with you, we will treat this as you giving us notice to end your contract with us under clause 7.1.

6.3 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;
(b) with us to a new supplier; or
(c) for other accounts you have with us to pay off any other debt you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. We’ll also pay the Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.

6.5 If you owe us any outstanding charges, and you send us a payment that does not cover these charges, we’ll put towards whichever debt and in whichever proportions we consider appropriate.

Direct Debits

6.6 If you want to pay for your energy by Direct Debit, we need to agree the initial fixed amount you need to pay to cover your energy usage. We’ll review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed. Unless we decide that it’s necessary to do so, we won’t alter your Direct Debit when you make extra ‘one-off’ payments, but at each review we will take account of one-off payments you have made.

6.7 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your ‘estimated annual energy cost’) up to the date of the next annual Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a ‘specified (set) percentage’ to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

6.8 If, on the date we review your Direct Debit account your is in credit, we’ll refund the amount you are in credit once you’ve given us a new credit (if any). If your account with us is in debt by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debt from your bank account. By choosing to pay by Direct Debit, you agree to the payment terms. You can find our current specified (set) percentage and specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com.

6.9 Apart from where you or we change the way you pay your charges under clause 4.5 or 4.7, if you choose to pay by Direct Debit, you must continue to use that payment method for paying any charges. If you fail to do so, we will write to you, explaining what has happened and give you a date when you need to re-start your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque payment method you have agreed.

Debt

6.10 If we agree a payment scheme with you, you must pay charges in line with it. If not, we can withdraw it and all outstanding charges will then be due in full.

6.11 If you don’t pay your bills in the way we’ve agreed, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 3.7). If this means we fit a prepayment meter, clause 2 will apply, and you may lose your Direct Debit if we ever change your payment method. We’ll include the prices for that tariff when we write to you.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14-day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:
(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); or
(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we were your registered supplier. If we continue to be your registered supplier after you end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.7(c) and want to stop taking one of the fuels we supply (for example, you go from gas to electricity only), you may do so:
(a) if another supplier becomes your registered supplier for that fuel; or
(b) if your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor’s system) or you have arranged for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.

7.3 Unless you use your right under clause 4.7(c), if you change premises you must give us notice so we can end this contract. If you don’t inform us of the new premises, we will arrange for you to receive the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.7(c) and we are not the already registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the date we become the registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for bills relating to energy used at your old premises up until a new person takes over that responsibility.

7.5 We can end our arrangements with you under this contract by giving you notice as set out in clause 6.2. If another supplier (your new supplier) is acting under clause 7.6 (in which case, we do not need to give you any notice).

7.6 We are entitled to end this contract immediately in any of the following circumstances:
(a) you do not comply with any of its terms.
(b) you no longer own, rent or use the premises.
(c) you have any form of bankruptcy or insolvency proceedings brought against you.
(d) we reasonably believe that you have stolen energy or deliberately interfered with any metering equipment.
(e) there is a risk of danger to you or others if we continue the supply.

(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything other energy supplier, distributor, or other person does or fails to do).

(g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.

(h) You have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.7. We have this right even if you don’t have a debt on your account.

(i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence, and has decided to do so.

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to transfer your debt (if any) into your premises at all reasonable times to do this.

7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or which are due to come into force under that contract to continue after the date of termination.

7.9 If you are responsible for paying Green Deal charges, your responsibilities continue after this contract ends and your new supplier will collect your Green Deal charges when they take over your supply.

8. Limitations to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility 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.

8.2 We will not be legally responsible to you for any event or circumstance beyond our reasonable control.

8.3 We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibilities to any other
8.4 If we are legally responsible to you under these terms, except as set out in clause 8.5 below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).

8.5 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by our negligence or legal responsibility resulting from our failing to carry out our legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.

8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes precedence over any other contract term.

9. Other conditions that apply

9.1 We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7.6, in which case we do not need to give you any notice).

9.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person without our written permission.

9.3 If we don’t enforce any part of this contract at any time, this will not mean that we are waiving our right to enforce it in the future.

9.4 To help us improve quality, we may monitor and record calls that you or we make in relation to customer services and telemarketing.

9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by phone on 0800 096 9000 (or 0800 015 1733 if you are a prepayment meter customer).

9.6 If when you first entered into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you under your supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, too, as well as reminders about any outstanding debt on your account. We may still send you any of these things by post if we decide it is appropriate to do so. If at any time after your account is set up on an basis you no longer want to receive this communication electronically and instead receive them by post, you can contact our Customer Services team on 0800 096 9000 to do so or change your account settings through our MyAccount service.

9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract as it exists in the future.

9.8 We will not break any term of this contract by acting in line with any rights or carrying out any duties under our supply licences or any other relevant industry agreements or laws.

9.9 Nothing in this contract affects our rights under our energy-supply licences or any other relevant laws.

9.10 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 apply as normal.

9.11 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

10. Advice and complaints

10.1 If you have concerns we’d like to help. To contact our complaints team (Barn to 5pm, Monday to Friday) call 0800 051 1643 or 0113 820 7292 (from a mobile) or email complaintsresolutionmanager@energyforgood.com or write to: FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER. If you’re still unhappy, you can email our Customer Services Director at CSDirector@edfenergy.com or write to: FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR.

10.2 If you’re still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (Barn to 5pm, Monday to Friday) or visit ombudsman.services.org.uk/energy for a free and independent review. If the Ombudsman finds we haven’t acted correctly, they will make recommendations on how we can put this right.

This means (a) an apology or explanation; (b) compensation; or (c) any other relevant action.

Citizens advice bureaus’ consumer services also provide impartial advice. You can find our full procedure for handling complaints and information on visiting us at edfenergy.com/complaints.

10.3 You can get guidance on your contract rights from National Consumer Council. If you’d like a copy of the latest version of the Energy Consumer Guidance and Concise Guidance published by the National Consumer Council (Consumer Focus) under the Consumers, Estate and Redress Act 2007, you can find a copy on their website at ncc.org.uk.

11. National terms of connection – electricity

11.1 You accept that under this contract we are acting as your electricity supplier and are acting on behalf of your electricity network operator to make an agreement with you. The agreement is that you and your network operator both 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 your network operator uses to deliver electricity to, or accept electricity from, your home or business. If you want a copy of the NTC or have any questions about it, please write to Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horsefeld Road, London, SW1P 2AF. Or you can phone 020 7706 5137 or see the website at connectionterms.co.uk.

11.2 You accept that if we also provide you with gas under this contract, we will enter into an arrangement with your gas supplier in order to provide you with a gas supply. If your gas supplier suspends your supply for a period of time because of a gas shortage, we will pass on any compensation payment due to you as soon as possible after we receive the payments from the gas supplier.

12. Supply characteristics – electricity

As required by law, the electricity delivered to your premises through the distribution system will be supplied: (a) if you have a single-phase supply, normally at 230 volts declarted alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; (b) if you have a three-phase supply, normally at 400 volts nominal alternating voltage, with an allowed range of voltage variation from plus 10% to minus 6%; and at either of the above voltages at a frequency of 50 hertz, with a permitted normal variation of plus or minus 1%.

13. Information policy

13.1 We respect your privacy and this information policy explains how we will use your information and contact details in connection with supplying energy. By taking services under this contract, you agree to us using and sharing your information in line with this policy. You agree that we may use the information and contact details you give us or use with us, and the contact details provided when you contact us, to do any of the following things.

You must promptly give us, free of charge, any extra information we need to do these things.

(a) To set up, monitor and manage your account. This includes information needed to carry out our rights and responsibilities under this contract or any relevant agreements and registrations, to transfer your account to another supplier, or to sell any of our businesses. This also includes sharing information about your account with any of our agents and other organisations and people we use to help run our businesses (for example, meter readers).

(b) To collect Green Deal charges from you if relevant. We’ll process your information in line with Green Deal, including recording Green Deal charges and payments collected and sharing your information with others if needed (for example, other people involved in your Green Deal and government organisations including the Secretary of State for Energy and Climate Change, regulators and other law-enforcement organisations).

(c) To take a security deposit, carry out credit checks, trace and recover debt, and help prevent fraud and loss. We’ll use this information to check your details with relevant agencies (for example, relating to preventing fraud and money laundering). If you give us false or inaccurate information or we suspect (you), we’ll record this. We’ll also use this information to help make decisions about credit and related services (for example, insurance proposals and claims) for you and members of your household.

(d) To help us to improve the way we run any existing and future accounts, services and products and to tell you about improvements and new products and services. This includes information we need to help train our staff, take part in government or other organisations and projects to tackle fuel poverty, improve energy efficiency or other social or consumer interests), or create statistics, test computer systems, analyse customer information (including your energy usage half-hourly data and your purchasing information) so we can use it to provide offers or advice to you.

(e) To keep to all relevant laws, regulations, industry codes and relevant instructions, and to deal with any complaints.

(f) To send you information about your account (which may include personal information). This means that if you provide any email address or test number, or contact us by email or text message, we are giving you permission to send your account information to these contact details. If you need to update your contact details or how you can inform us to contact you, you can do this online in MyAccount or by contacting Customer Services.

13.2 You agree to us sharing your information with other people or organisations in relation to the purposes we’ve set out above. This includes sharing your information with anyone you have a joint bank account (for any Direct Debit you have) or joint energy account with. We may also exchange information between any of your energy accounts or any of the companies in our group, and if we need to change agents (for example, meter readers) they may also need to share your details with the agent replacing them, and you agree to that.

13.3 If you have any questions about the information we are holding about you and how we use it, or believe that the information we have about you is wrong or needs to be updated, please call 0800 096 9000 from 8am to 8pm Monday to Friday, or from 8am to 7pm Saturday. You can ask for a list of the people who will process personal information in relation to Green Deal from the Panel Secretary appointed by the Secretary of State for Energy and Climate Change.

M 21519
Clarity approved by
Plain English Campaign

Correct at time of print: January 2016
YOUR PRICES

• The prices shown on your TIL are only available for gas and electricity supplied to continuously lived-in homes which are used wholly or mainly for domestic purposes. They’re also based on you having the meter type shown on your TIL. If you have a different meter type then different prices may apply, or you may not be eligible for this tariff. We’ll be in touch if we find this is the case.

• Standing charges are due per day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF Energy.

• Some prices have been rounded and in some instances more decimals may be shown on your bill. VAT is charged at 5%. This is the current rate for residential energy supplies.

• For customers on variable tariffs such as Standard (Variable), if there are any changes to your prices or tariff terms and conditions, we’ll write to you in advance to let you know. Any changes will be shown on your bill for the period in which the change has effect. Old prices or terms and conditions will apply up to the date of the change, and new ones from the date the change is effective.

• If you’re a current EDF Energy customer, you’ll continue to be supplied on your existing tariff until we have processed your transfer.

YOUR PERSONAL PROJECTION

Your personal projection is a projection of your next year’s cost and was provided when you signed up with us. It is based on the information you gave us at the time.

Your quote would have been sent to you by email or letter when you signed up. You can find your personal projection in your quote.

You can compare your personal projection for your current tariff with a personal projection given to you for an alternative tariff from us, an alternative supplier or a switching site.
Every year we must publish details of the fuel sources we use to generate our customers’ electricity. The information in the table below covers our two active supply licences, EDF Energy Customers plc and British Energy Direct Limited, for the period from April 2014 to March 2015. Our customers’ electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

The figures for UK average fuel mix are provided by the Department of Energy and Climate Change (DECC).

Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on our tariffs and products, go to our website at edfenergy.com/fuelmix

The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.

**OUR FUEL MIX**

<table>
<thead>
<tr>
<th></th>
<th>Coal</th>
<th>Gas</th>
<th>Nuclear</th>
<th>Renewable</th>
<th>Other</th>
<th>CO₂ g/kWh</th>
<th>Radioactive waste g/kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDF Energy’s fuel mix</td>
<td>22.6%</td>
<td>6.1%</td>
<td>54.9%</td>
<td>16.3%</td>
<td>0.1%</td>
<td>229</td>
<td>0.0038</td>
</tr>
<tr>
<td>Contribution to our carbon emissions</td>
<td>89.5%</td>
<td>10.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK average fuel mix</td>
<td>26.7%</td>
<td>29.7%</td>
<td>22.2%</td>
<td>19.3%</td>
<td>2.1%</td>
<td>369</td>
<td>0.0016</td>
</tr>
</tbody>
</table>
MAKING A COMPLAINT

If we’ve let you down in any way, we’re here to help you find a solution. To make a complaint, call our complaints team (8am to 5pm Monday to Friday) on 0800 051 1643 or 0113 820 7292 from a mobile. You can email us at: complaintresolutionmanager@edfenergy.com or write to:

FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER

If you’re still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to:

FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR

If you’re still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday) or visit ombudsman-services.org/energy for a free and independent review. If the Ombudsman finds that we have not acted correctly, they’ll make recommendations on how we can put things right.

This might include:
- an apology or explanation
- compensation
- any other relevant action.

To view our full complaints handling procedure or to find out information on visiting one of our business premises, go to edfenergy.com/makingacomplaint

ONLINE SALES COMPLAINTS

If you signed up to one of our tariffs online and want to raise a formal dispute, you can do so through the European Commission at ec.europa.eu/odr They will then forward the details of your complaint to EDF Energy’s nominated dispute resolution service to investigate.
EXTRA SUPPORT FOR THOSE IN NEED

OUR PERSONALISED SUPPORT SERVICE:
FIVE AREAS FOR HELPING CUSTOMERS MOST IN NEED

1. Help finding the cheapest tariff and way to pay – we can help make sure you pay the best price for your energy and are on the right payment method. You could also qualify for a one-off £140 rebate on your electricity through the Warm Home Discount scheme.

2. Help reducing energy use – our energy saving advice helps you make the most of the energy you use.

3. Help with debt – the EDF Energy Trust provides grants and practical help if you’re struggling with debt. You can reach them on 01733 421 060. In addition, the EDF Energy Debt helpline is run by the Plymouth Citizens Advice Bureau, offering impartial debt advice for EDF Energy customers, wherever you live. Call them on 0808 156 6666 from a landline or 0300 330 0519 from a mobile.

4. Help with specific needs – our Priority Services Register is available if you need extra help managing your energy (e.g. if you’re visually impaired or hard of hearing, we can provide important communications in Braille, large print or audio CD). We also have a staff ID line so you can check our representatives are genuine.

5. Helping you beyond energy – our Energy Debt helpline can also help you check you’re claiming the state benefits you’re entitled to.

Visit edfenergy.com/pss or call us 0800 096 9000 for more information.
USEFUL INFORMATION

CUSTOMER SERVICES
Call our customer service team free on 0800 096 9000. We’re open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.
If you’re a customer with hearing difficulties, please use your text telephone to call us free on 0800 096 2929.

GAS LEAKS AND OTHER EMERGENCIES
If you smell gas, or think you may have a leak, call National Grid Gas immediately on 0800 111 999. They take care of gas emergencies no matter who your energy supplier is.

GOT A QUESTION FOR US?
You can email, write or call us free. For independent advice to help you understand what to expect from your energy supplier, you can visit edfenergy.com/stayingconnected

ENERGY EFFICIENCY ADVICE
For tips on how to use less energy, call us free on 0800 096 9966 or visit edfenergy.com/advice

I THINK I QUALIFY FOR FITS PAYMENTS.
WHO CAN I SPEAK TO?
EDF Energy is a licensed supplier of the Government’s Feed-In-Tariffs scheme (FITs). If you think you qualify for FITs payments because your home has renewable generation technology – like solar panels or wind turbines – please call our FITs team on 0800 404 9087.

ECONOMY 7
If you’re on E7 (also known as Economy 7) your electricity will be charged at two rates. You’ll have a higher day rate, and a cheaper night rate which applies for seven to nine hours between 8pm and 8am. These meters are often installed in properties which use electricity (rather than gas) for heating and hot-water. The actual times your night rate applies will depend on where you live, so if you need to find these out then please call us on 0800 096 9000.

We may monitor and record calls to improve our service. Calls to 0800 and 0808 numbers are free of charge from all consumer landlines and mobile phones.